

## Blackboard Collaborate Guide

### How to use it

To get started, here is a really good guide 2 minute video guide:

[https://help.blackboard.com/Collaborate/Ultra/Moderator/Get\\_Started](https://help.blackboard.com/Collaborate/Ultra/Moderator/Get_Started)

Each Practice has their own link - please test this link in advance and let us know asap if you have any problems.

Here are the basics:

- Turn your microphone and camera on via the icons bottom/centre of the screen
- Click the purple icon bottom right to open the collaborate panel where you can:
  - see a list of attendees
  - use written chat if you wish
  - share files - see info below.
- Sharing content. To upload a welcome slide - or other content - select the purple icon bottom right to open the collaborate panel. Click the square 'share content' icon, then 'share files', click '+add files', browse to find your file then click 'share now'. To STOP sharing click the white square icon top right - inside the black border surrounding your file. After use - if you don't want the file to remain in your Practice's space - click the 3 dots next to its name and then 'remove file'.

### Top Tips

- consider asking the students for their mobile phone numbers in advance so you can contact them easily if there is an issue.
- Students have been given their own instructions about accessing the Practice blackboard collaborate room. These are: students should log onto Blackboard, follow the link to GP Teaching Sessions (within the Primary Care Clerkship section) and then find their Practice classroom which will be in alphabetical order.)
- The only browsers to use are Chrome or Firefox.

### Troubleshooting

Most of the problems we see in Collaborate are related to using audio or video. You must give the browser permission to use audio and video to participate in a session.

If you can't hear anything, please check your audio settings: Check your session and browser settings. Check the audio settings in Collaborate. Adjust your speaker volume in My Settings (bottom right-hand corner)

Are you using the latest version of Chrome, Safari or Firefox? You may need to update your browser. Does the browser have permission to access your camera and microphone? Visit

the troubleshooting webpage for browser specific guidance:  
<https://help.blackboard.com/Collaborate/Ultra/Participant/Support>

Most common problems can be fixed by:

- leaving and re-joining the Collaborate room
- using Google Chrome or Firefox rather than another browser
- clearing your cache and then re-joining the session
- checking your internet settings
- testing your audio and video settings on your device
- restarting your computer and trying again.

### **Blackboard Collaborate and Data Protection**

We have made as much effort as possible to ensure that Blackboard Collaborate is a secure platform for discussion of patients, including with patient identifiable information. As with any data sharing, the amount of data shared should be what is needed for the purpose (in this case teaching). For example, if you are discussing patients seen earlier in the day with your students, you may not need to use the full name of the patient. In most security breaches, humans are the weak link and we are providing training to students and GP teachers to ensure they know how to use the software. These sessions should not be recorded as you will be talking about patients and recording the session could lead to inadvertent confidentiality breaches.

