

## Coffee & Chat Guidelines

At Kidney Cancer UK & Kidney Cancer Scotland we believe supporting each other is important. As we cannot meet physically, we have decided to create a virtual space to meet. It will feel safe and encourage confidence and sharing. This online support group gives you the opportunity to meet one another face-to-face.

### **How to join: -**

To join our virtual support group please email [office1@kcuk.org.uk](mailto:office1@kcuk.org.uk) and we will email you the secure meeting link. The link will not be published on our website or our social media posts, which will help us make the group a safe place.

### **How often: -**

At the beginning, we will test with different days and times to see what works for everyone. We'd love to hear your feedback.

### **Format of support group**

Each group will be moderated by one of our health care professional team. They will lead the group and help to keep the conversation flowing.

Some groups will not have a defined topic but as we develop, we will hold groups on particular topics.

### **How to speak during the virtual session: -**

Face to face conversation usually flows quite easily and you can read each other's expression and know exactly when to comment or ask a question be it via the moderator or other patients. However, a virtual setting is different. There is not that natural pause or "interruption" of conversation because we are not physically together in the same space. To help solve this, we will wait until the person has finished before another person speaks and this might feel a little static. Our moderator will keep things flowing and natural and will keep an eye on those in the meeting, to pick up on any expression that might mean you wish to speak, for example, please raise your hand or send a chat message to Susanna or Mo. (Click 'Reactions' or click 'chat', then 'participants' to raise hand).

### **Confidentiality**

Attending the support group is confidential within Kidney Cancer UK and we ask that if you are attending not to share any personal details discussed outside of the group. We take this commitment very seriously. But in certain circumstances we may be forced to breach confidentiality for the following legal or ethical reasons.

- If we believe there is a danger that may cause serious harm to yourself or to another person.
- If a child protection issue emerges during the virtual support group. This may also apply in the case of vulnerable adults.





- If you disclose information relating to acts of terrorism or money laundering. We are legally bound to report any disclosures to the relevant authorities without consultation.

Please be assured that wherever possible we will endeavour to discuss matters with you in order to establish an appropriate course of action. However, in exceptional circumstances where there is a life-threatening issue, we may have to act without consulting you.

If participants do not adhere to these terms and conditions or be disrespectful, we may exclude you from joining another virtual support group.

Thank you

Kidney Cancer UK Health Professional Team



**Kidney Cancer UK & Kidney Cancer Scotland**

The Old Granary, Abington Park Farm, Great Abington, Cambridge, CB21 6AX  
01223 870 008 [office1@kcuk.org.uk](mailto:office1@kcuk.org.uk) [www.kcuk.org.uk](http://www.kcuk.org.uk) [@kidneycanceruk](https://twitter.com/kidneycanceruk)

Kidney Cancer UK & Kidney Cancer Scotland & Kidney Cancer Care are trading titles of Kidney Cancer Care LTD  
Registered office: The Old Granary, Abington Park Farm, Great Abington, CB21 6AX. Company Number England & Wales (05937304)  
Kidney Cancer Care LTD is a registered Charity in England & Wales (1120146) & Scotland (SC043642)