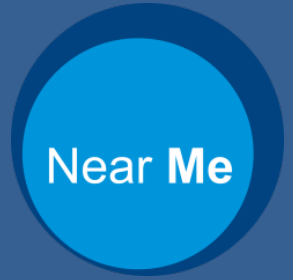


Near Me Groups in Mental Health

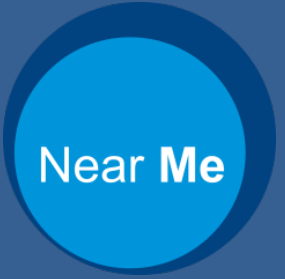


27th September 2022



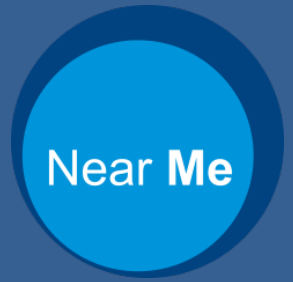
@marcbeswickahp @NHSNearMe

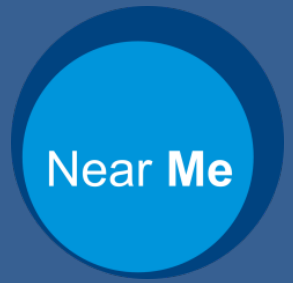
Housekeeping



- All on mute
- Accessibility options
- Tips for getting good WiFi
- Please use the Q&A section

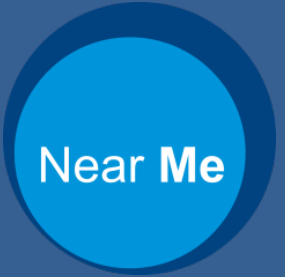
Please complete the 2 question poll from the link in the chat or the QR code below. Thank you.





- Hosts
 - Marc Beswick – National Lead – Near Me Networks
 - Dawn Robb – Program Manager – Near Me Team
 - Alex Karamagkalis – Project Manager – Digital Mental Health Team
- Presenters
 - Tracy Towler - Customer Success Manager - Induction Healthcare Group/Attend Anywhere
 - Dr Simon Stuart - Consultant Clinical Psychologist - NHS Lanarkshire
 - Chris Wright - National Advisor for Digital Mental Health/Head of Program Digital Mental Health - Scottish Government

Agenda



- What are Near Me Groups? Core features and future plans.
- Clinician experience of Near Me Groups.
- Where do Near Me Groups fit within the National Digital Mental Health Program?
- Panel Q&A.

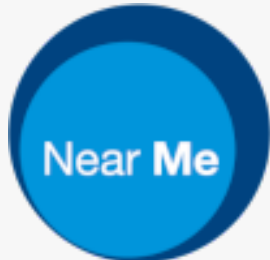


Near Me Groups in Mental Health Induction Healthcare

#flexiblecare

Tracy Towler, Customer Success Manager
27 September 2022

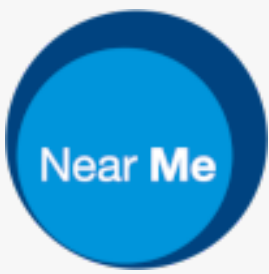




Group Calls



#flexiblecare





Group Calls – Getting Started


- Web based video consultation platform
- Simple safe and secure
- All data encrypted, we don't keep any data
- Designed to mimic a real life waiting area
- Single point of entry
- Link stays the same - makes it simple and easy for clients to use
- Up to 60 participants





Group Calls – Waiting Areas

 **Waiting Areas** 

Filter 

30

WAITING GROUP IDLE

6 MINUTES
LONGEST WAIT

0 GROUP ACTIVE

NVCS MadeUp Group

Group Consultations

NVCS

00

WAITING IDLE

0 MINUTES
LONGEST WAIT

0 BEING SEEN

NVCS Audio Tester

NVCS AR TESTS

00

WAITING GROUP IDLE

0 MINUTES
LONGEST WAIT

0 GROUP ACTIVE

NVCS Fife Group 1

Group Consultations

NVCS

00

WAITING IDLE

0 MINUTES
LONGEST WAIT

0 BEING SEEN

NVCS MadeUp Two

NVCS

00

WAITING IDLE


0 MINUTES
LONGEST WAIT

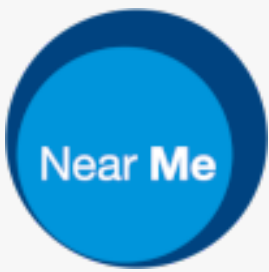
0 BEING SEEN

NVCS Test and Demo

NVCS

#flexiblecare

 **induction**
healthcare



Group Calls – Waiting Areas

[Back to Waiting Areas](#)

NVCS MadeUp Group Waiting Area
National Video Conferencing Service

Group Consultations

Launch call

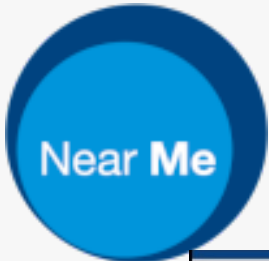
Status	Caller	Telephone
Waiting (6 min)	So Happy	
Waiting (6 min)	Dino Baby	
Waiting (5 min)	Franken Furter	

National Video Conferencing Service

Waiting Area hours
12:00 AM to 12:00 AM
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
London (Europe) (UTC +1)

Waiting Area link
<https://nhsattend.vc/nvcs/mu-gr>
Share link to Waiting Area

Information for Callers
If you encounter problems, please telephone the reception number given on your appointment letter or email.



Group Calls – Waiting Areas

The screenshot displays a group call interface. The main video area shows a large red dinosaur mask. A timer at the top left indicates 00:06. A small icon of the dinosaur mask is visible in the top right corner next to the text "NVCS Clinici...".

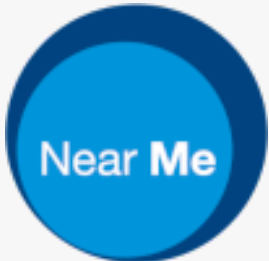
Two overlays are present:

- Performance settings:** A dark overlay with a close button (X). It includes a section "Adjust for:" with two options: "Best performance" and "Highest quality". A slider is positioned between them, with a mouse cursor pointing at it.
- Call controls:** A dark overlay with four options: "View full screen", "Mute everyone", "Select background", and "Speaker stats". A mouse cursor is pointing at "Mute everyone".