## Microsoft Teams Guide

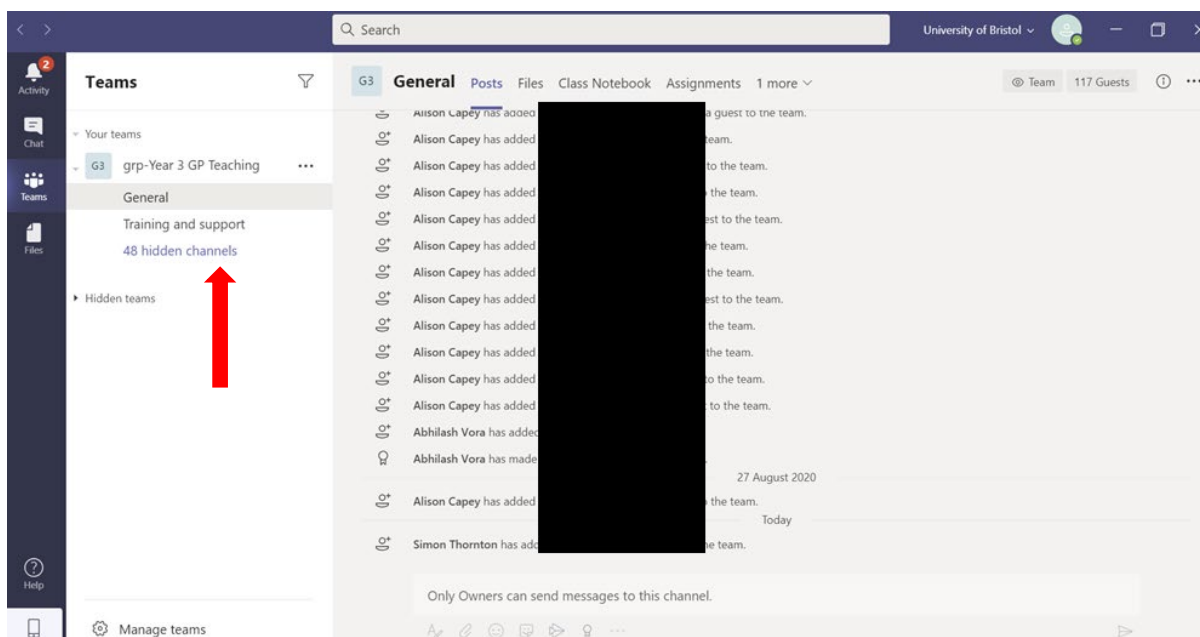
This is a brief guide to getting set up Microsoft Teams to deliver teaching to University of Bristol medical students in General Practice. You will have received an email with an invitation to join a Team on Microsoft Teams. Please click on this link to get set up with Teams ready for your students joining you in practice.

Ideally, run through this set up process on the computer that you will be using to deliver the teaching. You can set up Teams on multiple computers but you may need to install the Teams app on each machine.

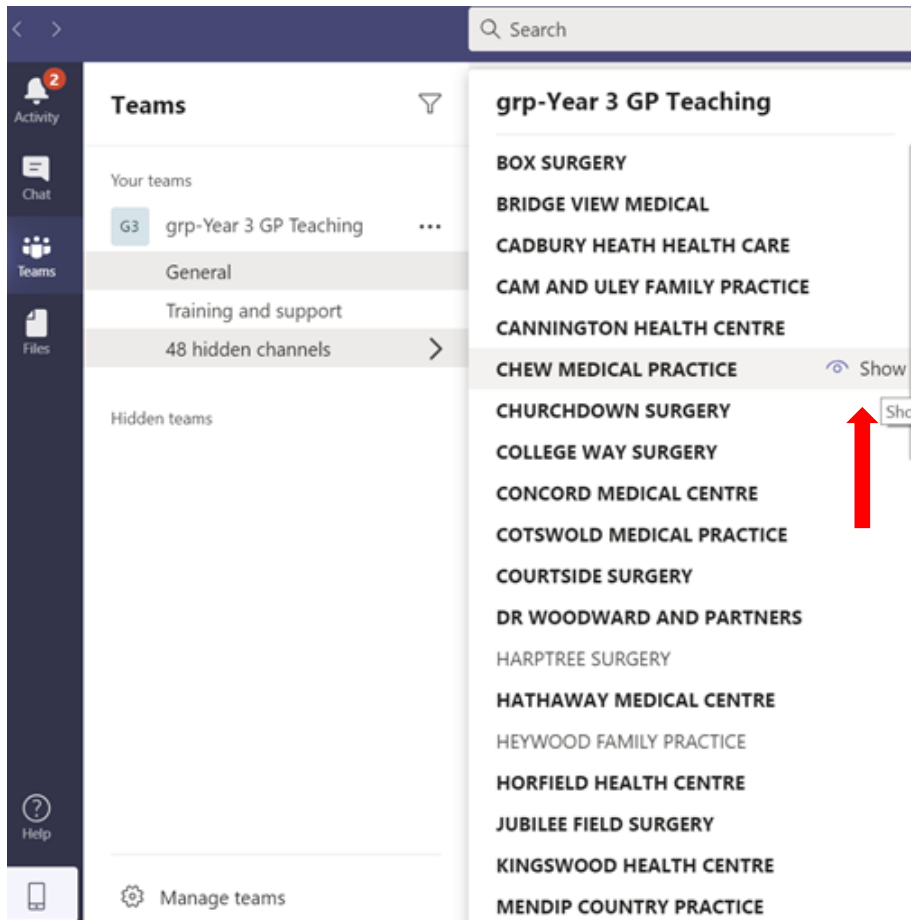
When you click on the link, you will be taken through a series of steps to join the team. How many steps you must go through depends on whether your email address is already associated with a Microsoft account.

