

## LPC Conference 2020: Delegate User Guide

Thank you for registering to attend the LPC Conference 2020 on Wednesday 16th September. We will be using a digital event platform to host this conference virtually. This user guide has been developed to explain how to navigate the event platform to help you have the best experience on the day.

### Getting Started: Connection, audio best practice and testing

#### Internet

The majority of people should find they have sufficient internet connectivity to stream the event. However, if you do experience problems, we recommend using a wired connection rather than WiFi and that you close any other programs or webpages.

#### Equipment

We recommend that you join the conference from a **desktop computer or laptop** if at all possible, as this will give you the best experience. You will need to check your audio and also to use **camera and microphones** to take part in the breakout discussions. Please note that the breakout discussions will **not** work on smart phones, although you should be able to listen to the other presentations of the day on these if you really need to.

#### Testing

Please join the event before it starts, and preferably also login on the day before, to check everything is working correctly and looks as set out below. Please ensure the audio on your computer is on and the volume has been turned up. We recommend using headphones if possible.

### Navigating the event platform

#### Logging in

1. Click on this link: <https://glsr.live/lpcconference2020> and you will be presented with the screen below.
2. **Enter the email address you registered** for the event with and click the 'Sign In' button. Please note that this will **only** work if you use the email address that you registered for the event with. This is the email address that you will be receiving emails about the conference in.



PSNC LPC PHARMACY  
the Heart of our Community

## LPC Conference 2020

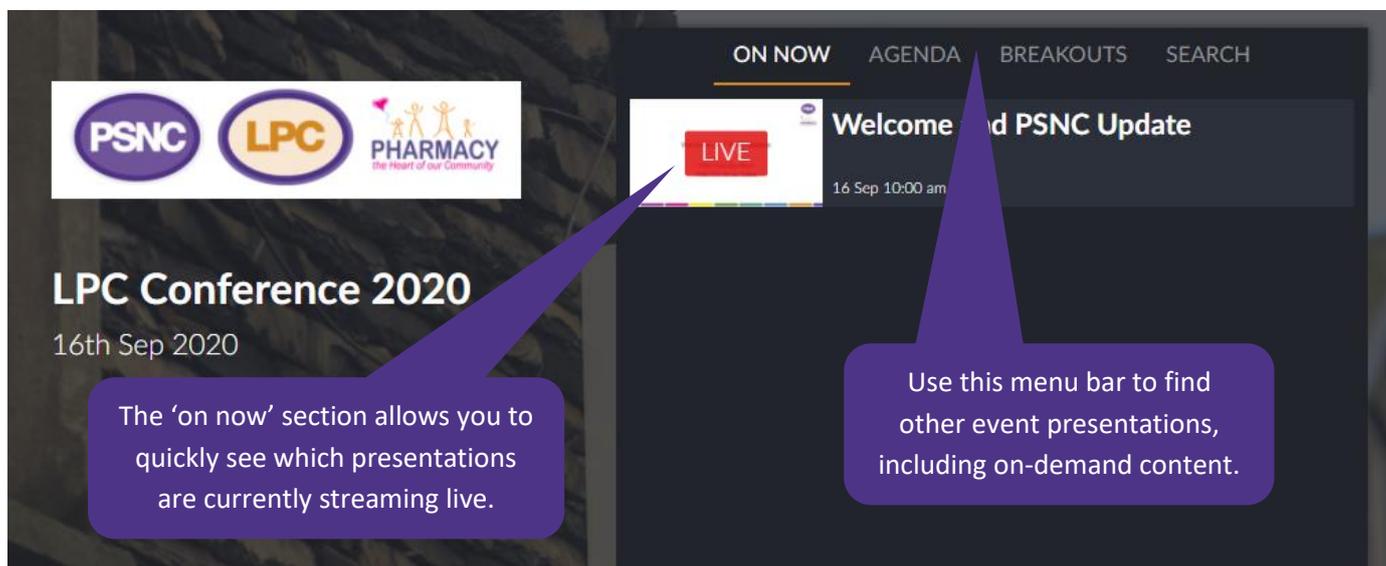
Email Address  
name@myemail.co.uk

SIGN IN

By signing in you are accepting our [Terms of Service](#) and [Privacy Policy](#)

**The main event screen**

When you login to the event, this is the first screen you will see.

