

Virtual Visits checklist guide for pharmacy pilots

This factsheet explains for pharmacy pilot sites about how to get Virtual Visits set up.

Steps

1. Know what Virtual Visits (VV) does

VV is a booking and consultation platform. The tool works in conjunction with NHSmail Microsoft Teams and the Microsoft Booking platform. Pharmacy NHSmail users are piloting.

2. Volunteer to join the pharmacy pilot and receive VV

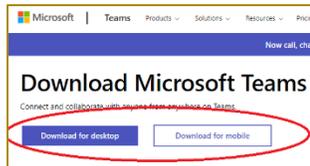
Contact it@psnc.org.uk or [complete the volunteer form](#). To participate in the pilot. You must have: an active personal NHSmail account; access to shared NHSmail inbox; MS Teams installed on a computer or tablet; and a computer or device with a webcam.

3. Complete the spreadsheet VV pharmacy pilot form

You'll receive a spreadsheet pilot form. Please complete this and return it back quickly so the VV team can grant you VV rights.

4. Download MS Teams and login with NHSmail

Download teams app on computer and device(s) from [Microsoft's website](#) (see right).



5. Activate VV via invite email

You will receive a Microsoft Bookings welcome email in your personal NHSmail main or junk inbox. Locate or search for the email and confirm you will 'manage membership' (see image on right).

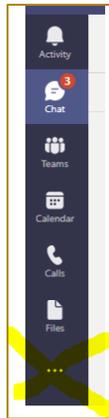


Note: Search your inbox for 'welcome bookings' to find the invite email quickly. After you have confirmed 'manage membership, if you return to this email, your VV is listed as 'active'.

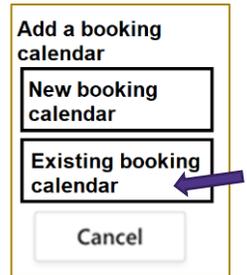
For detailed guidance on this step if required: see 1.2 section of this [page](#).

6. Add Booking app using MS Teams

- Login to MS Teams.
- Click on the three dots as per the image on the right, so that you can see apps options.
- Use the 'find an app' and type 'Bookings'. Select 'add Microsoft Bookings' so that you can link it to your Teams and have a new Bookings option
- Go to 'Bookings' tab.



Go into 'MS Bookings', and select 'existing booking calendar' (don't try to 'create new booking calendar' because your calendar has been created already for you by the VV team). Your bookings calendar email address is seen at the bottom of your 'Bookings' welcome email. When selecting the existing calendar you can type part of the address (e.g. your OSD code), and you will be able to select your existing calendar account.

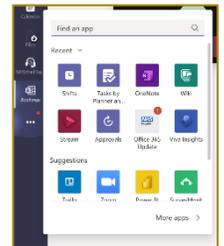


Note: There may also be an option to see all pre-existing booking calendar accounts, but you might not be able to view all.

Detailed guidance on this step if required: 1min40s-1min55s of the 2min24s total [video right at top of this webpage](#).

7. Create test appointment

Set up test dummy booking (use colleagues within pharmacy as if they were patients). Look at the 'patient' email messages – reminders and 'email explaining how to join via login link'.



Note: Setting up dummy appointments at least 24 hours before the meeting means that notifications will work ahead of time as expected. Detailed guidance on this step if required: A [90 second video and related guidance is here](#). And a page about [creating bookings](#).

8. Practice test appointments with colleagues

Join the test dummy booking meetings so you and colleagues can practise using the tool. If you've used MS Teams for work or at home, you'll be familiar with how it works.

Detailed guidance on this step if required: Page about [join a booking](#).

9. Create and run real appointments

Set-up an appointment(s) for patient(s) face-to-face and remote consultation. If new to remote consultations, practice with audio consultations before conducting video consultations. Use guidance at psnc.org.uk/rc. VV enables you to easily toggle audio on and off and video on and off.

10. Report back about how it went

Report back to it@psnc.org.uk and/or VV team if it worked. You may be asked to complete a survey.

Read more at the 'Virtual Visits' section of psnc.org.uk/nhsmail and at the NHSmail support website (support.nhs.net).