On the right side, there is a sidebar with the following sections:

- Waiting callers (3):** A green button labeled "Admit all". Below it are three entries: "DB Dino Baby", "FF Franken Furter", and "SH So Happy", each with a red 'X' icon.
- Participants (1):** A single entry: "NC NVCS Clinician (Provider)".
- Leave consultation (just me):** A red button at the bottom.

At the bottom of the screen, there is a row of icons for call controls: microphone, video, screen share, chat, hand, grid, refresh, and a menu icon.



Group Calls – Functionality



NVCS Clinician



Admit all FF





Waiting callers (0)

Admit all

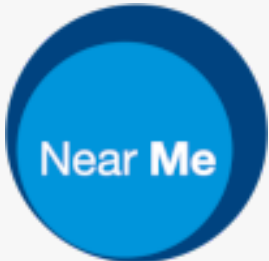
Participants (4)

NC NVCS Clinician (Provider)

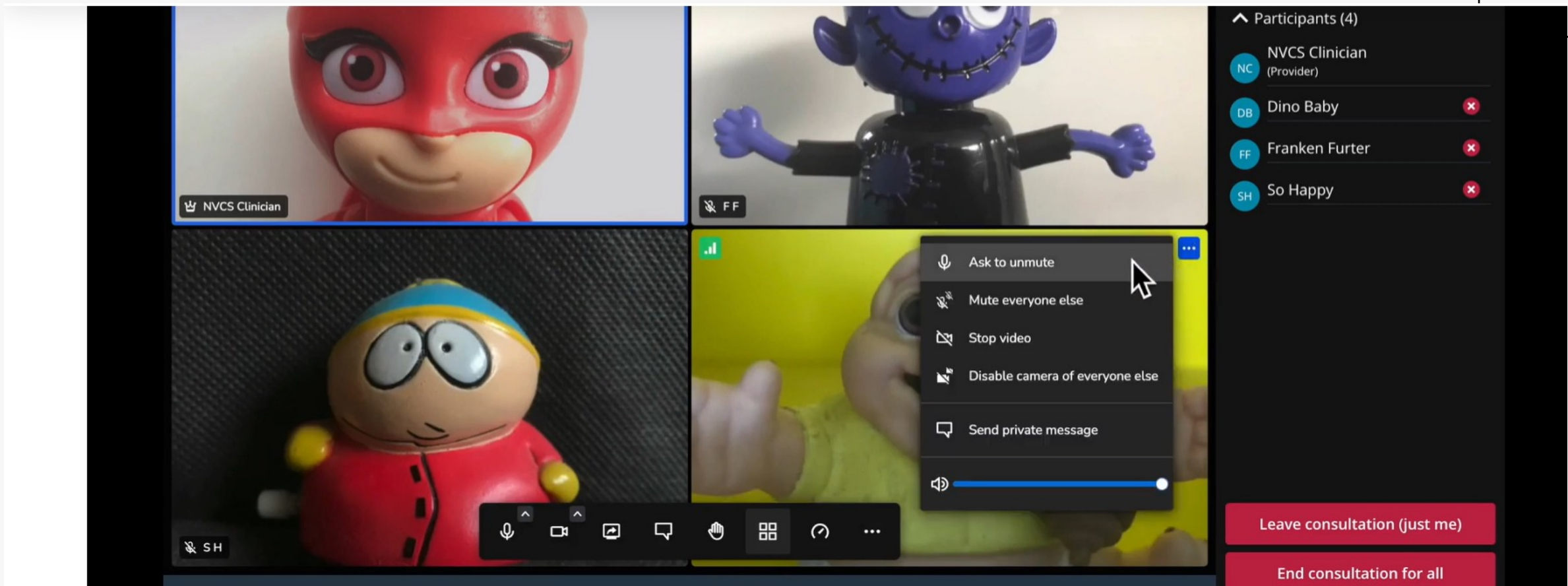
DB Dino Baby

