Guidance for NHS practi   vents with VMO2

What to expect?

These are drop-in sessions that patients can attend at any time throughout the allocated time slot. In the sessions Virgin Media O2 Digital Champions will be there to support patients with any digital support they need, such as signing up and navigating the NHS App, ordering prescriptions and managing their appointments.

There will be a minimum of 2 (ideally 3 or 4) Virgin Media O2 Digital Champions that host the session. The volunteers have completed Digital Champion training but aren't necessarily technical experts, they are taking time out of their working day to volunteer and provide digital support.

Promoting the session

- We will arrange and confirm a date and time with your team for when the session will be delivered.
- We recommend promoting and sharing the sessions with patients via text message and email, advertising posters within the practice, on social media channels and encouraging staff to verbally promote them.
- You can use the search functionality on the NHS system to target invitees, for example those who may need digital skills support, those who aren't already registered with the NHS App, those who currently aren't engaging with the practice digitally or frequent users of healthcare services.
- Promotion should emphasise that the session is a drop-in session so patients can attend at any time within the slot, and that they will need to bring photo ID with them to register on to the NHS App
- Consider picking a key focus before your session. For example, increasing the number of repeat prescriptions or the number of online appointments. You can compare metrics one month before and one month after the session and share your findings with Virgin Media O2 Business at connnectmore@virginmediao2.co.uk.
- You should begin to promote the NHS App session a minimum of 2 weeks before your event.

Example social media/text message template:

"On (enter date and time) we have a free drop-in session at (Venue Name) to help our patients use the NHS App! In the session there will be Digital Champions who will be able to support you with ordering repeat prescriptions, managing appointments, symptom checking and viewing your health records.

This is a drop-in session so no need to book. Please bring photo ID with you.

Before the session, print off the following documents (which we will share with you).

- A guide to getting started with the NHS App
- Making a request through the NHS App

- Registering for PATCHS
- Poster with QR code to a feedback form

During the session

- Please make all staff members are aware that the session is taking place and ensure a staff member can greet Virgin Media O2 Digital Champions and guide them to the session's location.
- On the day, please ensure a space is available for the session to take place, for example in the waiting room area or a separate room. There should be plenty of seats reserved/available for the session.
- During the session it would be good to have a staff member (s) with access to NHS systems available, this may be staff on reception or staff who are available within the session time. This is to support with giving access to an individual's ODS code, account ID and Linkage Key or passphrase if needed.
- If there's an available Wi-Fi network with security in the practice, please ensure that the password is shared with the Digital Champions and attendees so they're able to connect to it.
- There are several printed materials such as how to guides which we can share, these can be printed before the session so they're easily accessible to patients.
- Please encourage attendees to scan the QR code using their phone's camera and complete the online feedback form. This helps us develop future sessions.

Checklist
Two weeks before

- Send out SMS/email to your patients

- Update your website with details of the session

- Update your social media pages with details of sessions (if applicable)

- Put up promotional poster in waiting room / around the practice

- Ensure that all staff are aware of the session details

On the day

- Prepare a space with plenty of seats to support patients

- Nominate a member of staff who will greet Virgin Media O2 Digital Champions and guide them to the session's location

- Ensure there will be staff available who can give attendees their ODS code, account ID and Linkage Key or passphrase if needed

- Print off and prepare resources

- Display the printed reso   easily accessible to patients (e.g. on a table)
- Ensure the Wi-Fi password is shared with the Digital Champions and attendees (e.g. on a poster)
- Remind attendees to scan the QR code to complete the online feedback form.