IHCAS
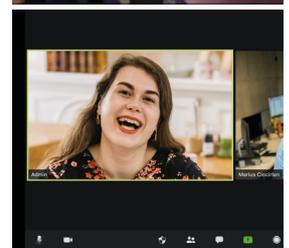Independent Health Complaints Advocacy Service

healthwatch
West Sussex

Local Resolution virtual meeting

Preparation and participation

To avoid issues please make sure:

1. Device is adequately charged or is charging during the meeting

2. The main light source (window or lamp) is situated behind your device and not you

3. Device is securely set (leaning against something solid or in a proper holder/stand)

4. Your device is at least an arms-length away, ideally 2 to 3 feet and the camera is angled at eye-level or slightly higher

5. You are on time for the virtual meeting, ideally join via the link you have been sent a few minute prior to the start time. (You may need to wait to be 'admitted' into the meeting).

6. Mute yourself, if there is background noise at your location and ensure all windows and doors are closed, outside noise can affect other people from hearing what you are saying

7. Consider putting your mobile phone onto silent

8. Housemates/family are aware you are in a meeting, so they don't do or say anything inappropriate

9. Consider testing the technology before the planned meeting

10. Check you don't have embarrassing, offensive, personal or incriminating items around you that will be seen by the people in the meeting or set your view to blurred/select a picture background

11. You have the meeting agenda and copies of medical notes and response letter to hand

12. You agree with the parties involved if the meeting is going to be recorded and obtain verbal or written authorisation

13. You know the length of the meeting (normally one hour)

14. Assign a facilitator, as its usually harder to manage a virtual meeting, the facilitator can be assigned to help guide the meeting and agenda

15. You agree if the 'Hands up' is going to be used, this will ensure only one person is speaking at a time

16. At the end of the meeting agree actions points and the Chair of the meeting should check that all items on the agenda have been covered but this may be worth you checking as well

It's a good idea to have your drinks, snacks, stationery etc to hand to avoid having to reach or move to get them during your call.