



NEUROENDOCRINE CANCER GUIDE

# ONLINE NATTER SUPPORT GROUPS

2023





Our 'Natter' Support Groups are local community based or regional online meetings that offer an opportunity to meet others in your area, who are also affected by Neuroendocrine Cancer; you, your family, friends and supporters.

Our groups are facilitated by a fellow patient, Neuroendocrine Cancer UK staff member or ambassador, Neuroendocrine Cancer Clinical Nurse Specialist and / or local volunteer.

If you're not used to using technology for meetings it can feel a bit strange to use your laptop, tablet, smartphone or telephone - to join a Natter meeting. It can also feel a bit daunting to walk into a group of people you may not have met before, but whether joining online, by phone or in person - you will be guaranteed a warm welcome.

Some of you will be quite familiar with technology, using FaceTime, Skype or other platforms for work, keeping in touch with family and / or talking with members of your medical team and therefore may feel quite comfortable with using zoom.

This is a simple guide to joining a Natter using zoom via either your laptop, tablet, smartphone or telephone.



## Zoom

Zoom is an internet platform through which you can make video or voice calls - to connect with another person or group of people.

If joining by telephone (landline) you will not need an internet connection (handy if you are somewhere where your internet connection may not be reliable or is poor) but please note in joining by phone you will not be able to see other members of the group and they won't be able to see you, however they will know you have joined the group and you can still take part and be heard.

If joining by one of the other devices mentioned above - an internet connection is needed. You can download the zoom app (Apple or Google play), but this is not an absolute requirement. However, if you do, you will need to register for an account - N.B. There is a free version! (See below for further details).



## Finding a Natter Zoom Meeting

A list of all scheduled NCUK zoom Natters is available on the Neuroendocrine Cancer UK website here - you are welcome to join any group but may find it quite helpful to join one near you (especially for when face to face meeting restart and groups can meet in person again).

There are also Regional Natters e.g., North, South, East - You can join more than one zoom.

## Neuroendocrine Cancer UK Zoom Natter Meetings

As with “face to face’ Natter meetings there are some rules and handy tips for a successful, safe meeting:



Confidentiality and respect for each other’s privacy is an absolute requirement of attendance and continued participation.



In accordance with Neuroendocrine Cancer UK's guidance – each group agrees its own format and frequency – and is run as informally or formally as group members agree.



All groups are free to attend, and all group members have free access to Neuroendocrine Cancer UK patient information and support services.



Joining a support group for the first time can be a bit nerve-wrecking. You may find it helpful at the start to simply listen. If you feel comfortable to share your own ideas and experiences, please do – but you should never feel coerced or uncomfortable.



When joining an online / phone Natter, it can be helpful to find a quiet, comfortable space to sit in, where you are able to listen and speak freely. If you are somewhere where you or other members of the group may be overheard, consider moving, asking for some privacy for the duration of the meeting or wearing headphones



Try to avoid speaking over others, as with face to face meetings, it can sometimes be difficult when more than one conversation is happening at the same time





If you do have noise in the background that can't be turned down or off (for example a busy road) it can help to 'mute' yourself when you are not speaking... but don't forget to 'un-mute' when you do speak!



There is a chat facility on zoom, that allows you to type in questions and comments - and may be used to share helpful tips and links. It is often represented by a speech bubble icon at the bottom of your screen.

You can type a message for everyone to see, or just the facilitator or another member of the group - but be careful in using this facility that in sending a message to the facilitator or another group member you haven't shared it with the whole group by mistake!



If your connection drops during the meeting - you may need to wait a few minutes to see if it reconnects. If not, you can come out of the meeting and re-join - using the same number or link you used to join in the first place.

If you are unable to reconnect it and your internet/phone line is working well, it may be helpful to check through Zoom's [troubleshooting page](#) to find a solution.

