Near Me Group Consultations in Mental Health Webinar

Tuesday 27th September 2pm –3pm

This webinar will enable you to identify how Near Me Groups can be used in your Mental Health Service to meet the needs of your patients.

Presentations from Mental Health colleagues including;

Chris Wright, National Advisor for Digital Mental Health/Head of Programme Digital Mental Health, Scottish Government.

Dr Simon Stuart, Consultant Clinical Psychologist, NHS Lanarkshire

Tracy Towler, Customer Success Manager Induction Healthcare Group/Attend Anywhere.

**Q&A**

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| To launch the call you have to have a patient waiting. is there any plans to allow a call to start before a patient is waiting to allow for set up? | At present the call can only be launched once someone(patient/client) has entered the groups waiting area |
| Is there a way to launch the call without patients so that service providers and facilitators can co-ordinate or know that each other are available before the session is started? | There has been a few questions about the ability to launch the call prior admitting patients/clients. With GC, you as a service provider first launch the call with the “launch call” button for yourself then once ready and in your own time you will select “Admit all” and the participants will start to flow through- this allows you to have your call set up and ready before any participants have entered the call. With late joiners, you will see them appear on the right hand panel of the call and can admit as and when. |
| Not a question, but for the developers....we require to be able to launch the call and admit co-workers (and an interpreter if using) before admitting patients to the group. We'd prefer not to have to 'Admit All' patients waiting, as we might have patients waiting in the wrong waiting area and admitted to the wrong group, which we want to avoid. | You can also send a colleague the link to the group waiting area so that you can launch the call to prepare then admit the patients when they arrive later. Once you have checked your attendee list you can then admit all. If you see a person in the wrong group you can eject them from the participants list **before** admitting all or admit all and send them a private message informing them that they are in the wrong group. |
| Is it possible to have first names visible but not last names? Or is it either full name or just initials? | Yes you can enable participants names to be either full names or initials - |
| Can facilitators visit the breakout rooms? | Yes you can move between breakout rooms |
| What IT support is available for participants? What form is that available? Thankyou! | Please visit this site for support: <https://www.vc.scot.nhs.uk/near-me/support/> If urgent the Service Desk is open Monday to Friday 08:00 – 18:00 and can be contacted on 01224 816666 or [vc.support@nhs.scot](mailto:vc.support@nhs.scot) for assistance. Callers should not be given our contact details. |
| I presume you can't rename people once in, for example to first name only? | You can set it to either full names or initials - I am afraid you can't rename anyone once participants are in |
| Does the call come to an immediate end once 2 hours are complete? | 5 minutes before the end they get a warning of the 2hrs (will increase to 4 hours in October) |

**For more information on Near Me Groups please visit:** <https://tec.scot/programme-areas/near-me/group-consultations> or email the Near Me Team on [nss.nearme@nhs.scot](mailto:nss.nearme@nhs.scot)