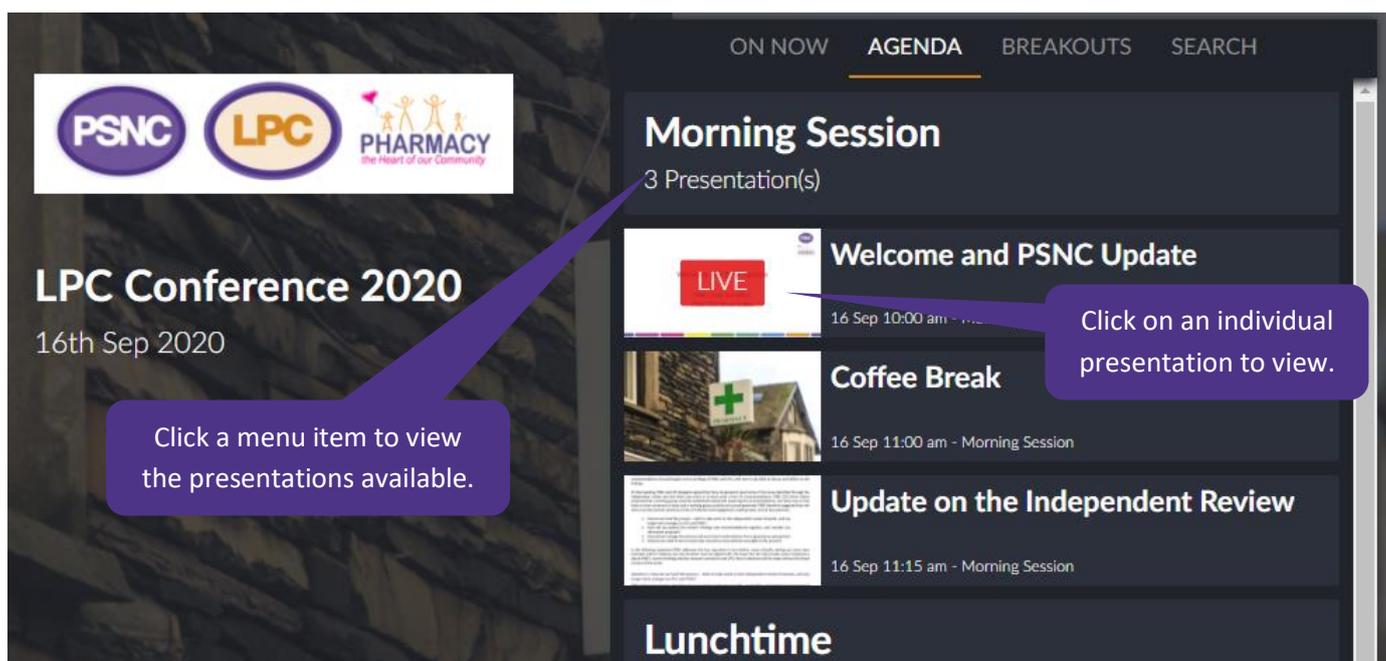


Obviously when you login in advance of the event, nothing will appear in the 'On Now' section, but this is where you will go on the day of the conference to watch the livestreamed sessions as they happen (see Agenda notes below).

This is where the majority of the event will take place, and when needed you will be directed to the next session from here. There may be some short delays on the livestream when speakers are changing over but this is normal – it is the digital equivalent of the speakers swapping over on stage.

**Agenda details**

Visit the 'Agenda' section to see what's coming up later in the day.



