

# Zoom virtual sessions tips for GPSTs

- Ensure your IT is working properly well in time before joining the session. This includes
  - Download the zoom client if not done so already, also regularly check for updates to ensure all functionalities are available to you
  - For trainees in hospital, ensure downloading the zoom app in case you are unable to download on a hospital PC.
  - Hospital based trainees can call into learning centre to use library or PCs there to join in as well, we are discussing with trust about having webcams on these PCs
  - Have a working webcam and microphone and your speakers are working fine
  - Your internet connection is working well, if flaky then you will get better results with a wired connection than a wireless one.
  - During the meeting if you have other devices using your Internet bandwidth then you can experience delays, so switch off anything which does not need to be online.
  - Make sure your device is charged or connected to power as video conferencing will consume more power from your device
  - Also worth using headphones as it helps you focus on the session better and avoid other ambient noise distracting you.
  - If you have problems with your microphone then you can join the session using a phone number as well where you can see the presentation on screen and use your phone to hear and ask anything (this should be a last resort as the experience will be poor compared to joining online) If you need this then contact Omar / Hannah who will be able to help you with this.
- When joining the session, ensure you **enter your full name and also add if ST1, 2 or 3.** so it is visible to the meeting presenter / host / cohost to know who you are and your position in current training.
- It is a good etiquette to have your camera on so presenter can see some engagement but equally if you have a need to switch off video and/ or audio feed temporarily then you can do so (for e.g., kids walk in needing your attention or you need to take a bathroom break and chose to take mobile device with you)
- It also helps the team to recognise that only those who should be in the meeting are joining and someone else hasnt joined in, this is important from data protection and confidentiality point of view.
- Zoom gives you the option to have a virtual background if you do not wish to share any personal effects in the meeting, worth testing it if this works on your device.
- Always keep your microphone on mute as this avoids unnecessary random sounds interrupting the flow of talk by the speaker. Only the speaker and cohost should have the microphones open. We might force mute all attendees at time to manage meetings better. In larger groups, when the speaker asks for feedback, you can reply by hitting, yes or no or using the reaction buttons for quick feedback. If you have a question to ask / comment to make, then you can raise your hand virtually and the

speaker then goes to each raised hand. Raising your hand brings your video to top so the speaker can easily see who is raising the hand. Cohost will keep an eye on chat / participants window to make the presenter aware of someone else needing to say something.

- This is very important .**Remember anything online can be recorded, please be aware of data confidentiality and do not mention any patient identifiable information, if you have clinical questions to ask, ensure you do not use patient name or details, besides that be aware of other things to avoid identifying patient for e.g., not to mention which surgery, names of clinicians, specific areas, etc which can help identify a patient. Also these platforms allow you to share screens or files, please do not share anything which can identify a patient.**
- Eating during meetings can be a distraction, sometimes it is unavoidable so please switch off your video feed and microphone when you do eat.
- Chat function is useful to submit questions as a query comes to your mind so speaker can address them when they are ready to take questions, please always share it with everyone so people can see them easily. You can send messages privately to a specific person but please refrain from sending them to the presenter so they dont get distracted by trying to reply to the questions. Equally avoid sending a lot of private messages between each other to avoid distracting from the presentation.
- Polling - can be useful to assess understanding of attendees for the session. Also can be used as a way of getting feedback for the session.
- It is important for us to learn if the sessions and the format in which it is being run is helpful and a good learning experience for attendees. So it is important everyone completes the feedback form for the session, it will also be used as proof of your attendance to HDR.
- Share screen - this is a powerful tool for presenters to share their screen showing useful resources they wish to show the participants.
- Annotation - can be used by presenter as well as participants if they wish to point out a particular section of the shared screen.
- Finally, create a free zoom account yourselves and have a play with the setting, may be have some small sessions with your peers, where you can practice some consultation skills, rung peer groups for AKT and RCAs (temp replacement for CSA)