



Face to Face Group Clinics: Frequently Asked Questions

Q: What are Face to Face group clinics?

A: Face to Face group clinics are a way for you to spend more time with your specialist or community doctor, nurse or GP, get your one to one review and get answers to your questions alongside others living with similar health issues. You may also get advice from specialist nurses and doctors, pharmacists, physiotherapists, dieticians, social prescribing link workers and health coaches in this way.

You spend longer with the clinician than you would in a one to one appointment. People find having more time for questions and the chance to learn from other people's experiences and share their own mean they learn more, cope better and often succeed in keeping themselves well.

Q: What happens at a Face to Face group clinic?

A: At your Face to Face group clinic you get the clinical review and support you need. You get answers to your specific questions and there is group discussion about health issues too.

Your Face to Face group clinic lasts between 60 and 90 minutes. There are usually 6-8 people in a group. When you arrive at the group clinic location, a member of the clinic team who is running the group clinic will greet you. The facilitator's job is to keep the group together and make sure the clinic stays on track.

They will ask you to confirm your identity and check you are happy to take part. Then they will start the session by reminding everyone in the group to keep information confidential and to follow some simple group rules or understandings that help you to get the most out of the clinic and your time with your clinician.

Each member of the group introduces themselves. There is time to review and understand your condition and your main concerns about it. Then you come up with questions for your clinician who joins the group after about 15 minutes. When the clinician joins, they discuss and answer common questions with the group. Each individual will have the opportunity to speak to the doctor in turn while the rest of the group benefit from hearing the consultation. The facilitator wraps up after 60-90 minutes and you get the chance to reflect on what you have learnt and what you want to do next to keep well.

English

<https://www.youtube.com/watch?v=bNFhYSp6WDU>

Welsh

<https://www.youtube.com/watch?v=TG09POTZwWk&t=3s>

Q: Do I consent to participate?

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A: Yes, there is a consent process in place and this helps you and others stay safe and preserves the whole group's confidentiality. Watch a video explaining the consent process here:

<https://www.youtube.com/watch?v=N8eCFkxAwVE>

Q: What's the benefit of a Face to Face group clinic?

A: Face to Face group clinics are a very engaging local consultation model for people with a whole range of health care issues. They are not just a response to COVID-19. They are a real and better alternative for many people.

Face to Face group clinics are up and running all over the UK. They have proved popular. People say that they enjoy hearing the experiences and getting advice from other people in a similar situation. They also like having longer with the clinician to talk about their concerns and for questions. They enjoy sharing what has worked for them with others and hearing about others' successes. They feel less isolated and alone, managing their health issues. People find that meeting others face to face is very rewarding particularly after the effects of COVID and spending more time indoors. People who attend Face to Face group clinics see their health improving and need to go to hospital less.

Q: Can I still have a one to one telephone or face to face consultation with my doctor or nurse?

A: You can have a 1:1 session after the group clinic with the PCN staff member should you need it. This can be booked with the staff or you can be sent a link to book at your convenience. If you require an appointment with a Doctor or Nurse you would have to follow the normal route to book via your own practice

Q: What happens if I arrive late?

A: Our policy is if you arrive more than 5 mins late that you would be asked to rebook into another clinic. This is because it is important that everyone is checked in, consents and signs up to the group understandings at the start. It is very disruptive for the group when people arrive late. If you are late, get in touch and we will book you into another Face to Face group clinic. Contact us to re-book here: 07709980161 or 07360207899

Q: How do I join my Face to Face group clinic?

A: We checked that you have everything you need to attend before we gave you this appointment. You would be sent out instruction with details of the agreement separately

If you no longer have access to the internet or a device, please contact your clinic co-ordinator and they will find a different way for you to participate.

This is how we recommend you prepare for your Face to Face group clinic:

1. **Before the group, read the group clinic agreement.** In the Face to Face group clinic, you will be asked to confirm that you are happy to participate on this basis, and that you agree to keep all information that group members share confidential

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2. **Wear something comfortable and be yourself.** The Face to Face group clinic lasts 60 minutes. Make sure you wear something comfortable and that you have any medication or water for example to keep you going.
3. **Be on your own unless you have asked someone to attend with you.** We understand you might want to bring someone with you for support. For safety purposes, we must get their contact details too, including name, phone number and address.

Q: How do I know a Face to Face group clinic is for me?

A: You won't know until you give it a go! People tell us they really enjoy the experience. Face to Face group clinics might not suit everyone. If you are feeling anxious beforehand, let the facilitator know. It is also OK to attend a group and just listen and see if it is for you. You can even join in and decide to leave if it isn't right for you. At any point you can leave the group.

Q: What happens if I don't want to say anything in a Face to Face group clinic?

A: Do let your facilitator know if you are feeling worried about being in a group. It is OK to join a group to just listen. You will still learn a lot and many people who do this and end up joining in once they feel comfortable.

Q: What happens if I change my mind when I'm in a Face to Face group clinic?

A: If you feel the Face to Face group clinic isn't working for you, let the facilitator know. You can leave at any time. The team asks for feedback at the end of every Face to Face group clinic so let your facilitator know if you think things could be improved.

Q: Can my partner, friend or carer join me in my Face to Face group clinic?

A: Yes, with your agreement. It is often very useful for family members, carers or friends who support you to join. They need to consent to take part and agree to respect confidentiality, and confirm their identity just like other participants. Ideally you should just invite one person to join you; otherwise groups can get too large. Please let the facilitator know ahead of the time so we can add their name to the register.

Q: Can I record my Face to Face group clinic?

A: No. To ensure all information shared in the session is kept confidential and your privacy is fully respected, you will be asked to sign up to the 'Patient Agreement'. This means you must not record, share or post any aspect of the session. It's in everyone's interest to respect this.

Q: Are under 18s allowed to attend and do they need to consent?

A: You must alert the facilitator to people of any age who you wish to attend. Clinicians make the overall decision on the appropriateness of the information being discussed with young people present and may ask that the young person leaves.

Q: Can I share my Face to Face group clinic details with someone else who wants to join in?

A: No. If you want a relative or carer that you wish to join you in the group clinic, please let the clinic team know in advance that your relative or carer will be joining and they will register your relative or carer.

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Q: How is my health information kept confidential during a group?

A: We assure this in three ways. First, before the group, all participants are sent an agreement to not to share any information discussed within the group. Unlike the confidentiality regulations surrounding a doctor's obligation to keep all information confidential, this is not enforceable by law. However, as all participants will be sharing personal information, it is in everyone's interests to respect this.

Second, when you arrive at the session, the facilitator asks you to consent to share limited and relevant information about your condition with the group. This information will be shared with the group in the form of a Discussion Board. You consent verbally.

Third, the clinic team makes a record that you have consented and note this in your computer record.

Q: Will there be any follow up after the video group clinic?

A: If you have any private concerns or the clinician feels you needs some further one to one time or follow up, then you can be booked in for a follow-up one to one appointment as usual. We expect you will have a positive experience and will book in to further Face to Face group clinics when you are invited.

Q: Can patients get together and form their own groups after a Face to Face group clinic?

A: Yes. Some people find that they get on really well, form friendships and want to carry on meeting to support each other after they meet at Face to Face group clinics. Getting involved if this happens is your choice. Being part of a support group helps some people stick to their goals and keep motivated to make lifestyle changes that may help with you manage your condition and recovery. Your clinician can refer you to support groups that already exist. Ask about this if you are interested.

Any other questions?

If you have other questions or if you have been to a Face to Face group clinic and want to add to this list of questions to help other patients, please get in touch with your clinic team. Thank you.