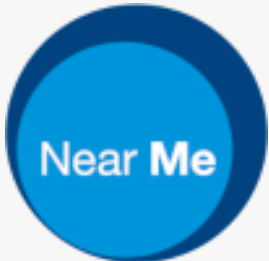
FF Franken Furter

SH So Happy



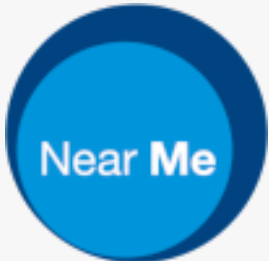
Group Calls – Functionality



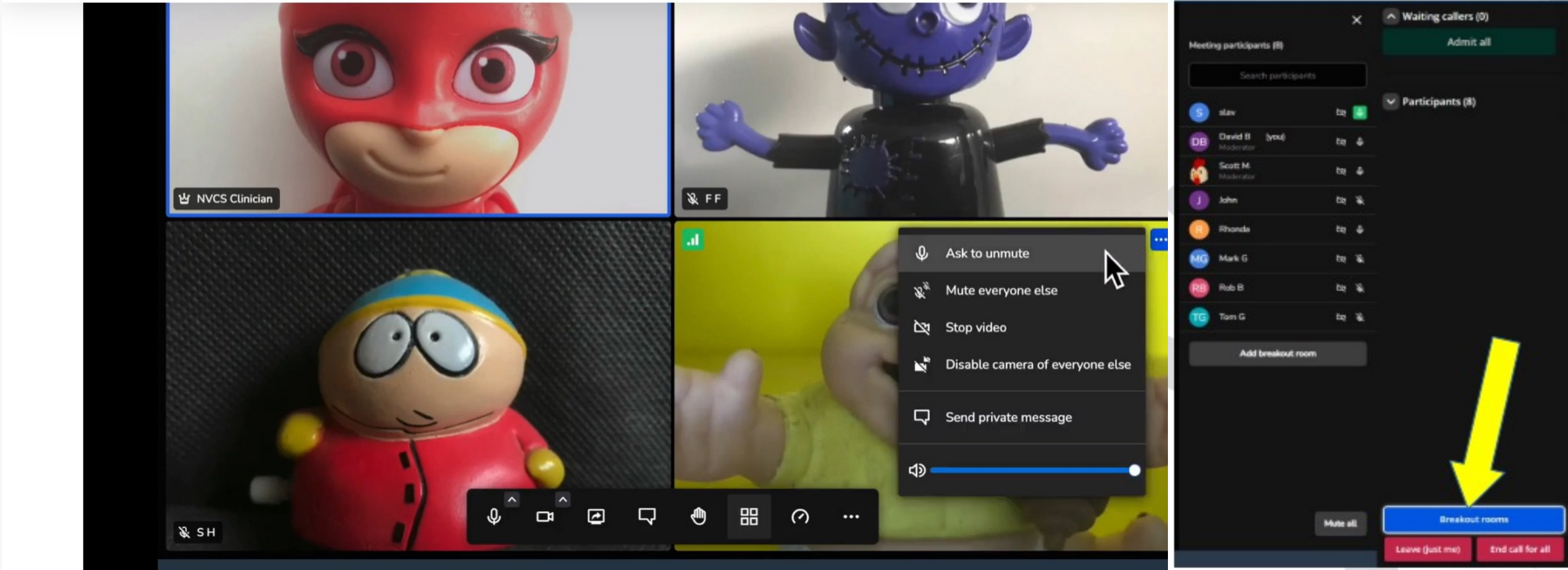


Group Calls – Functionality



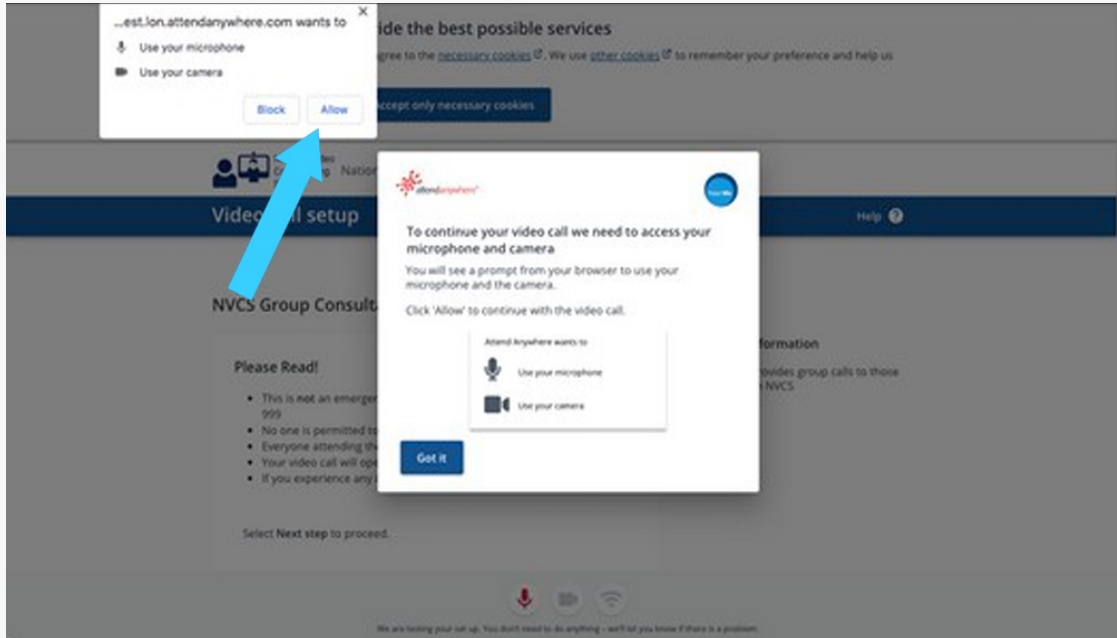


Group Calls – Functionality

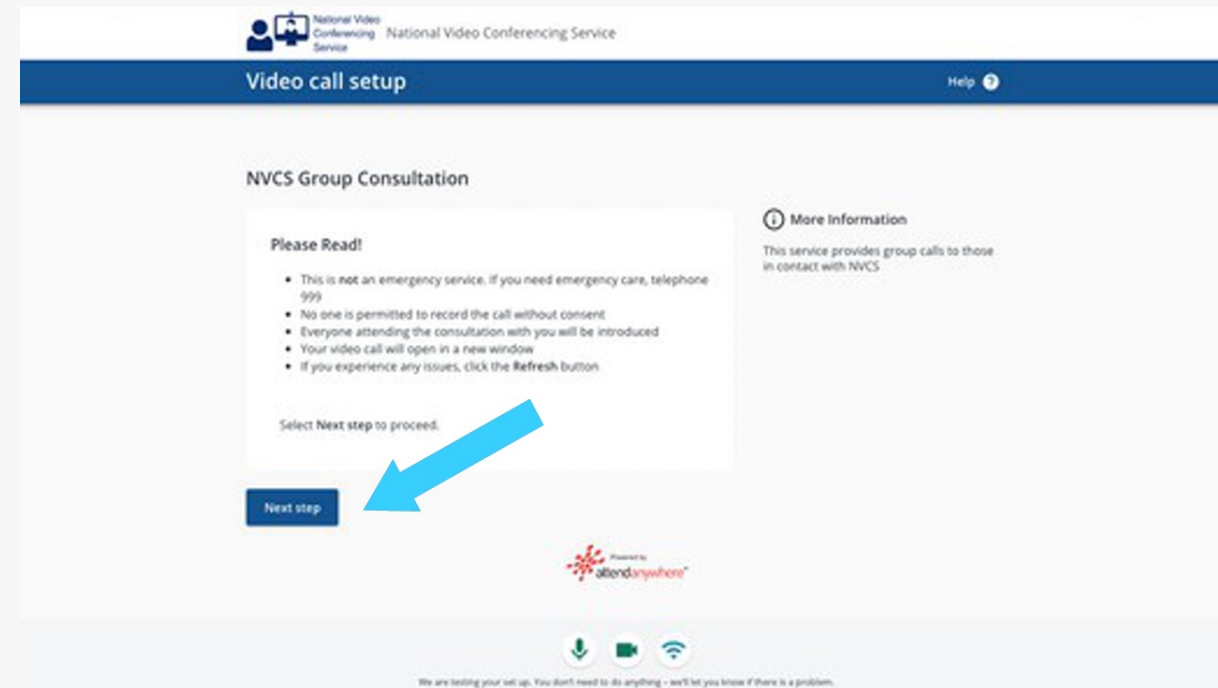


Near Me Group Calls – Caller

- Pop up message asking for use of camera and microphone
- Camera, mic & network speed automatically tested



- Information for caller to read
- Select 'Next'



Near Me Group Calls – Caller

NVCS Group Consultation

Caller details

Enter the caller's details. The caller is the person the video call is about. All information is transferred securely and permanently deleted from Attend Anywhere after the video call.