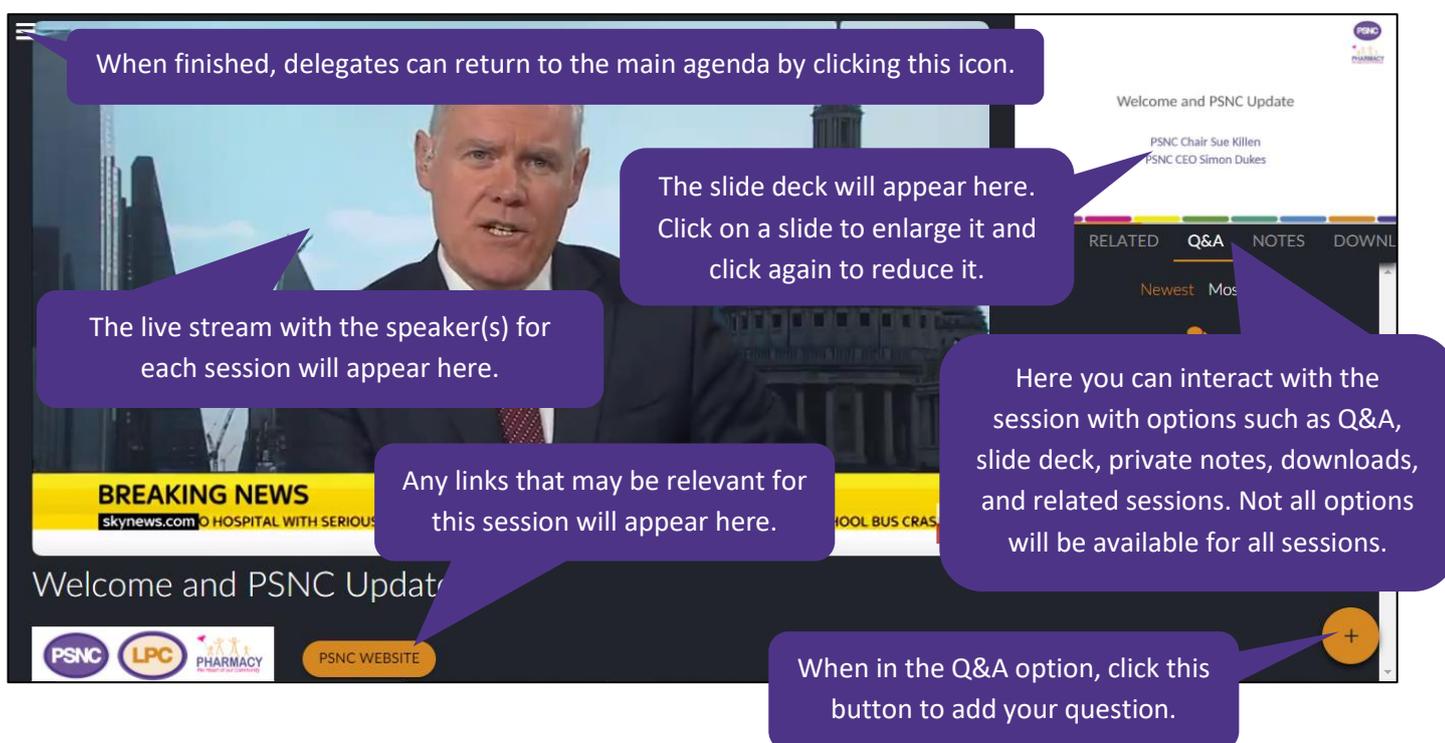
You can see all the sessions that will be happening during the day from here, but you will only be able to enter the viewing area shortly before the stated start time.

## Viewing a live presentation

Below is the screen you will see whilst a live presentation is happening. This will appear when you click on a live session in the 'On Now' tab, or you can reach it from the 'Agenda' tab when it is displaying 'Live' next to it.

