



**Herefordshire and
Worcestershire**
Clinical Commissioning Group

Meeting Etiquette Guide

**for virtual Governing Body and
Committee meetings**

April 2020

Meeting Etiquette Guide for virtual Governing Body and Committee meetings

1. Purpose

This document has been developed to enable H&WCCG to conduct their virtual meetings effectively by agreeing a set of common rules and principles for all participants to follow. It is specifically intended for formal meetings with a number of participants, namely the CCG's Governing Body and committee meetings. This will facilitate an effective and consistent meeting practice and support good governance. However, many of the principles set out within this document are applicable to most virtual meetings and Chairs are encouraged to adapt these to other meetings as required.

2. Technology

The CCG will be using Microsoft Teams for all Governing Body and Committee meetings. Alternative systems or softwares will only be used by prior agreement with the meeting Chair and the Board Secretary.

3. Meeting set up and preparation

3.1 Organising a meeting

Meetings will be set up by the relevant Executive Assistant/ Business Support Officer. All meeting invites should be accepted or declined as soon as possible, as this will allow the Board Secretary to monitor attendance and quoracy. Any participants who have previously accepted a meeting invite but can no longer attend, must ensure they update their meeting invite response, so that the meeting organiser and the Board Secretary can be notified.

3.2 Meeting papers and presentations

All papers should be well structured and to the point, with discussion points and issues clearly highlighted. All pages should be numbered for ease of reference. Consistent report format should be used with a frontsheet that clearly states the purpose of the report.

All documents and presentations should be easy to read and follow. Text and visual information contained within powerpoint slides should be large enough for participants to read on smaller devices, particular when this is 'tabled' at the meeting and shared via the 'shared my screen' facility.

3.3 Circulating of meeting papers

All meeting papers will be stored on SharePoint with a link issued to all participants, at least 5 working days before the meeting taking place, if possible. If, in exceptional circumstances, documents are updated or new documents added once the link has been issued, the author/ editor must notify the relevant Executive Assistant/ Business Support Officer so that they can make all participants aware.

If participants are not able to access SharePoint, they should notify the Executive Assistant/ Business Support Officer, who will email them all meeting papers instead.

3.4 Meeting preparation

Virtual meetings could be harder to follow and manage and prior preparation is therefore essential. All participants should read meeting papers well ahead of the meeting. Where possible, it is good practice for participants to raise any major concerns and queries with the document author ahead of

the meeting. This will help the author/ presenter to tailor their report to answer any such concerns. Pre-meeting discussions will enable the Governing Body/ Committee members identify best use of time spent collectively.

Participants are encouraged to share their main questions arising from reading the meeting papers with the Chair and the Board Secretary ahead of the meeting. This will allow the Chair to monitor the flow of the meeting, enabling a balanced discussion and ensure that all questions and concerns have been addressed.

4. Conducting virtual meetings

4.1 Joining a meeting

The Chair, Board Secretary and the minute taker should join the meetings at least 10 minutes in advance to ensure the meeting had been set up correctly and any participants joining as 'guests' have been admitted to the meeting. All other participants should ensure they join the meeting on time.

All participants should ensure that they are in a suitable location with sufficient bandwidth and minimum background noise. They can opt to 'blur' their background' if necessary. No personal or inappropriate items should be seen on the participants' screen.

Prior to the meeting commencing, the Board Secretary will confirm that all participants who had confirmed attendance have joined the meeting and will note apologies and other absences. Quoracy and membership will also be clarified at this point.

The meeting should start promptly at the time indicated on the meeting invite unless the Chair or the Board Secretary have been alerted to any technical issues.

The Chair will ask each participant to introduce themselves, or, if introductions are not necessary, to greet other participants. This is to ensure that everyone is aware who has joined the call and, at the same time, test that their camera and audio are functioning correctly.

4.2 Key principles

The Chair will confirm the key principles of the meeting etiquette, along the lines of:

- All participants will mute themselves unless they are presenting a paper or asking a question.
- The Chair will invite participants to speak either by inviting them to present their report or answer a question, or by inviting a specific participant to ask a question or make a comment.
- Anyone who wishes to speak will post a comment in the chat box, indicating that they wish to ask a question/ add a comment.
- Unless the chair states otherwise, the chat box will be used for two purposes only - for participants to indicate that they wish to speak/ ask a question; and to confirm their approval/ dissent if prompted.
- The Board Secretary will indicate in the chat box which item is being discussed to ensure there is a clear and logical audit trail which is easily transferable into the meeting minutes.

5. Admission of public and recording of virtual meetings

The Board Secretary will work with the Chair to ensure that arrangements have been made for public access to those meetings which are normally held in public in line with the CCG Constitution. This will be made via one or a combination of the following approaches:

- Meeting dates will be advertised on the CCG website and those members of the public interested in attending will be sent a link and will join the meeting as observers (being muted for the duration of the meeting)

- Ensuring key stakeholders representing views of the public have been invited to attend the meeting
- Live streaming of the meeting
- Recording the meeting and sharing the recording on CCG website

In line with the Constitution, no recordings of CCG meetings by external parties are permitted unless explicitly authorised by the CCG.

6. Roles and responsibilities

The roles and responsibilities are summaries below:

Chair	Board Secretary	Authors/Presenters	All participants
<ul style="list-style-type: none"> • Ensure meeting starts and finishes on time • Accept that the pace of the meeting may be slower and factor this into the agenda planning • Make sure they understand how the technology works, how to bring people into the conversation and how to stop them from over contributing • Be clear where decisions are needed. Don't forget to sum up the discussion and confirm the outcome • Make sure everybody introduces themselves and confirms they can see and hear sufficiently to participate and that they understand their role in the meeting • Check that everyone has opportunity to ask questions • Be clear about who is to speak when • When approval/ dissent is being sought, ensure this has been obtained from all voting members who are in attendance • Stick to the agenda and only admit critical items of AOB • At the end of the meeting, check that all objectives have been met, that the meeting added value, that people felt they were able to take part and contribute as they wished and ask what could have been done better 	<ul style="list-style-type: none"> • Support participants with accessing the meeting and ensuring that all technological difficulties are addressed in advance of the meeting • Monitor the timely distribution of meeting papers • Ensure meeting is quorate and legal • Ensure participants understand their role in the meeting • Support the chair with ensuring that all participants understand the meeting etiquette and, if necessary, remind them of this throughout the meeting • Ensure the meeting follows agreed principles and governance practice • Support the Chair with running the meeting and spotting those wanting to contribute • Monitor the chat box, indicating which agenda item is being discussed 	<ul style="list-style-type: none"> • Keep papers are clear and concise, stating the main discussion points and the overall purpose of the report/ presentation • Keep presentations simple and with easy to read font and graphics • Engage with key members beforehand to get feedback if appropriate • Present their report clearly and concisely, adding to the content but not repeating it • Speak clearly with frequent pauses to allow for questions to be asked 	<ul style="list-style-type: none"> • Respond to meeting invites promptly • Notify EA/BSO if they are not able to access SharePoint • Read all papers in advance • Raise any major concerns/ issues with the document author ahead of the meeting • Consider sharing their main questions with the Chair in advance of the meeting • Be clear about their role and in what capacity they are attending • Test their system in advance (camera/ audio) • Join the meeting on time • Stay muted unless they wish to speak • Indicate if they have a question <u>or</u> a comment • Consider their body language • Attend for the whole meeting and be present all the time, avoiding multi-tasking on emails, texts, calls etc • Use chat box only to indicate that they wish to speak or to express approval/ dissent when prompted • Don't use chat box for separate conversations