Only Service Providers will be able to see the details you enter here. Other Callers in the group consultation will only see your initials.

First name (Required)

Gloria

Last name

Jones

Telephone

0777777777

Where you can be reached if there is a problem.

Date of birth




08/01/1981

DD/MM/YYYY

Next step

More information

This service provides group calls to those in contact with NVCS

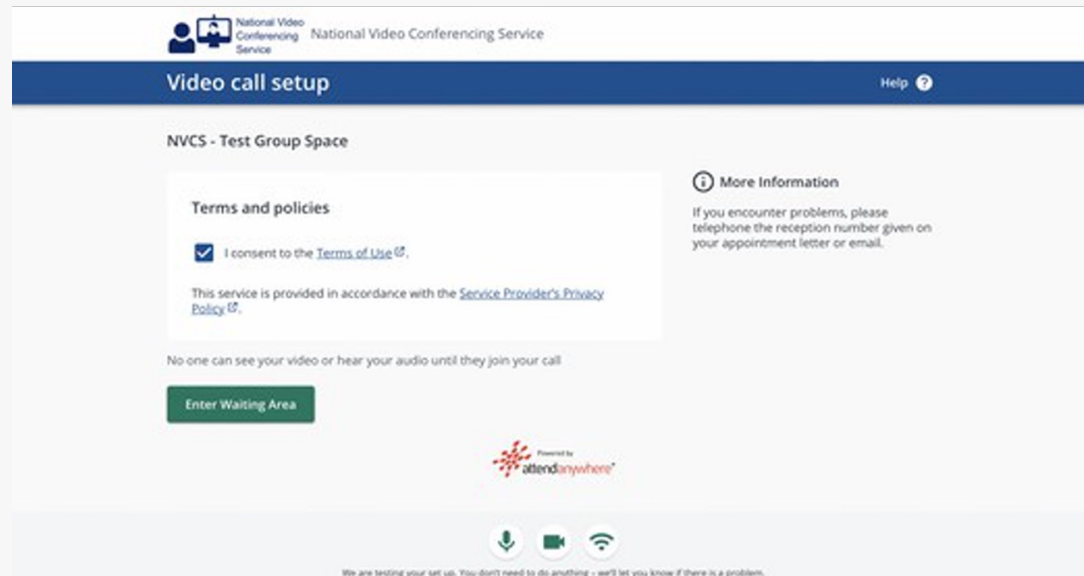
  

We are testing your set up. You don't need to do anything - we'll let you know if there is a problem.

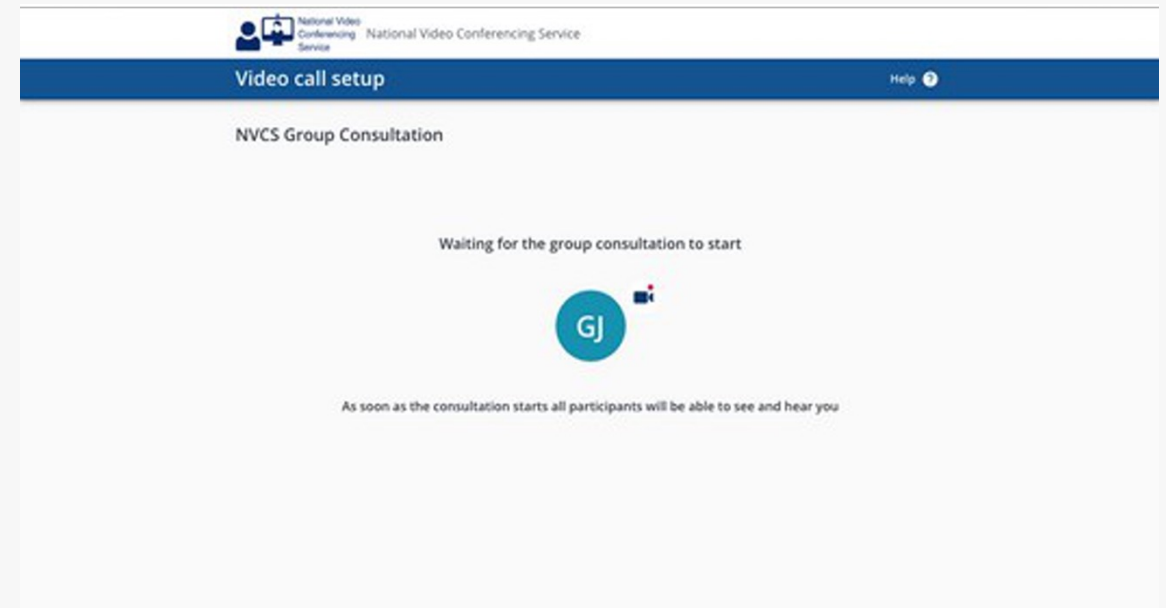
- Complete Personal Details
- Select 'Next'

Near Me Group Calls – Caller

- If you agree to the Terms of Use and tick the box
- Select Enter Waiting Area button to join group call



- While you wait you may hear music and other messages depending on how your Near Me provider has set up the call