It is worth noting that you can download a slide deck to view later. Choose 'Download' from the interaction menu to the right of the livestream and click the button indicated to get the slide deck sent to your email address once the session has ended. Use the 'Notes' section to add your own private notes as you go along. If you've chosen to have the slide deck sent to you, your notes will appear next to the relevant slides.

You can also type in questions, but please note that when you submit these, they will not appear but will be seen by the PSNC team in the background. Questions for the team should be submitted during the morning session and these will then be answered in the afternoon Q&A session.



When finished, delegates can return to the main agenda by clicking this icon.

The slide deck will appear here. Click on a slide to enlarge it and click again to reduce it.

The live stream with the speaker(s) for each session will appear here.

Any links that may be relevant for this session will appear here.

Here you can interact with the session with options such as Q&A, slide deck, private notes, downloads, and related sessions. Not all options will be available for all sessions.

When in the Q&A option, click this button to add your question.

PSNC  
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PHARMACY  
PSNC WEBSITE

RELATED Q&A NOTES DOWNL

Newest Mos

PSNC Chair Sue Killen  
PSNC CEO Simon Dukes

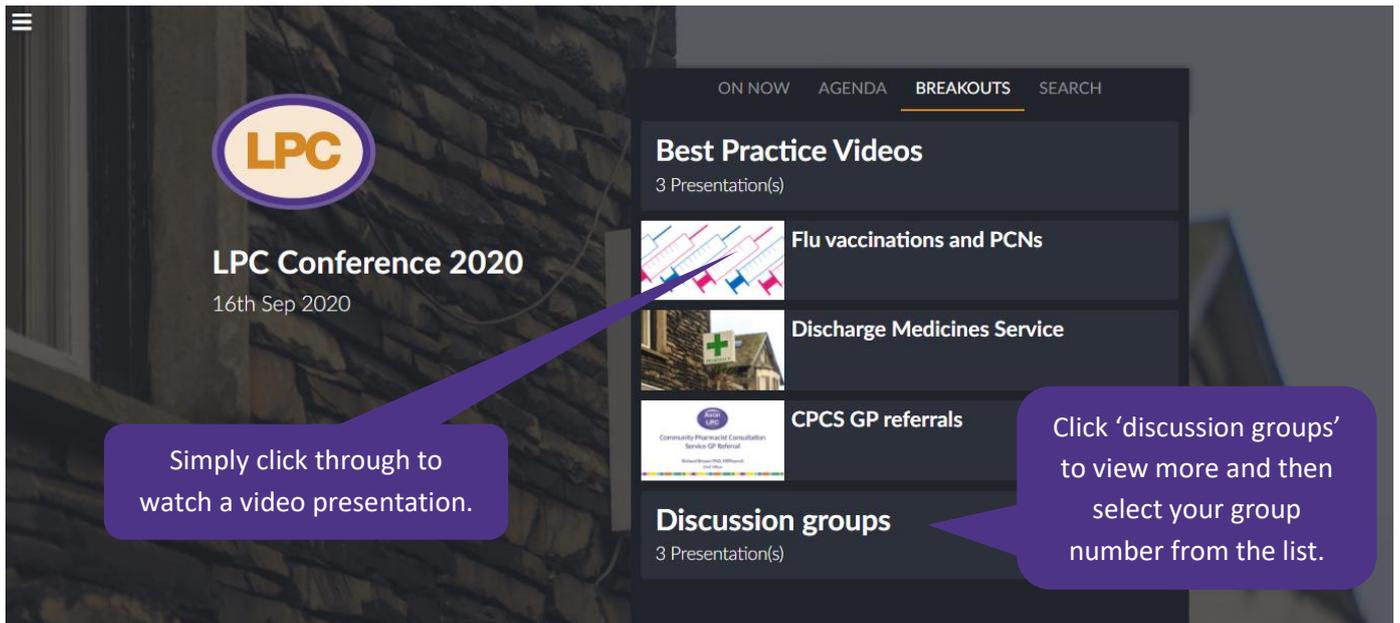
Welcome and PSNC Update

BREAKING NEWS  
skynews.com HOSPITAL WITH SERIOUS  
SCHOOL BUS CRASH

### Breakout options

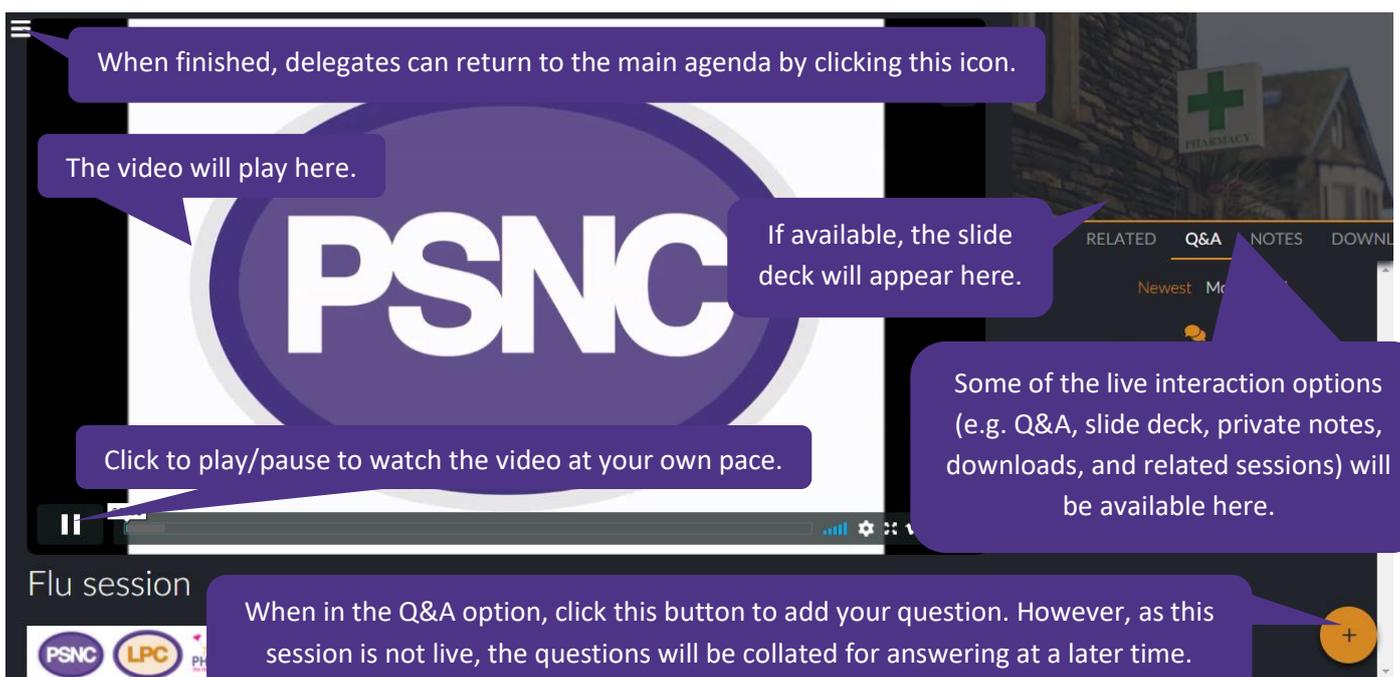
The 'Breakouts' section contains links to on-demand best practice videos as well as the discussion groups. You will be allocated a breakout discussion group number to use in the two discussion sessions via an email before the event.

Please ensure that you have a note of this group number as you must navigate to the correct breakout discussion room when you are prompted to on the day. Further detail about both sessions are included below, but please follow the instructions of your facilitator on the day. Each group will include a PSNC representative who will be listening to your discussions and feedback for PSNC.



