

Supporting people with rheumatoid conditions with queries and concerns about the COVID vaccine



# WEBINAR CASE STUDY

Specialist care: Rheumatology



## What we did



"This is a great use of technology in a health setting"

## What changed and improved?

### OUR CHALLENGE

The Rheumatology team in Swansea Bay University Health Board are keen to run video group clinics (VGC). However, an immediate workload issue was that 30% of their helpline calls were about the COVID vaccine. Supported by Redmoor-ELC, they decided to run an interactive webinar that mirrors the VGC process as a first step, and address the immediate need to support their patients with questions about the vaccine.

### OUR WEBINAR DESIGN

The team advertised the 60 minute webinar on social media. 140 people attended. To minimise admin, the joining link was shared widely with no need to register. A technical facilitator set up the session; confirmed group agreements (including confidentiality) and made sure participants knew how to post in the CHAT and mute/unmute. A lady with RA from local NRAS group shared her experience of getting the vaccine. The Consultant Rheumatologist joined. The group posted their questions for him in the CHAT. A specialist nurse supported him by theming the questions. Those patients who could not access the CHAT were asked to unmute and ask questions verbally. This gave the nurse time to scan the CHAT for new questions and prepare them. The team created an FAQ of common concerns and shared it after the webinar. To assess impact, they asked for baseline and end of session confidence levels (Likert scale of 10)

#### PARTICIPANTS MAIN CONCERNS:

- Interaction with medication / injection timing
- How rheumatological conditions impact on vaccine efficacy
- Concerns current flares caused by first vaccine
- Queries about which 'risk group' they are in

### POSITIVE IMPACTS

- The Consultant was able to reach and reassure 170 people and answer their questions in 30 minutes
- The team learnt a lot about digital group working and gained confidence about delivering both webinars and VGCs
- Participants' confidence rose from an already high baseline (8/10) by 19% in one hour
- People appreciated the opportunity to connect with the team and having time to discuss their concerns. They found the webinar helpful and informative

### LESSONS LEARNT

- Having a person with lived experience set the scene and share their story worked well
- There was lots of repetition and similar questions. Once teams run a webinar, they can anticipate these and provide a simple summary slide, with key points of concern to refer to and reinforce answers during Q&A
- Having a team of four worked well. Having a dry run supported preparation
- The technical facilitator had to mute latecomers individually to manage background noise
- Despite requests to keep questions general, people shared their personal history. The clinician generalised responses. This is their choice and right. Pro-actively gaining agreement to maintain confidentiality is as important in webinars as in VGCs

"This webinar is really positive as I have felt rather alone for the last year"

"Having only been diagnosed with RA in September, I found this webinar excellent. Thank you"

For more information about this programme, contact:

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