1. Using your nhs.net email. All nhs.net accounts are already set up to use Teams. If we have sent the invite to your nhs.net email address, when you follow the link you will be prompted to download and install the Microsoft Teams app if you don't already have it installed on your computer. You will then be prompted to enter your email address and sign in using your nhs.net password.
2. Using a non-Microsoft associated email. If we have sent the invite to an account that is not associated with a Microsoft account, you will first be prompted to create a Microsoft account before downloading and installing the Microsoft Teams app.

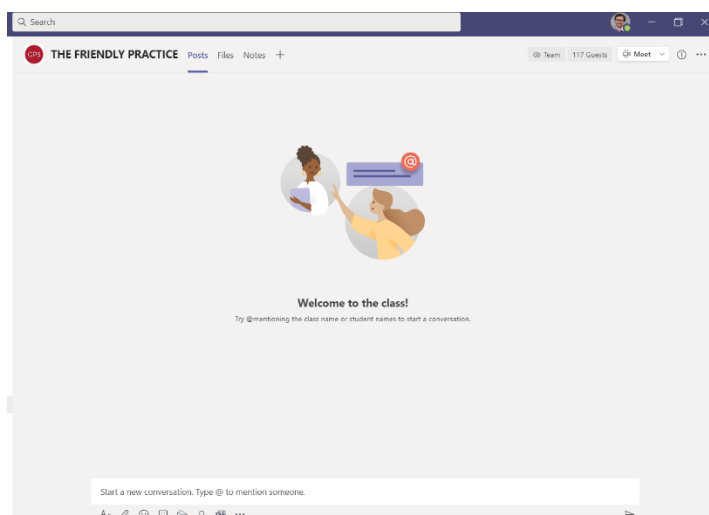
Once you're into teams, you should have a screen that looks a bit like this. If you click on the hidden channels tab on the left-hand side, it will bring up a list of GP practices.



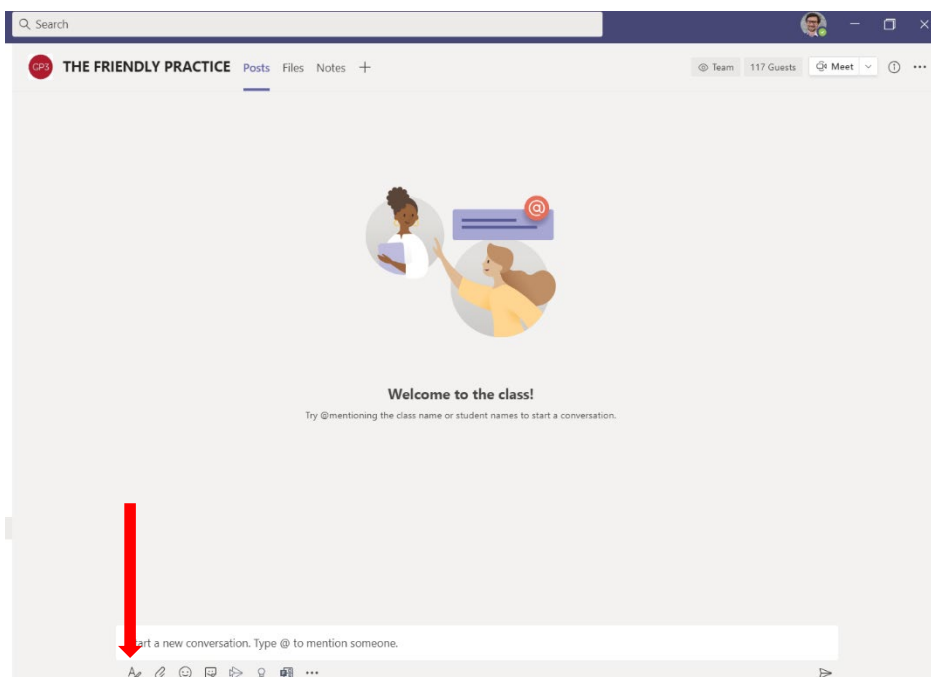
If you then select the 'Show' button next to your practice, it will pin your practice page to the main menu on the left.