### Viewing a recorded video presentation

Here is the screen you will see whilst a recorded video presentation is happening.





### **10.20am: PSNC Update**

PSNC Chief Executive Simon Dukes will give an update on PSNC's work and priorities. Delegates will be encouraged to send their questions in to be answered during the Q&A session at the end of the day. You can do this by typing into the Q&A tool which appears alongside the livestreamed video. Your questions will not appear when you type them in and submit, but the PSNC team will see them in the background and be collating them ready for the afternoon session. Again, this presentation will follow on immediately as part of the livestream video session, so you do not need to do anything to keep watching this.

### **11am: Comfort break**

Time to grab a coffee, etc. The livestream will end, and you should go back to the 'Agenda' or the 'On Now' section. Click the menu icon in the top left-hand corner of the screen to navigate back.

### **11.15am: Update on the Independent Review**

Delegates will then hear from Dr Michael Twigg who, as part of the original independent review team, has been analysing the feedback received on the next steps for the Independent Review recommendations. Once again, you need to access this session using the 'On Now' tab and selecting that session. Or you can wait for a 'LIVE' notice to be displayed next to that session in the 'Agenda' tab.

You will then hear from Simon Dukes who will share some slides and then prompt you to join your first breakout discussion. To get into the breakout session you need to navigate to the 'Breakout' tab and then select your discussion group. **Please go into the discussion group number that you have been allocated** – you have also been told who your group facilitator is so that you can check that you are in the right place. When you access the group, you may be asked to give Jitsi (the video call software) permission to use your microphone and camera – please give this as per notes above.

**The groups:** Each breakout group will have a mix of c. 10 people from different geographic areas, and has been allocated a facilitator to encourage discussion around specific themes. There is no requirement to reach consensus, simply to share, listen to and consider other points of view. A PSNC representative will be in every group listening to your discussion and feedback on behalf of PSNC.

**12:25pm:** Your facilitators should have asked you to leave the group and navigate back to the main session – via the 'On Now' or the 'Agenda' tab. Simon Dukes will say a few words before the lunch break.

### **12.30pm: Lunch break and delegate choice**

The lunchtime session provides time for delegates not only to grab a bite to eat but also to watch a series of best practice videos from their peers and to network with other delegates if they want to.

**Best practice sessions:** These will be available to watch as pre-recorded presentations and are c.15-20 minutes each. The presentations will be on GP CPCS; Discharge Medicines Service; and flu vaccinations (covering working with PCNs). You can start/stop anytime to watch at your own pace. You can access these videos via the 'Breakout' tab – then just click on the video you would like to watch.

**Networking:** Delegates can go to the first 5 discussion group rooms to use these as places to network with one another. There is no problem joining and leaving different rooms to see who is around. These will be informal networks, so just chat as you wish to using the video call functionality.

### **1.45pm: Breakout discussion session**

At 1:45pm you should navigate to the afternoon video livestream via the 'On Now' or the 'Agenda' tab. Simon Dukes will introduce the afternoon breakout discussion session. Once Simon has finished, delegates will need to join the breakout groups they have been allocated to for discussions on PSNC/LPC priorities for the coming year. In the

breakout room, your view will be the same as if you were on a normal video call. Once again, you can access this group via the 'Breakout' tab and then selecting your discussion group number. **Please go into the discussion group number that you have been allocated** – you have also been told who your group facilitator is so that you can check that you are in the right place.

**The groups:** You should be in the same group as you were in the morning. This time you will be discussing one of three topics – the value of pharmacy, COVID-19 or the CPCF. Slides for all of these discussions will be available in the system. Please note that each group has been asked to start with a different topic – your facilitator will tell you which topic you will be talking about first. There is no requirement to reach consensus, simply to share, listen to and consider other points of view to help inform your later poll responses. A PSNC representative will be in every group listening to your discussion and feedback on behalf of PSNC. If you do not make it through all the questions or topics, that does not matter, as at least some groups will be talking about each of the three topics.

