

HOW TO JOIN AN ONLINE SEPSIS SUPPORT GROUP AND WHAT TO EXPECT

What is an online support group?

Our online sepsis peer support groups are a platform to share your experience of sepsis with others who have had a similar experience, in a way that is often mutually beneficial. You might have had sepsis and be experiencing problems in your recovery, or you might be bereaved. They also provide access to support for people who are unable to leave the house and are unable to get to a physical group.

What do I need to join a group?

To join an online support group, you will need a reliable broadband connection; this is usually a wireless connection, a wired ethernet connection will ensure better reliability of your connection if you have poor wireless connectivity in your home. You will need an appropriate device to access the online group. This can be a desktop computer, a laptop, a tablet or a smart phone. If using a computer, you will need to ensure you have a microphone and web camera (usually incorporated into most modern devices but some devices require external a camera and microphone).

I have everything I need; how do I join the online group?

We will send you an email invitation to join the group. If you are using a tablet or phone you will need to download the free Zoom App from your App store.

Find a room that is quiet, and you will not be interrupted by others in the household. Set your mobile phone to do not disturb.

We will inform you of the date and time your group starts, allow 10 minutes before to switch on your computer and make sure everything is working. Click on the link we have sent you to join the group, your screen will display **open zoom**, then **waiting for meeting to start your host will accept you at the designated start time of the group**. The host who is a Support Nurse, will accept you into the group. You should then see the group host and other group members on your device. The host will then introduce themselves and go through some brief housekeeping.

If you cannot see yourself or others, then make sure the camera facility is not turned off. If this is the case the camera icon at the bottom left corner of your screen will have a strike through it. To turn it on simply click on the camera icon. 

If you can't hear the host speaking, then make sure the microphone facility is not turned off. If this is the case, the microphone icon at the bottom left corner of your screen will have a strike through it. To turn it on simply click on the microphone icon. 

If you are still having problems, email support@sepsistrust.org and we will try and help.

You can also find Zoom FAQs here - <https://support.zoom.us/hc/en-us/articles/201362193>

JUST ASK
"COULD IT BE SEPSIS?"

Every year, 48,000 people die in the UK from this "silent killer".
Asking the question could save a life.



visit us at sepsistrust.org

HOW TO JOIN AN ONLINE SEPSIS SUPPORT GROUP AND WHAT TO EXPECT

Before attending a group

Prior to attending an online group, we encourage people to first speak with one of the Support Nurses. We can provide a little more information about the groups and ensure we answer any questions you may have that might be better suited to a 1-2-1 situation. If you would like to speak with us, send us an email and we can schedule a call: support@sepsistrust.org

What are the rules I should follow to get the most out of the group?

Format – The group will be started and lead by the host. This will be a Support Nurse from the UKST. The host starts the group with a short introduction. We then open the floor and encourage people to introduce themselves and share why they are attending and participating. To get the most out of the group, we request that you have your camera on. If you do not wish to speak, and you just want to listen then this is fine, and you can always contribute later. Following the introductions, the group will be relatively organic, and some common topics are usually discussed. Most importantly, the focus of the group is peer support.

The duration of the group will be approximately 1.5 hours. But this largely depends on how many people attend. The average group number of people attending the groups is 5.

Confidentiality - It is important that you and others in the group feel it is a safe place to share information with the knowledge that it will not be shared outside the group.

When you join the online group, only have people in the room with you who would have come along with you to a face-to-face group such as a partner, parent or sibling, it is important that they also adhere to the rule of confidentiality.

Do not make any recording of the group or take any pictures.

Respect – Sepsis can affect people in many ways and although there are common themes no one experience is the same. It is important for everyone to feel included and have the opportunity to share their experience if they wish.

Only talk one person at a time, this is particularly important for online groups when it is easier to talk over others when they are talking. The host will facilitate the group to try and ensure this.

If you share or make comparisons with other members of the group, only make helpful and supportive comments.

JUST ASK
“COULD IT BE SEPSIS?”

Every year, 48,000 people die in the UK from this “silent killer”.
Asking the question could save a life.



visit us at sepsistrust.org

HOW TO JOIN AN ONLINE SEPSIS SUPPORT GROUP AND WHAT TO EXPECT

Make space for quieter members of the group to talk and join in.

Don't say anything to the group you wouldn't say to them if you were in the same room.

The Sepsis Trust retain the right to disconnect anyone from the group who does not comply with the group rules or whose behaviour is deemed to be offensive in anyway.

After the group

Following a group, you may have some unanswered questions, or you may have been upset by something that you heard or remembered. You can call the sepsis support helpline on [0808 800 0029](tel:0808800029) or email support@sepsistrust.org and request to talk to member of the support team, in some cases it may be better to ask to speak to the member of the support team that hosted the group.

JUST ASK
"COULD IT BE SEPSIS?"

Every year, 48,000 people die in the UK from this "silent killer".
Asking the question could save a life.



visit us at sepsistrust.org