

Example: Online event session plan

Date of session:

Time of session:

Online platform being used: *e.g. Microsoft Teams, Zoom, GoogleMeet etc.*

Supporting staff/roles required:

Role	Name	Contact details
Host (and facilitator)		
Facilitator		
Facilitator		
Note taker (also responsible for chat admin)		

Materials needed

- Engagement presentation
- Link to online poll via Slido or Mentimeter (depending on subject matter)
- Feedback template for facilitators to complete
- Link to put in chat so participants can feedback about the event

Important information

- Any sensitivities to be mindful of or issues expected to be raised, including lines to take
- Expected number of attendees
- Information about attendees
- Confirmation of whether the event will be recorded
- Link to join the meeting

Session outline

Timing	Content	Lead	Links to slide number(s)
5 mins	<p>Welcome and working together</p> <ul style="list-style-type: none"> • Timings • Explaining how the online platform works – if using Microsoft Teams ensure participants know how to use the raising hands function, that they can turn cameras off and on, how to comment in the chat, how to mute their microphones and how we will facilitate • Chat moderator role • Agreeing group ground rules – confidentiality and anonymity • Ensuring people know that any feedback they don't want to share in the session can be discussed with the facilitator or they can contact the engagement team using the contact information at the end of the presentation • If anything discussed leaves participants feeling upset or distressed, explain who they can speak to for support • Explaining that we will take notes and be analysing feedback 	Host <i>(Chat moderator to feed in any questions and comments)</i>	
5 mins	<p>Introduction poll</p> <ul style="list-style-type: none"> • Use a poll (through free software such as sli.do or mentimeter), or use the hands up function on Microsoft Teams to ask where participants are from, and if they have used XXX service, ensuring this is recorded on the feedback template • If using a poll, instructions should be shared in advance of the session • Host should then talk through poll results 	All	
10 mins	<p>Purpose and structure of session</p> <p>Projected slides cover</p> <ul style="list-style-type: none"> • Why we're here - broad background on the project and engagement to date • Why we want to involve you – to ensure we are putting in place support that meets their needs. • How this session will influence the project – we want to gather views to improve NHS services and care • What we want to do today Get your views on: 	Host <i>(Chat moderator to feed in any questions)</i>	

	<ul style="list-style-type: none"> ➤ Understanding what support would be most helpful to you ● Any Questions? 		
	<p>Intro to breakout rooms</p> <p>Explain purpose of breakout rooms and how to navigate into them. Confirm time available for discussion.</p>	Host	
30 minutes	<p>Breakout #1</p> <p>Facilitator introduces themselves and explains how the session will run – using hands up function etc. and how chat will be moderated.</p> <p>Ensure note taker completes feedback in the feedback template.</p> <p>1. What kind of information and support would be helpful for you</p> <p><i>Prompts that could be used to kickstart conversations:</i></p> <ul style="list-style-type: none"> - A single point of contact to go to with queries about healthcare issues and available services - Help accessing health services - A way to provide feedback to help improve services - Access to information about health issues - Information about mental health services - Help with being directed to non-health related support (such as housing and benefits etc.) - Support for carers - Support for children and young people <p>2. How can we better support you and your families with their health and wellbeing needs?</p> <p><i>Prompts that could be used to kickstart conversations:</i></p> <ul style="list-style-type: none"> - Make communications better between different services - Have one place to contact to get help with coordinating care and support - Better access to health and care services - More information on NHS services and how to use these services 	Facilitator (<i>Chat moderator to feed in any questions and comments, as appropriate</i>)	
	<i>Insert your own activities depending on your event agenda</i>		

5 mins	<p>Next steps</p> <p><i>How feedback will inform the project</i></p> <ul style="list-style-type: none"> ● Each session is being written up ● Feedback from all engagement activities will be evaluated and written up into a report which will be shared with decision makers ● The report will be made publicly available and shared with those who gave their feedback ● There will be ongoing engagement to take forward the findings from this engagement activity <p><i>Other ways to have your say</i></p> <ul style="list-style-type: none"> ● Signpost to other feedback methods 	Host	
Thanks and close			