Near Me Group Calls – Caller

- Your microphone will be mute on entry



#flexiblecare

Near Me Group Calls – Future Developments

- Group Calls extended to 4 Hours – Release 9



Thank You



info@inductionhealthcare.com



Induction Healthcare Group PLC



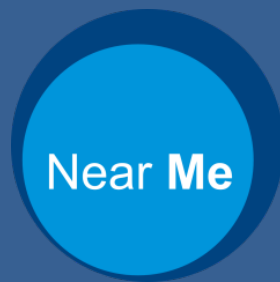
inductionhealthcare.com



[@InductionHQ](https://twitter.com/InductionHQ)



Dr Simon Stuart
Consultant Clinical Psychologist
NHS Lanarkshire



Chris Wright
National Advisor for Digital
Mental Health/Head
of Program Digital Mental Health
Scottish Government

Wider Digital Mental Health Context

Programme Aims and Context

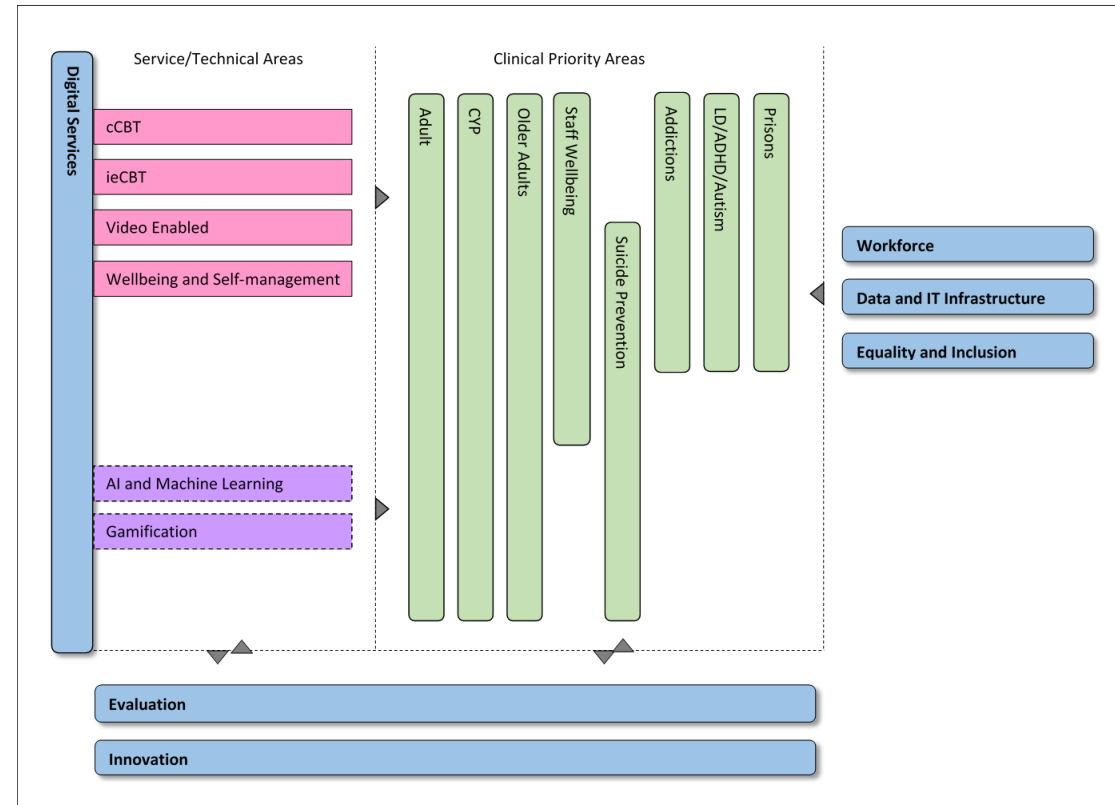
Mental Health issues affect 1 in 3

75% of people needing treatment don't access it

25-30% of all GP consultations involve depression, stress or anxiety

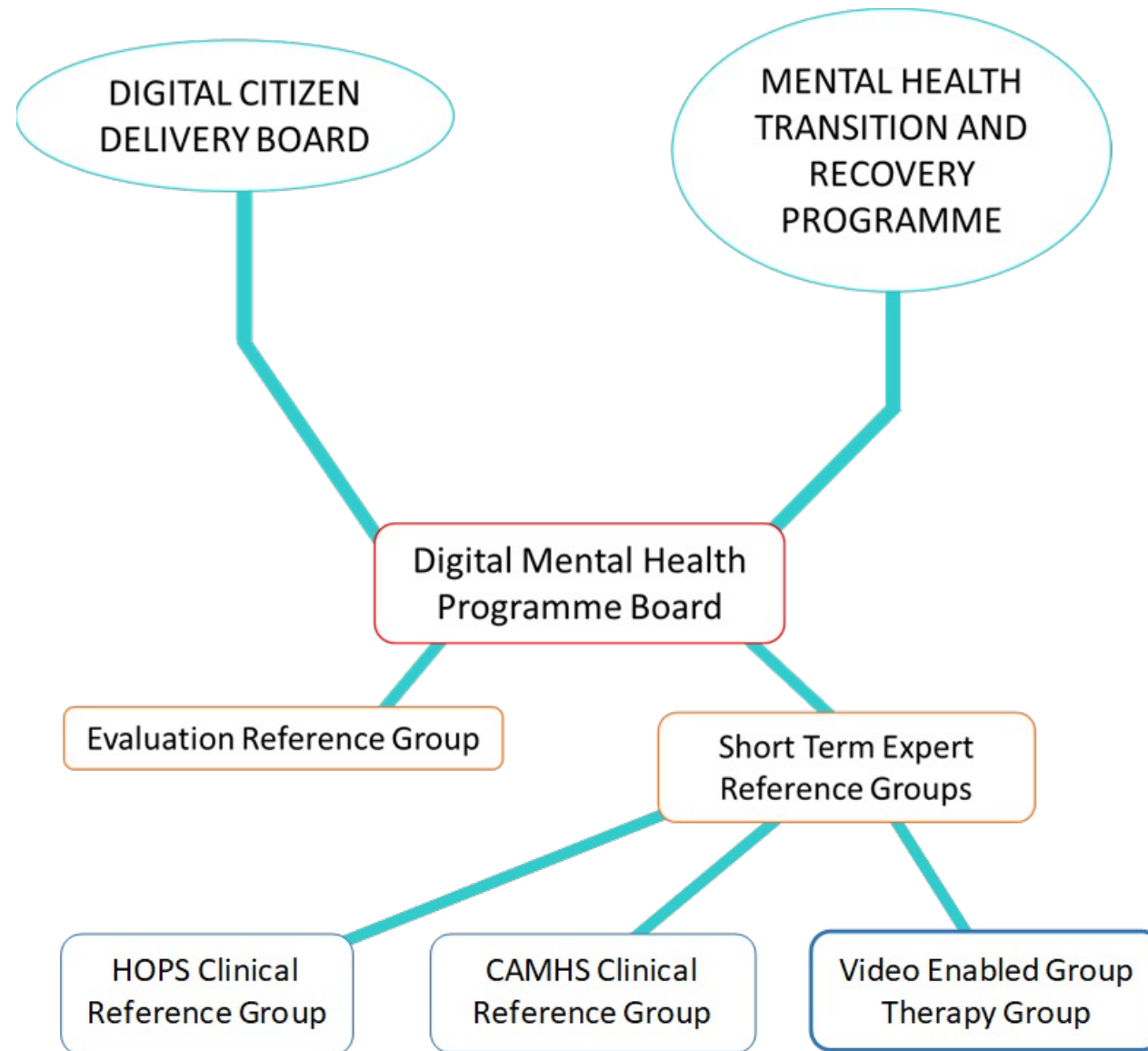
Antidepressant usage increasing up 42% in 10 years with 936,269 individuals prescribed them

