

# **Alwoodley Medical Centre patient engagement session**

**Wednesday 10 June 2020**

## **Advance information for participants**

Thank you for registering to join the patient engagement session taking place this evening.

This email provides information about how to join the event online or by telephone and also information on how the event will run. Please read it in advance of the session starting.

Please note the event will start promptly at 7pm – please make sure you join a few minutes earlier.

**To join the session on-line please go to:**

<https://us02web.zoom.us/j/88616614683?pwd=SDhja2ozb2xMSUhubnlDM0JLbysxZz09>

Meeting ID: 886 1661 4683

Password: 257960

## **Background information**

If you've not already done so, take the opportunity to read about the background of the proposal to close the Adel Branch Surgery, and the engagement activity that has been carried out to date.

<https://www.alwoodleymedicalcentre.co.uk/adel-engagement>

## Information about the engagement session

While an event like this on-line to take account of social distancing measures is a bit different to what we are used to, there are some principles that remain the same.

The event will be run by an independent facilitator who has reviewed the engagement to date and the questions and issues that people have raised during the registration process. These have been collated and will be addressed during the session.

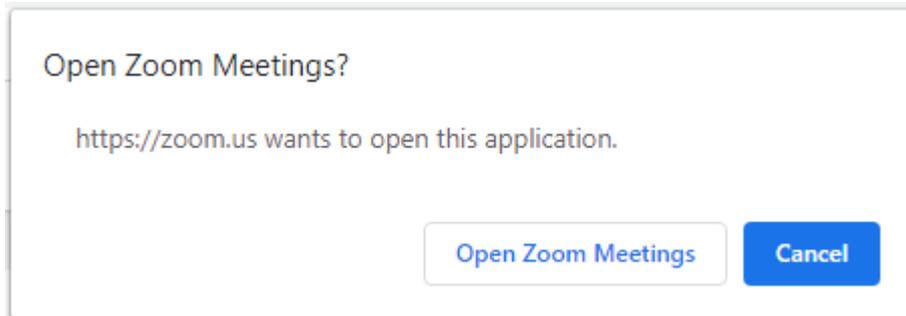
Many people are new to using Zoom so here are some things to know about the session before we start.

- **Mute your microphone.** To help keep background noise to a minimum, your microphone will be muted and the host will unmute you if you are called upon to speak.
- Don't forget to position your camera properly. If you choose to use a web camera, be sure it is in a stable position and focused at eye level, if possible so we can see your face.
- If your connection is slow you might find it better to just have audio on and turn off your camera.
- There's a chat function for you to use and we will be monitoring through out – you can use this to pose questions to the panel.
- There will be an opportunity to ask questions – you can do this by using the raise your hand function (we will show people where it is).
- We will have people joining us on the telephone– you can raise your hand by pressing \*9 on your key pad.
- If you do have a question, please try to be succinct, this means that we can get to as many people as possible. In order to make progress questions will be limited to 2 minutes.
- The session will be recorded and published on the practice website
- And finally, this is new to many of us so we are bound to have teething issues – we will be patient and kind to each other as we learn about this new way of involving you.

# How to join a Zoom meeting from your desktop

For most people simply click the link above and follow the prompts in your web browser. You can either open the meeting in your browser or install the app.

If you see this:



Just click 'Open Zoom Meetings' and you will be taken into the meeting.

Otherwise you will see the image below and can choose whether to install the software on your PC (Download and run) or to 'join from your browser'.

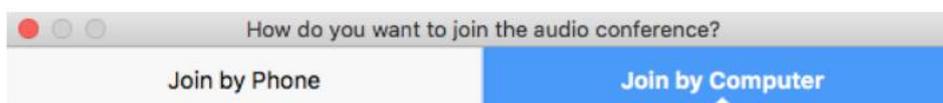
Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

## Participating in a zoom call

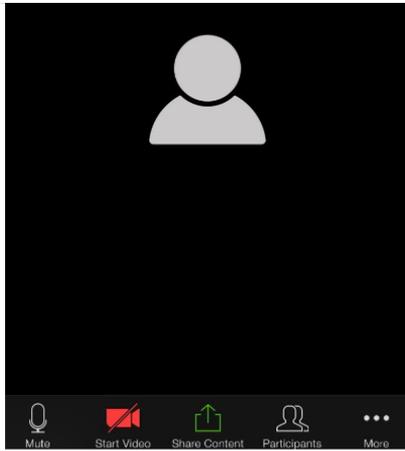
Choosing your audio connection When the video screen first opens, you get a dialogue box that looks like this:



[Test Computer Audio](#)

Most of the time you are likely to want to choose Join Audio by Computer. Just click the button.