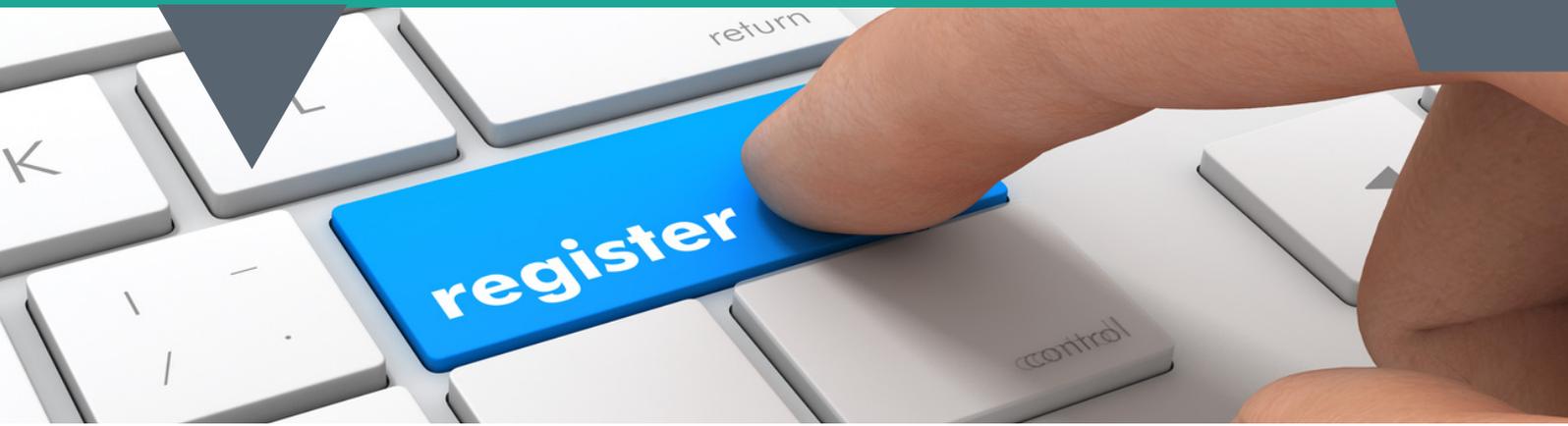


If you have joined a group and it doesn't feel like a good fit for you, you can maybe consider joining a different group or try a different group format. For example, one of our [online forums](#).



If you don't think a face-to-face or online/phone support group is right for you but would like support in coping with your condition or situation, you can talk to your specialist team or one of nurses about counselling or other types of help that may be available.





## Registering for a Natter Zoom Meeting

To join a Natter, you will need to register through our [Natter calendar](#).

This can be done by:

- Searching for the meeting you would like to attend and clicking on the 'View Details' button
- You will then see a screen with information about the group and a link to register - please check group name plus date and time to be sure you are registering for the meeting you want to join
- Click to register and you will be asked to confirm your name and email address
- Once these details are completed, click the Register button.
- You will receive an onscreen confirmation, followed by an email with the link to join the zoom Natter meeting.

\* You should also receive an email reminder 24hrs ahead of the scheduled date and time.

\* PLEASE check your junkman folder as occasionally these emails find themselves there!

## Joining a Natter Zoom Meeting

A couple of minutes before the start time of the meeting you have registered for, open the email you have received, confirming your registration.

To join by phone:

- Call the telephone number given and follow the instructions you hear - when you get through simply say Hello and you'll be welcomed in. (N.B. You may be asked to confirm your name as occasionally you'll appear in the meeting as your phone number rather than you!

To join by computer, laptop, tablet or smartphone:

- Click the internet link you have been sent and follow the onscreen prompts to download and enable your audio settings. (You can choose whether to be seen or not by clicking on the video settings) - N.B. If joining by smartphone you may not be able to see everybody, because of screen size - so we would recommend using a tablet or laptop, if possible so that you are able to get more of a 'group' experience.
- To see your fellow Natter members, you will need to use the onscreen tools to alter your view from 'speaker' to 'gallery'.



If you have not used zoom before - you can Join a Test Meeting: <https://zoom.us/test>

This can help you to familiarise yourself with some of the onscreen tools and settings - such as view, chat, video on/off and mute/unmute. You can also see how to change your onscreen name - should you wish to do so.

### Downloading zoom

To download you first need to check whether your device is Apple or Android - and then whether to use an App store or the zoom website itself Via an App store:

1. Open Apple 'App store' or Google 'Play Store' on your device
2. Tap the magnifying glass icon
3. Type 'zoom' into the search bar, then tap Go
4. Tap the 'Zoom Cloud Meetings' item
5. Tap INSTALL
6. Tap ACCEPT when prompted
7. Wait for zoom to finish downloading, then tap OPEN
8. Tap AGREE AND CONTINUE

### Via Zoom website

Visit <https://zoom.us/support/download> to find download instructions for your device.

Further information about zoom:

- [Joining a Meeting](#)
- [Start Guide](#)
- [Join a Test Meeting](#)
- [Zoom In-Meeting Chat](#)

If you have any questions or queries about our support groups, you can [contact us](#) for more information.