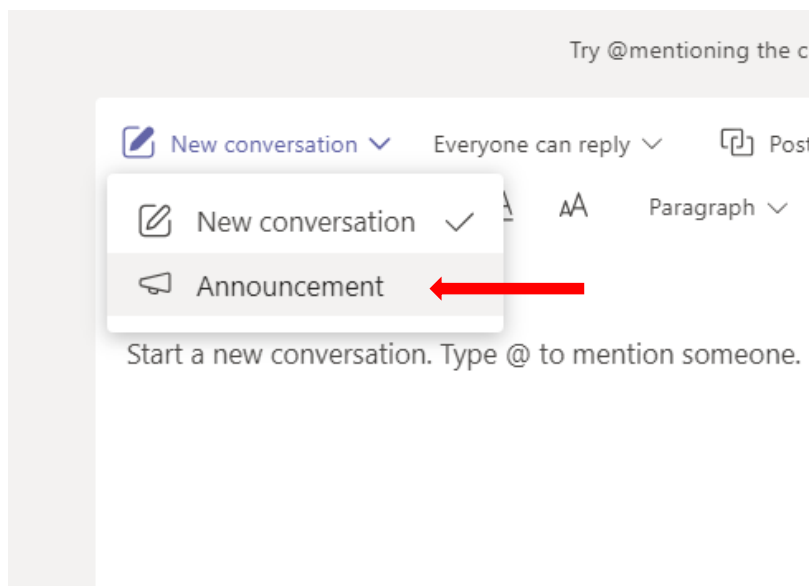
If you click on your practice name, it will open the message board for your practice:

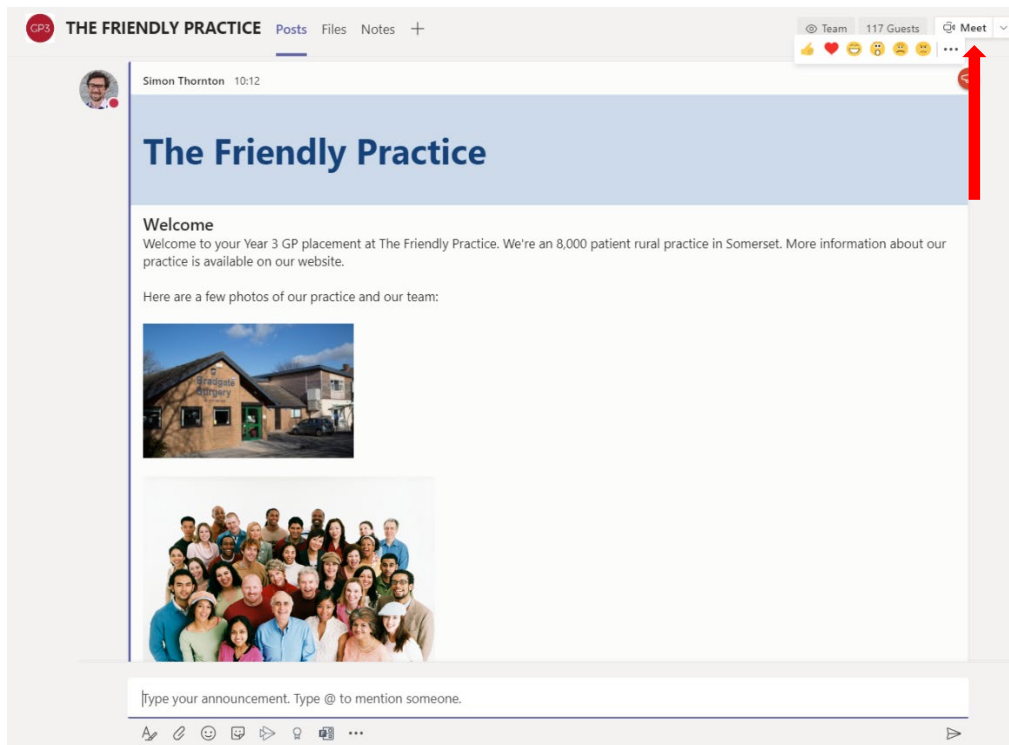


This is the space for you and your students. Here you can write messages for the students and upload files. This is also where you will meet via video conference at the start of the day. Have a go at posting a message welcoming the students to the practice.



Select the 'A' button to bring up formatting options for your post and instead of 'New Conversation', select 'Announcement' and try writing a brief introduction to your practice for the students.





You could even attach a video tour of your practice if you are feeling adventurous!

Please also familiarise yourself with the 'Meet' function if you are not used to meeting on Teams. Click on the 'Meet' button shown above, and this will take you into a video conference. Your students will join you here. If a video conference has already been started by the students, you will have the option of joining the existing meeting.

### **Frequently asked questions for using MS Teams**

*I'm stuck and I just can't get it to work.*

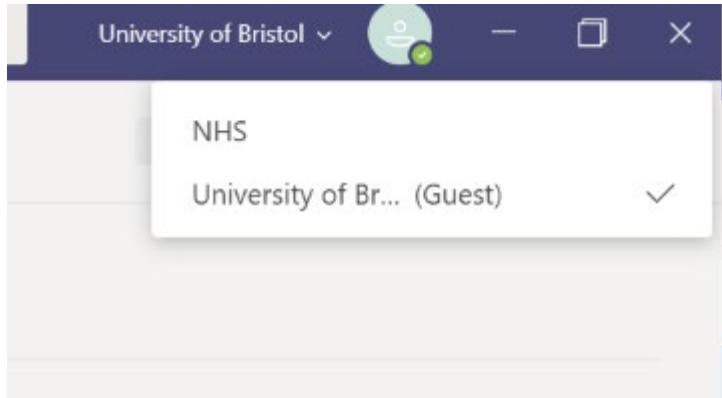
Don't worry, we've all been there! Please email [phc-teaching@bristol.ac.uk](mailto:phc-teaching@bristol.ac.uk). If our admin team aren't able to solve your query, our Technology Enhanced Learning (TEL) team are on standby on each of the days that your students are in practice.

*How secure is Microsoft Teams?*

Microsoft Teams is approved by NHS Digital and protected by the NHS secure boundary. However you should still only discuss patient identifiable data (PID) where this is essential. Please do not add any messages to the team that contain PID. Please do not record any meetings. The University of Bristol has completed a Data Protection Impact Assessment for the use of Microsoft Teams and AccuRx with input from the Data Protection Officers (DPOs) from Avon, Somerset, Gloucestershire, and BaNES, Swindon & Wiltshire local medical committees (LMCs). This is available on request.

*How do I get back to my practice page?*

You can follow your link each time. Alternatively you can open the Teams app and navigate to the page directly. You may need to change your profile from NHS to University of Bristol of the Teams screen to do this.

