

Protocols and Etiquette for Virtual Meeting

on Wed 27 January 2021 10 am to 12 noon

WELCOME to our Virtual YourVoice@healthwatch!

In order that our virtual meeting goes as smoothly as possible and that everyone has an opportunity to raise concerns, issues and questions, we ask that you follow this code of conduct during the meeting:

- During the meeting you will need to **MUTE** your microphone by clicking on the microphone button found on the navigation bar at the bottom of your screen (far left). This avoids unnecessary background noise interfering with sound transmission.
- During the meeting you will need to **TURN OFF** your video camera by clicking on the video camera button found on the navigation bar at the bottom of your screen.
- You will be able to see the Chair, Pauline Mountain and the members of the panel on the screen. If you are invited by the Chair to pose a question, please feel free to unmute your microphone and turn on your camera as this will be helpful to the audience to have a face to see. If you feel uncomfortable in doing this, then just unmute so that people can hear you.
- **To pose a question:**
 - **Some questions have been submitted prior to the meeting and where we have obtained some information, the Chair will update the audience.**
 - Please write your question in the **CHAT column** with the word **QUESTION** and followed by your individual question and you will be invited by the Chair to pose your question.
 - Or, if no questions in the comments column, **raise your hand** and the Chair will acknowledge you and invite you to ask your question. There maybe a queue and we will try to be fair to everyone.
 - You will need to **UNMUTE** your microphone and **TURN ON** your camera at this point and then **MUTE / TURN OFF** again once your question has been asked.
 - The Chair will endeavour to get through as many of the questions that she can during the meeting. Those that are not addressed during the meeting will be followed up afterwards with the relevant organisation / service.
- **To make a comment:**

- Please write your comment in the **CHAT column** starting with the word **COMMENT** and followed by your comment / issue / statement.
- If time allows, the Chair will try to address as many of the comments as possible during the meeting. Those that are not addressed during the meeting will be followed up afterwards with the relevant organisation / service.

Thank you for your understanding and we look forward to your contributions!