### **3pm: Feedback session from the discussions**

By 3pm your facilitator should have asked you to leave your breakout group and you should come back to the main livestream video via the 'On Now' or the 'Agenda' tab. Simon Dukes will then speak briefly, running you through a series of polls. These polls will appear on your screen automatically – please enter your response and then they will close. Please note that these polls are not votes and are not binding – they are simply temperature checks so that Simon can get an overview of your thoughts on some key topics. Feedback on the breakout sessions will primarily be given to PSNC through the PSNC representatives who have sat on each discussion group.

### **3.20pm: PSNC Q&A session**

This is the traditional Q&A panel with PSNC. The PSNC exec team, including the CEO, will answer questions submitted by conference delegates earlier in the day. This session will run straight on in the livestream video, so you won't need to do anything to keep watching this.

### **4pm: Event closes**

Finally, Sue Killen will close the event, at which point the livestream will end. This session will run straight on in the livestream video, so you won't need to do anything to keep watching this. The on-demand best practice presentations will remain live for those who didn't get a chance to watch them earlier in the day.

## **Troubleshooting**

Below are a few handy hints and tips for any problems you experience on the day.

### **Can't access the event?**

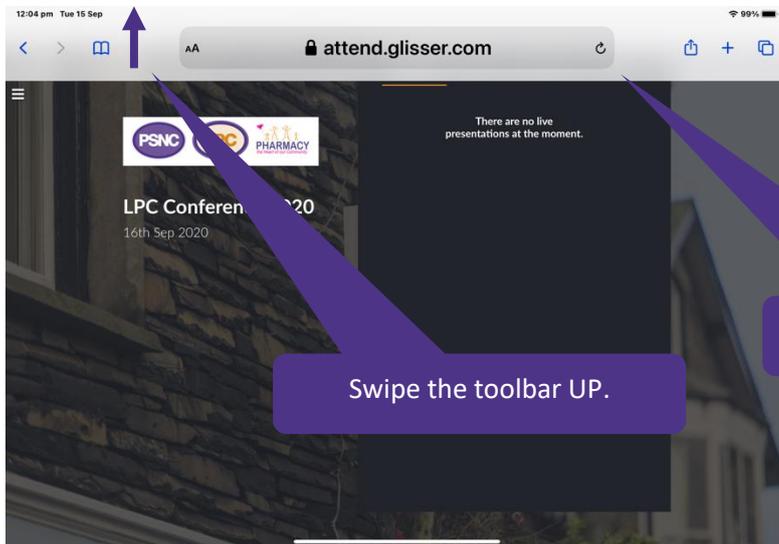
Please check:

1. You are using the correct link – which is: <https://glsr.live/lpcconference2020>
2. You have entered the email address you registered for the event with (any other won't be given access)
3. Your internet connection is working.

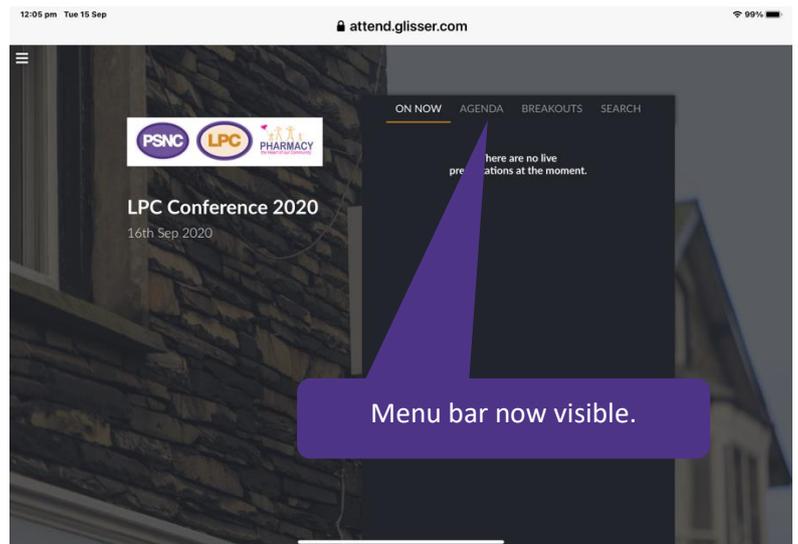
Finally, you may simply need to refresh the page.

