

Healthwatch Worcestershire - Virtual Meeting Guidelines

1. Purpose: These guidelines have been developed to enable HWW to conduct virtual meetings effectively. It is intended for larger and more formal meetings such as Board meetings or where members of the public/external participants have been included.

2. Organising a meeting

Technology: HWW uses Microsoft Teams for smaller/internal meetings and Zoom for larger meetings which are open to the public.

3. Meeting papers and presentations:

All documents and presentations should be simple and easy to read.

- Page numbers for ease of reference
- Slides/Data should be legible on small devices.

Public Meetings: papers will be published on the HWW website in advance of the meeting.

Where possible and appropriate documents for discussion will be 'shared' via the technology.

4. Conducting virtual meetings

It is helpful if the Chair/Organiser (C/O) joins the meeting in advance to ensure the meeting had been set up correctly.

Meetings may only be recorded by HWW (audio and visual) unless permission is given by the C/O.

Everyone taking part should ensure that they are in a suitable location with enough bandwidth. If possible make sure that nothing too personal is visible in the background. It is possible to 'blur' the background.

The meeting should start on time unless there have been any technical issues.

At the start of the meeting the C/O will make sure that everyone is aware of who is present in the meeting and confirm the rules of engagement:

- Everyone will mute themselves unless they are presenting a paper or asking a question.
- The C/O will invite people to speak either by asking them to present their report or answer a question, or by inviting a specific person to ask a question or make a comment.
- Anyone who wishes to speak will use the non-verbal prompt 'raise hand' icon. If this is not possible then please raise your hand.

5. Public Board Meetings - public access

The C/O will ensure that arrangements have been made for public access to those meetings which are normally held in public in line with local Healthwatch requirements.

Meeting dates and links to join the meeting will be advertised on the HWW website and in the HWW bulletin and those members of the public interested in attending will join the meeting as observers (being muted for the majority of the meeting after introductions).

The C/O will ask for contributions from the Public as per the meeting agenda.

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HWW public meetings will be recorded and 'snapshot' photographs may be taken - please let the C/O know if you are not happy with this.

6. Responsibilities:

Chair/Organiser

- **Timing:** ensure that the meeting starts and finishes on time. If required, check that the meeting is quorate.
- **Technology:** understand the technology, how to allow people to contribute and how to stop them from over contributing. Be aware that people using devices other than laptops may have limitations to what they can see and the tools available to them.
- **Participation:** ensure that everybody knows who is in the meeting and can hear and see enough to join in. Make sure everyone who wants to is able to ask questions. Be clear about who is to speak and when.
- **Voting:** where there is an issue which needs a decision ensure all voting members at the meeting have taken part in the vote.
- **Agenda:** keep to the agenda and only allow relevant and critical AOB
- **Finish:** when the meeting has finished check that all agenda items have been covered, decisions made, and that people felt they were able to contribute.

Participants:

- Test technology in advance, if possible
- Join meetings on time
- Stay muted unless wish to speak
- Indicate if they have a question or a comment - preferably nonverbally either via technology or physically
- Be aware that your movements will be picked up by the video camera and that there is a potential for distraction. It is possible to turn off your camera and retain the audio if you need to move.