You will see a screen a bit like the one below.



A joined call. Marissa Penno/Business Insider

## Joining by phone ONLY

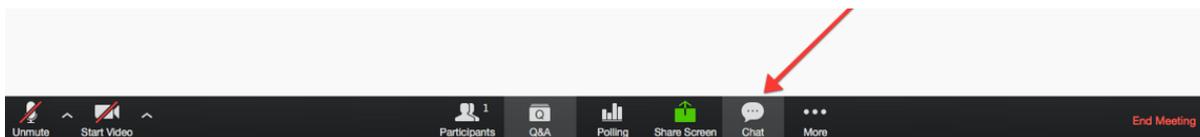
If you wish to you can listen live o by telephone. Simply dial 0203 051 2874 and using the meeting 886 1661 4683 and password 257960.

If you wish to submit a question or comment beforehand please email ([alwoodleymedicalcentre@nhs.net](mailto:alwoodleymedicalcentre@nhs.net)) or send your question by post. We will seek to address all questions submitted by 11am on 10<sup>th</sup> June 2020.

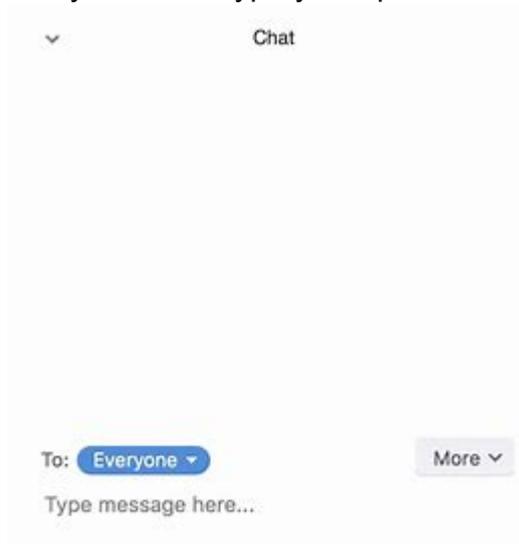
## Asking a question if you are online using Zoom

You are invited to use the chat function to ask a question when the questions section is introduced by the facilitator.

Its located here on the bottom of your screen



A box will pop up like this on the right and you will need to ask a question to everyone. Just type your question in the box and 'return' when you want to send it.



## Raising your hand in Zoom

By Phone: Press \*9

By Computer:

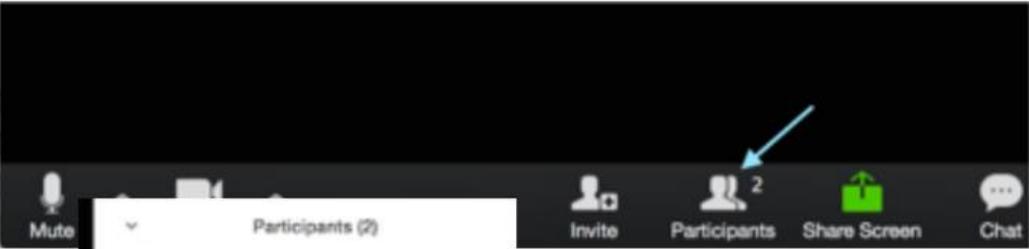
Step 1: Click "Participants" on the Zoom Menu Bar.

(The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins. If you don't see the menu bar, move your mouse slightly and the bar will appear. The bar disappears after a few seconds when in full-screen mode.)

Step 2: The white Participants box that appears after you do Step 1 has a Raise Hand

command at the bottom, just click that to raise your hand.

Step 1:



Step 2:



**By Tablet:**

1. Click **"Participants"**
2. Choose **"More"** at the bottom of the Participants screen
3. Choose **"Raise Hand"**