Demand on specialist psychology services has doubled in 10 years

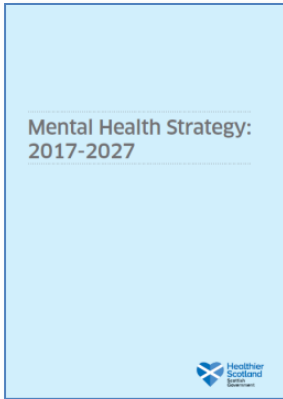


The Digital Mental Health Programme **responds to the increased demand for mental health** services by integrating and maximising the use of technology

Governance Structure

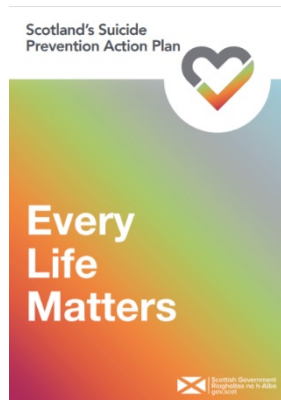
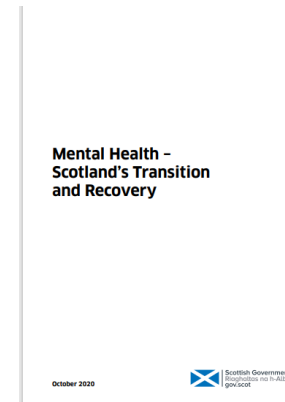


Integration into Mental Health Policy



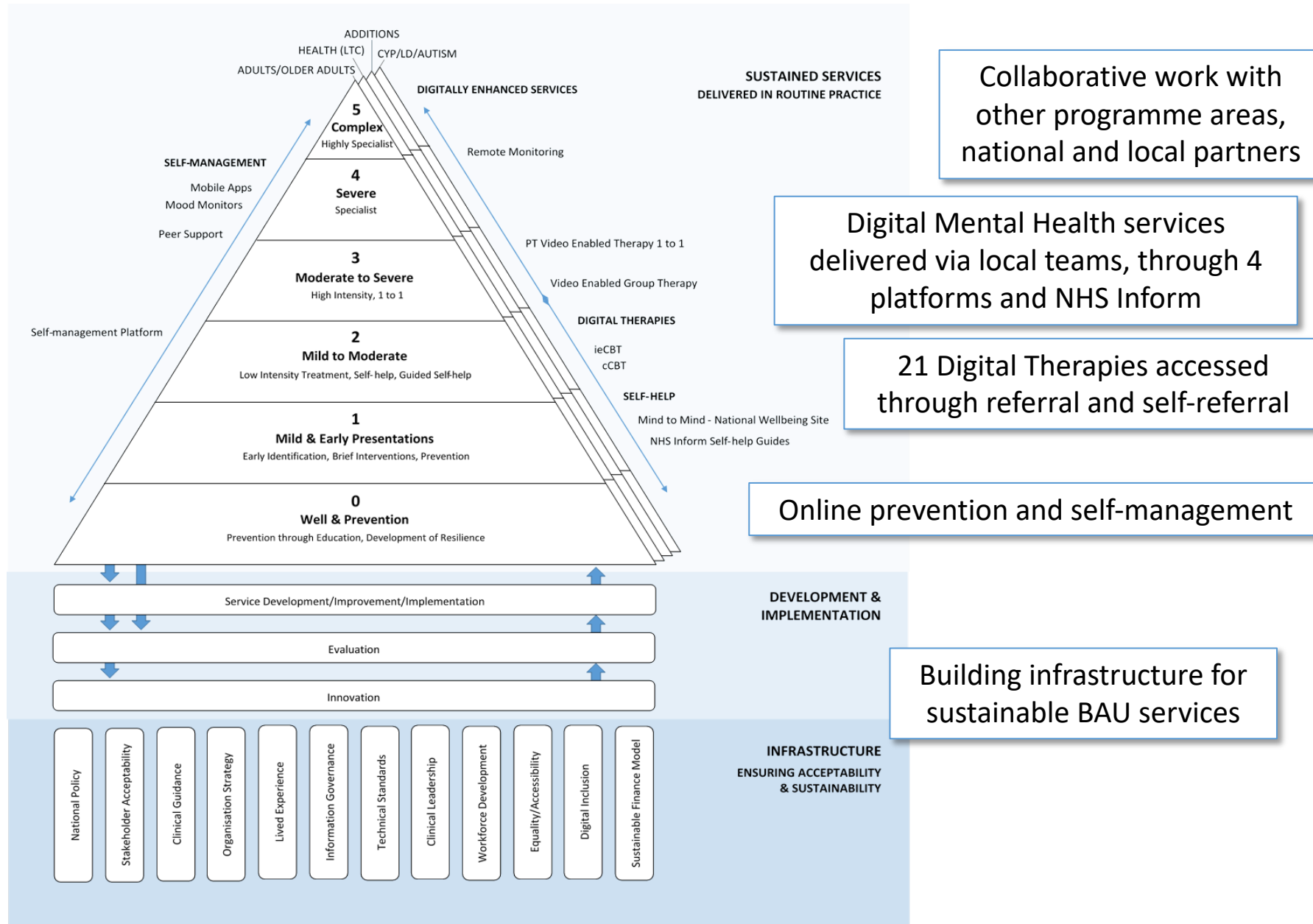
Mental Health Strategy Action 25: “Develop more accessible psychological self-help resources and support national rollout of computerised CBT with NHS 24 by 2018”