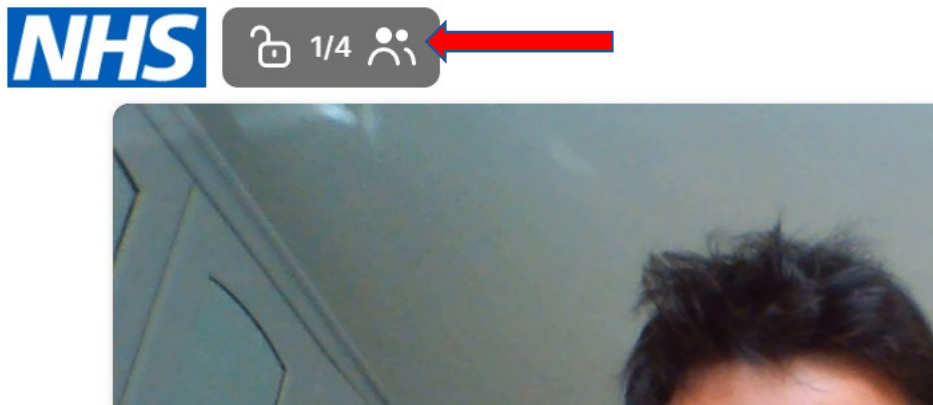


## accuRx Guide

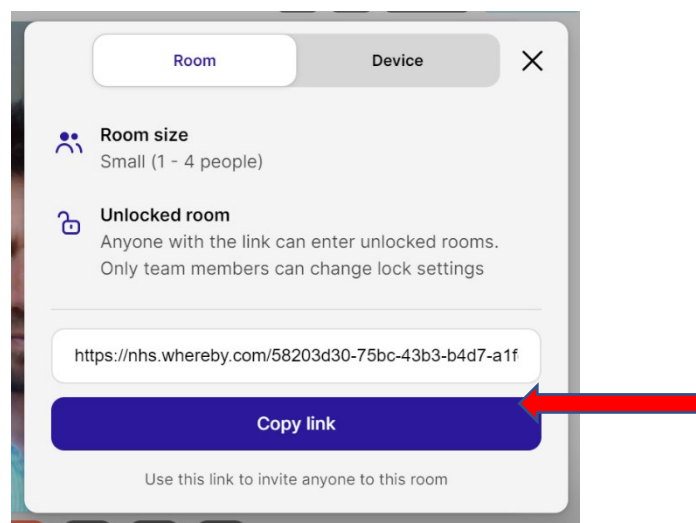
accuRx is secure NHS digital approved software that is widely used in general practice for video consulting. It has the option of inviting two people into the consultation in addition to the patient and clinician. accuRx has been reviewed by CAPC Teaching and the data protection team at the University of Bristol for use in medical student teaching. The students have undertaken data protection training and signed a confidentiality agreement that specifically addresses video consulting.

You will need to ensure that you have the email addresses of the two students that you wish to invite into the call before you start this process.

1. Invite the patient to the consultation as you normally would (see here if you need help on how to do this <https://support.accurx.com/en/articles/3776579-using-accurx-video-consultation-to-help-with-covid-19>)
2. Obtain verbal consent from the patient for the students to be present, as you would do for normal student teaching in practice.
3. Click on the grey icon on the top left of the video screen:



4. Select Copy link and paste this into an email, Microsoft Teams, or WhatsApp to both students





5. The students click the link to join the consultation. They should enter their names as “First name (Student)” and ensure that their camera is turned on.

You may wish to create an accuRx template to send out in advance of the student consultations, perhaps during the preparation time that morning or another convenient point during the day. We have some suggested text below which just fits into the accuRx word limit:

*Thank you for agreeing to have two med students present in your video consult today. Your GP will send you a link to join the consult. They will confirm that you are still OK to take part. The students will then join the call. You will be able to see the students and GP on screen. The call is not recorded. One of the students will be doing the consultation whilst the GP observes and helps the student out as needed. Please let reception know if you do not wish to have students present.*

## Telephone Consulting Guide

The University of Bristol has completed a DPIA (data protection impact assessment) for one or a pair of students to telephone patients to undertake a medical and social history for student education purposes only. The student can use their own personal mobile and make the call from their own private accommodation. A copy of this DPIA is available on request.

GPs may undertake a conference call with the students and patient, or the students may telephone the patients without the GP on the call.

