# A guide to Personal and Public Involvement (PPI)

## Participating in a video conference

This guide is designed to support you to participate in a video conference meeting using PEXIP technology. Guidance on setting up a meeting, may be sourced in the HSC BSO guide here.

The first part of the guide will help you to identify what you need to do to access the PEXIP software. The second part of the guide provides some hints and tips for participating in a video conference.

There are many benefits to participating in a video conference. These include:
1   reduced travel time and costs;
2   optimised attendance;
3   structured meetings with improved communication;
4   increased productivity.

### What equipment is needed to participate in a video conference?

Equipment is required with access to wi-fi or the internet.   You may participate in a video conference using:

- a desktop computer with camera;
- a laptop with camera; or a
- Smartphone.

### When to use video conferencing?

Video conferencing is a method to support participants to join a meeting when they are not able to attend in person.  It can be used for formal and informal meetings.

The same principles apply to organising a video conference as they do for any other meeting. The meeting organiser, in agreement with participants, will:

- Identify a suitable date for the meeting in advance (ideally 2 weeks);
- prepare and circulate an agenda and papers in advance;

Health and Social Care organisations use the PEXIP system for video conferencing. Other organisations may use other systems including WebEx or Skype.  The meeting organiser will advise on what system will be used and send you the details to enable you to connect. If other systems are used the same information in relation to participating in a video conference will apply.

**Connecting to PEXIP using a web browser or app:**

- to use the web browser insert https://consult.hscni.net;

- to use the PEXIP app – download the PEXIP infinity app onto your device. If using a mobile phone to connect it may be useful to set the device as landscape rather than portrait.

**To connect to a PEXIP call:**

1. the conference host will send a seven digit code which will start '336';
2. insert the seven digit code into the box at 'person or conference to call';
3. enter your name;
4. next to the connect button, select whether you want audio and video or audio only;
5. click connect;
6. select your role as 'guest';
7. click connect again;
8. at the end of the meeting you need to 'hang up' using the red telephone icon at the bottom of the screen before closing the browser window;
9. click disconnect when asked.

**Part 2 - participating in a video conference**

- Consider the room and backdrop which other participants will be looking at. Does the room have good natural lighting or to brighten up the meeting, turn on an overhead light.
- Position your camera to make sure it is eye level to help other participants to see you. Look into the camera when talking rather than at the screen.
- It may be helpful to wear bright coloured clothes to enable other participants to identify who is participating;
- Stay focused on the meeting and try to not check emails or read other information while participating in a meeting;
- It may be helpful to mute between speaking to reduce background noise. Remember to turn off the mute button when speaking.

When chairing a video conference, it may be helpful to

- ask all participants to introduce themselves at the beginning of the meeting;
- support all participants to have the opportunity to join the conversation;
- try to ensure only one person speaks at a time. To help this, participants can indicate when they have finished their input ie what do others think or that is my thoughts?



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PPI - Involving you, improving care