Transition and Recovery Plan: “Digital Therapy is now an integral part of service delivery across Scotland and is uniquely placed to deliver evidence-based therapy to all NHS staff, and to the wider population in Scotland.”



Suicide Prevention Action Plan Action 6: “The NSPLG will work with partners to develop and support the delivery of innovations in digital technology that improve suicide prevention”

Digital Mental Health



Delivered Through Digital

Depression/Anxiety

Social Anxiety

Health Anxiety

LTC Depression and Anxiety

(diabetes, respiratory, heart conditions, chronic pain, rheumatoid arthritis)

Stress

Resilience

COVID-19

Panic

OCD

Phobias

Perinatal

CYP

Supporting An Anxious Child

Supporting An Anxious Teen

Insomnia

GAD

Written Word Therapist Lead CBT

Video Enabled 1to1 and Group Therapy

Mind to Mind National Wellbeing Resource Site

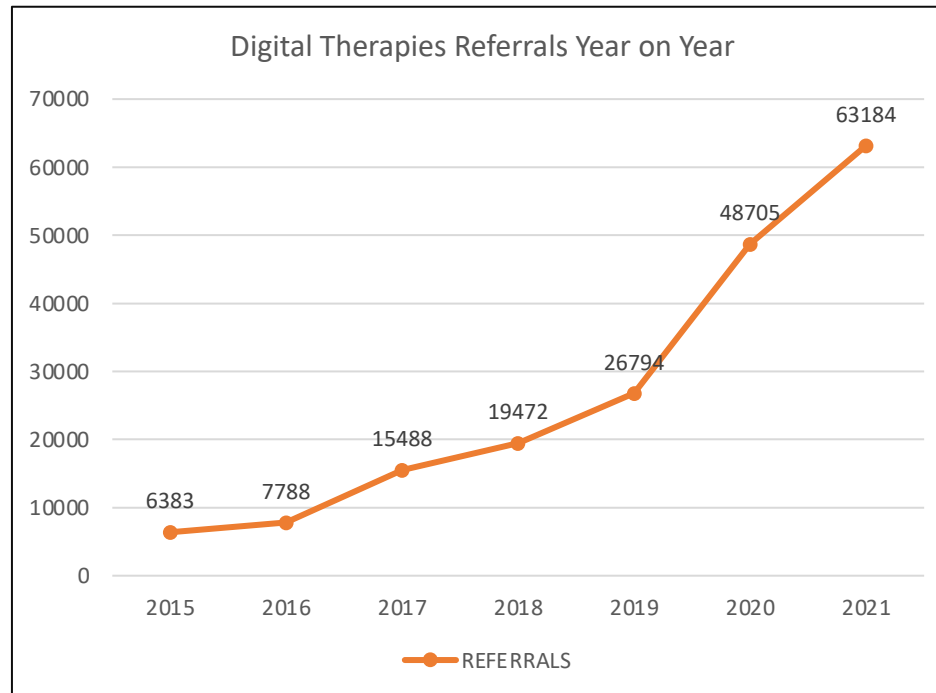
NHS Inform Digital Self-help Guides

Range of treatments across
different clinical populations

Digital technologies
and services integrated
into psychological
clinical care

Online preventative
and self-management

Service Usage



63,184 referrals in last 12 month

85% of referrals come from GPs with
29,149 through self-referral

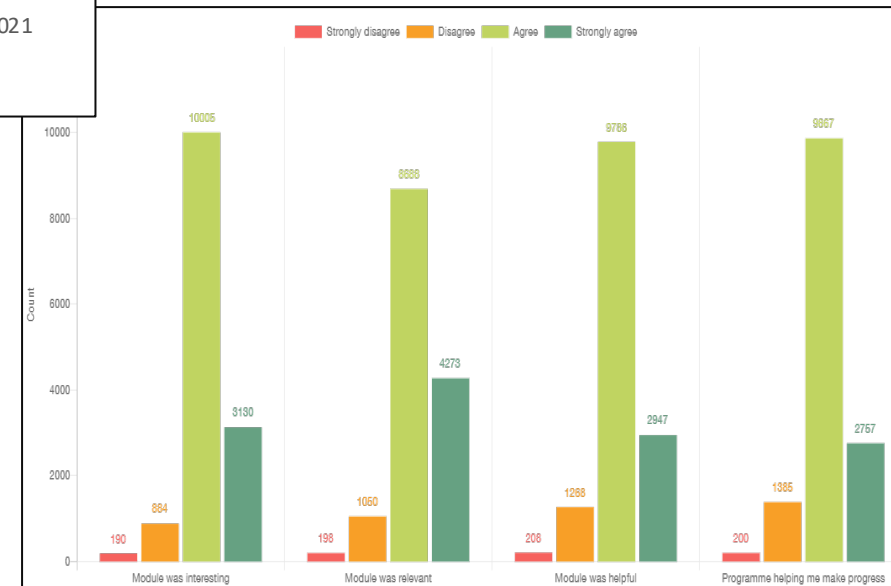
Suicide ideation of over 4,000
citizens monitored per month

