

Virtual Meetings – Hints and Tips

Resources

Here are some resources to help with telephone & video consultations or meetings:

- Using video consultation <https://vimeo.com/386345738>
- Quick telephone consult tips: <https://egplearning.co.uk/quick-telephone-consultation-tips-for-primary-care/>
- Best webcam for video consults: <https://egplearning.co.uk/best-equipment-for-video-consultations/amp/#click=https://t.co/7aOhuGEsds>
- Video consultation tips for GPs: <https://www.youtube.com/watch?v=MxIDHfHwDU0>
- @AccuRx video in <5 mins: <https://www.youtube.com/watch?v=aryAqMqdHg0>

Video calling services

Skype – free to use for computer to computer calling. Can be used online or through an app. Host can share their screen to show resources if needed.

Google Hangouts – free to sign up and use (Desktop and laptop only)

Face-time – One on one calling between apple devices. This can be phones, laptops, computers or tablets.

Microsoft teams (now free to the NHS) – video calling, similar layout to Skype.

Tips and tricks

1. Mute your microphone when you are not talking. Background noise can be distracting and disrupt the flow of a meeting
2. Choose a quiet spot with an appropriate background. You can also blur the background in Skype, so only you will be clear on the screen
3. Position your camera correctly. Your camera should be at eye level, so if it is too low, then putting something underneath your laptop. Also check you have appropriate lighting. Most services let you test the camera, so you can see how you look before you start the call.
4. Test your setup beforehand. You don't want to be trying it for the first time during a session
5. Have a backup plan in case you have issues connecting
6. When you're talking, look into the camera rather than at yourself on the screen. This will make the other person feel that you are 100% engaged.
7. Follow up with the mentee afterwards to see how they found the call, and to see if there are any improvements that could be made.