

Video Hearing Guidance for Participants in Mental Health Tribunals

To Connect

Make sure you are using Google Chrome as your browser if you are using windows. If you are using Mac use safari and do not download Google Chrome as it may cause problems.

Copy and paste the link in the booking letter you have been sent into your browser.

When accessing the page clicking on the link above the conference alias should show as

HMCTS (the number of the room you have been sent)@meet.video.justice.gov.uk and type your name as you want it to be seen on screen in the hearing. Remember to use your title when logging in, so parties and the Tribunal understand your role. Use the format e.g. 'Dr [last name]' or 'Nurse[last name]'

Click "Settings". Check that the camera and microphone are selected to "default" then click OK

Then click Connect.

In the next window, select your role as Guest and click "Connect".

If the video hearing room is locked, you will be told that you are waiting for the conference host to join.

Wait for the Video Hearing Support or Judge to unlock the hearing room.

If you encounter difficulties in joining by video there is a dedicated telephone number for the room in the booking letter and you can call into the hearing. Using 141 before the phone number will avoid your personal number appearing in the conference.

Video Hearing Support are new to HMCTS and to mental health. Please be respectful. They are there to ensure witnesses are connected.

If you cannot connect by video there is a dedicated telephone number for the room in the booking letter and you can call into the hearing. Using 141 before the phone number will avoid your personal number appearing in the conference.

Nearest relatives who have made applications and community patients will be joined free of charge by the video hearing support or staff from the Tribunal administration. They will receive a telephone call and then be taken to the virtual Tribunal room.

Please join a morning hearing at 10.15 am

Please join an afternoon hearing at 2pm

Please join an 11am hearing at 10.45 am

This will ensure any connectivity issues are dealt with before the hearing starts.

The hearing

When you are in the video hearing room, in the centre bottom of the screen you will see three symbols microphone, video and disconnect.

During the hearing, use the microphone button to MUTE YOUR MICROPHONE. This minimises background noises and allows everyone to hear more clearly. You can unmute the microphone when it is your turn to speak.

If you are a patient and need to take a break during the hearing to discuss matters with your solicitor you can mute your microphone, turn off your camera and communicate with your solicitor via the telephone. You need to ask the Tribunal if you can do this.

Alternatively, the Tribunal and other witnesses can mute their microphone, turn off their cameras and turn down their volume and you can communicate with your solicitor in the video hearing room alone. Make sure you are clear about the time you should return.

At the end of the hearing

The Tribunal will decide whether they announce the decision. This can be announced to a nurse and the solicitor and the patient if they want to return. You will be given a time to return if the Tribunal are going to announce the decision. Otherwise the decision will be relayed by the panel to the solicitor who will be asked to contact the patient and the MHAA.

The written decision

The timescales for delivery to the Tribunal are the same as they are in hearings at hospitals.