## Problem using iPad?

If you cannot see the menu bar on your iPad swipe the tool bar at the top of the screen up – this will minimise the internet browse tool bar and it will reveal the tool bar in the events platform. This is shown below.



No menu bar visible.



## Can't see a presentation?

Note, a presentation won't go live until shortly before the given start time. If it should have started, please check your internet connection is working and try refreshing the page.

## Can't hear the speaker(s)?

We recommend using headphones for the best audio. Please check the volume level of the computer/laptop/other device you are using – and whether it is on mute.

## Having a problem getting into a group breakout session?

You won't automatically join the video call, so you will need to add your name and then click to join. You may also need to allow access to your microphone and (if you wish) webcam if your browser doesn't do this automatically. If this is not working, please use the information in the 'Help Information' tab to make sure your computer permissions for Jitsi are set up properly. Click the small up arrow on the microphone and video camera icons to change which one

is being used if required. If you forgot to add your name you can do this once you are on the video call by hovering your cursor over your own video image – this will allow you to click and change your name.

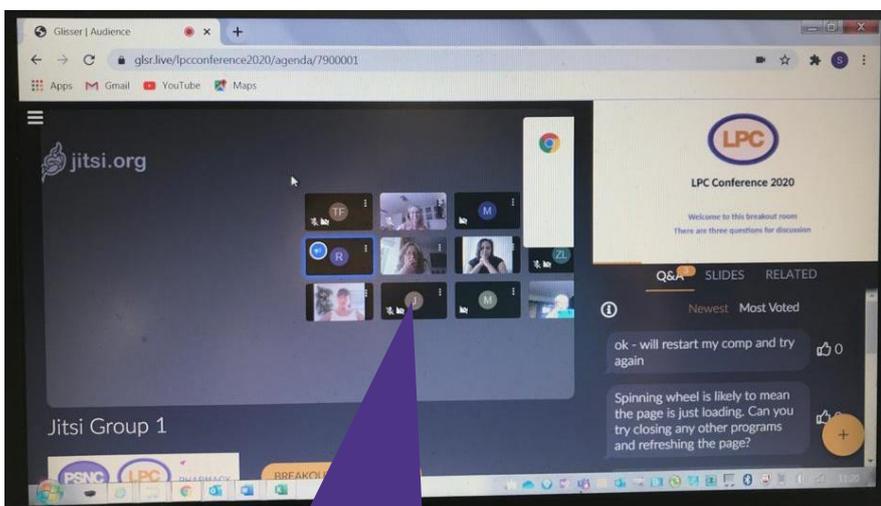
### Trouble accessing or viewing Breakout Discussion Group rooms via a web browser?

Do not use Internet Explorer. Aim to use either Chrome, Firefox, Edge or Safari.

If your picture tiles look too small, use the Zoom In and Zoom Out functions in your web browser:

- Chrome / Edge / Firefox / Safari - Ctrl “+” or “-” or on a Mac Cmd “+” or “-”
- If the picture tiles are too small, use Zoom Out.

You can also access the Zoom In/Out function via your web browser’s settings, which are usually located along the right-hand side of the tool bar (the three dots in the image below).



If there is a popup visible (particularly on Chrome) click do not show again (by hovering your cursor over the popup), exit the breakout room via the three bars on the top left and then rejoin.