If the students are telephoning patients without students on the call, we recommend the following procedure:

- The GP will select a suitable patient e.g. check there is no known history of violence.
- The GP will contact the patient (or legal guardian/parent if a child) and check they have capacity to consent to the consultation and then ask them for consent beforehand.
- The consent will be recorded in the patient notes by the GP.
- The GP will either discuss the following FAQs or send the FAQs as a document attached to a text message or email to the patient.

### FAQs to be discussed with patient

#### *Why are we asking you to speak to the students?*

The students would like to hear your story about your health. The students cannot give you any advice on your condition or treatment or manage medical problems. If you feel unwell please cancel the telephone call with the student and call the GP Practice to book an appointment.

#### *What will the students want to know?*

These are students training to be a doctor. They are learning about different illnesses and health conditions. They will ask you questions but it is okay if you are not sure of the answer.

#### *Where are the students?*

Please note that the students will be calling from a withheld number. Similarly to some healthcare professionals, the students will be telephoning you from their home due to the current covid-19 pandemic. If you would prefer not to talk to a medical student who is telephoning you from their home please let us know.

#### *Is what I say confidential?*

Telephone calls will not be recorded. Students are bound by a code of confidentiality much like your doctors are and have completed training on confidentiality and data protection. Students will discuss their general learning with their colleagues and teachers on their course. They cannot share any information where you could be identified with anyone outside your healthcare team without your permission. Your safety is paramount,

and confidentiality can only be broken if a student or doctor becomes concerned about your safety or that of others.

*What if the student is unable to get hold of me by telephone?*

The students will try to call you a couple of times and if they cannot get through they will leave a message for you if it's possible to do so. Please contact the surgery if you would like to rearrange the session. If someone else answers the phone the student will leave a message with them, please let us know if this is not ok.

*Who do I contact if I have any questions?*

Please contact your GP or Practice Manager

**The following FAQs need to be discussed with your medical students:**

*How to carry out the telephone consultation*

You are not permitted to record telephone consultations and should only take anonymised notes. Enter the patient's telephone number directly into your mobile phones and delete the number and call history from your phone immediately after the telephone call has taken place. Ensure password protection is set up on your phone. Hide your caller ID or put 141 into your phone prior to each call to protect your personal numbers (the patient has been told to expect your call from a withheld number). You must ensure that no-one else can see or overhear the telephone conversation.

*What if the patient does not answer and it goes straight to answerphone? We suggest trying to call the patient back a few times. If you are unable to get hold of them after a few attempts please leave an answerphone message "This is a pre-arranged, non-urgent call from a medical student at X GP practice for Mr X. I am sorry to miss you, please call reception to rearrange your call." Do not leave any other personal information e.g. medical conditions or date of birth on an answerphone message.*

*What if someone else answers the phone?*

Ask to speak to the patient and if they are not available leave a message saying you are a medical student calling from X GP Practice for a non-urgent prearranged call and arrange a time when you could try and call them back. Do not divulge any personal information e.g. medical conditions or date of birth about the patient to a third party.

*What if the patient asks me for medical advice?*

The patients have been advised that you cannot give any advice on their condition, treatment or manage medical problems. The patients have been advised that if they feel unwell they should cancel their telephone call with you and call the GP Practice to book an appointment. You will be able to discuss any other questions you may have with your GP Tutor at your debrief afterwards.

*What if I become worried about the safety of myself or the patient during the telephone consultation?*

Your GP Tutor will review the patient's notes in advance to check there is no known history of violence. The GP Tutor will provide you with a contact number to get hold of them urgently. Please make sure that you have the GP Surgery professional (bypass) phone

number and your GP Tutor's room number or mobile number before you start. If you feel uncomfortable during the telephone consultation, politely end the call and discuss with your GP. Call 999 if there is a medical emergency e.g. if the patient is seriously ill or injured, or their life is at risk. Medical emergencies include but are not limited to (loss of consciousness, fits that are not stopping, breathing difficulties, choking, having a heart attack or stroke, severe bleeding that cannot be stopped, severe allergic reaction) and severe burns. Discuss any other non-urgent concerns or questions at your debrief with your GP Tutor afterwards. It is important that you do not go home worrying about anything.