

FAQs – Microsoft Teams virtual appointments and group sessions

Why should I book group sessions by opening NHSmail in a web browser?

For group booking sessions, we would like to hide contact details of one service user to another. This option to hide attendees is only available when we book the Teams meeting through a web browser (also known as Web Outlook).

Why is it advisable to book one-to-one virtual appointments through desktop Outlook?

One-to-one virtual appointments when booked through the desktop application (as described in the guide) sends out a well-tailored invite. This allows the patient to join the meeting as a guest (using a web browser) and enter via a tailored lobby.

What should I do when a patient replies to the invite?

There is a possibility that a patient may reply to the invite with a change/cancellation request or any other type of query. This reply will go to the email account which was used to send the email invitation. If a member of staff has used their individual NHS mail account then they will receive it directly in their inbox. In such instances, staff may wish to forward that email to an agreed shared departmental mailbox from where it can be actioned.

Additionally, you may want to advise the patient on correct contact routes. If staff have sent the invite from a departmental shared email, then the reply will land in the shared mailbox. This can be picked up by staff who routinely look after that mailbox and actioned. **It is advisable to develop service/area specific SOP for such scenarios.**

What should I do when I receive persistent emails despite routing them to the correct and agreed contact route?

Contact your line manager to escalate the issue and follow the next steps as advised.

What can I do to help a patient who has not received an invite?

- In the first instance, check that a correct email address for the patient has been used to send the invite.
- Ask the patient to check their spam folder. Hotmail users have sometimes encountered this issue.

What should I do when a patient does not have an email address?

If the patient has no email address, they will need to be scheduled for a face-to-face session.

What should I do when a patient can't join the call via the link?

Please follow your departmental procedures to keep in touch with patients to either reschedule or invite them for a face-to-face appointment.

References:

[Teams Training Guide from NHS England - https://support.nhs.net/wp-content/uploads/2020/06/Teams-guide.pdf](https://support.nhs.net/wp-content/uploads/2020/06/Teams-guide.pdf)