Supporting over 9,500
Health and Care Staff

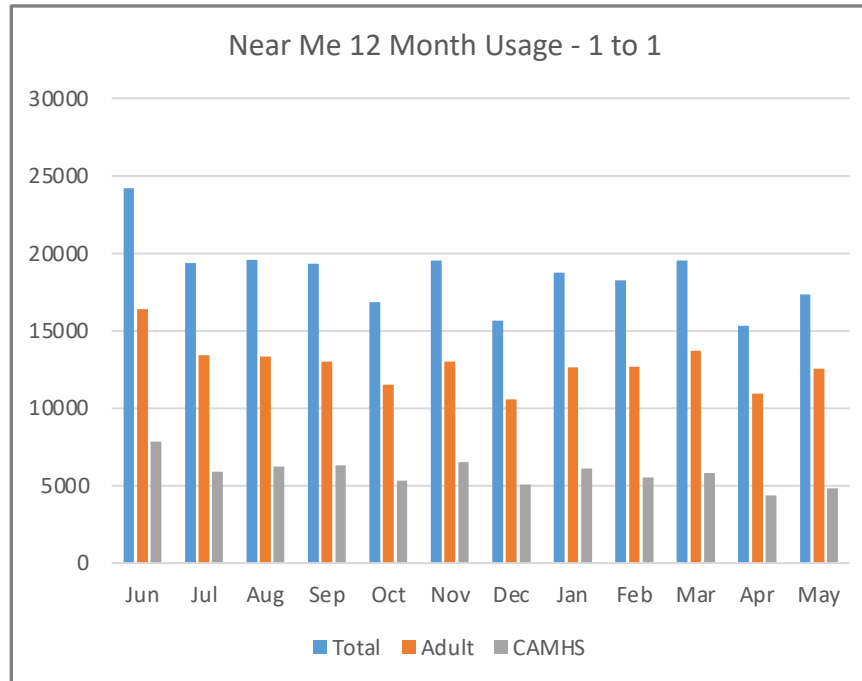
Patients wait no more than 5 working
days both treatment

With **user satisfaction of 91%**
for cCBT

404,729 NHS Inform Digital Self-help
Guides accessed in last year



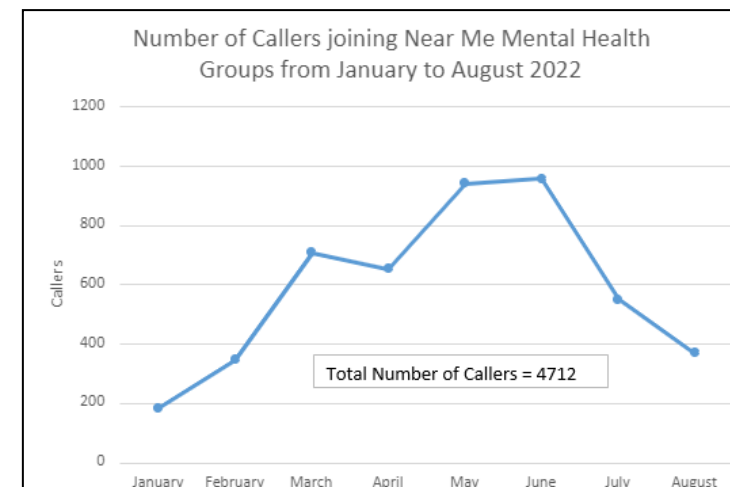
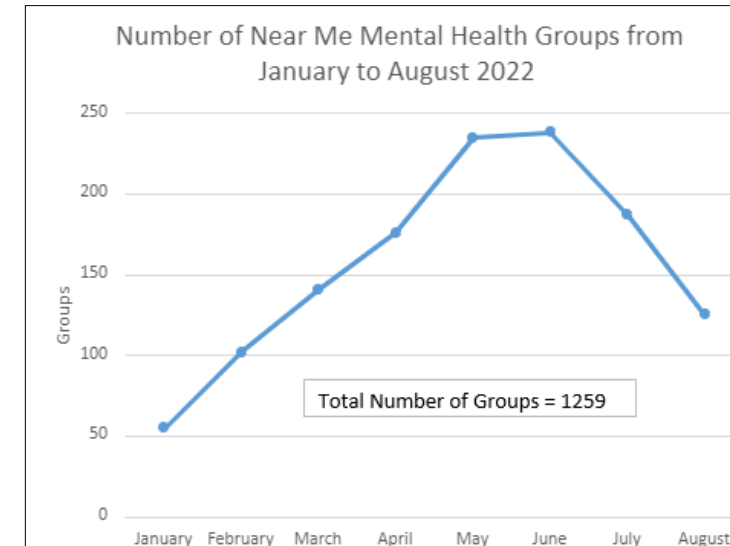
Near Me Usage



Numbers stabilised at 18,600 consultations per month

Group numbers and usage steadily increased with anywhere between 100 to 200 sessions per month

In May and July over 900 patients attended a video enabled group therapy session



Evidence for Video Enabled Therapy

Five systematic reviews, two of which incorporated meta-analyses, **explored the clinical effectiveness evidence for remote digital delivery of psychotherapies**. Cognitive behaviour therapy (CBT) was the main modality reported in the literature. There was overlap across systematic reviews in the studies that were included. The small number of primary studies, and the heterogeneity across participants groups and outcome measures used, limits confidence in the evidence and further studies are required before conclusions can be drawn.

Depression

Most of the controlled studies **reported no statistically significant differences in effectiveness at reducing depressive symptoms between the delivery methods** whether videoconferencing therapy (1 systematic review with 14 randomised controlled trials, four quasi-experimental studies and 15 uncontrolled studies) or telephone-administered CBT (1 high quality systematic review with meta-analysis of 6 trials). There was some small and non-significant beneficial effect of telephone-administered CBT over face-to-face therapy or other active controls in this review.

Anxiety

A systematic review including six comparative studies in patients with a range of diagnoses **found no statistically significant differences in anxiety measures between videoconferencing therapy and face-to-face therapy**.

Post-traumatic stress disorder (PTSD)

One high quality meta-analysis found that, when compared with face-to-face therapy, videoconference therapy **did not result in statistically significantly different PTSD outcomes** post-treatment.

Importance of Clinical Judgement

Use of digital is a choice that depends on appropriate clinical judgement.

“Decisions to include individuals in group consultation should be made on client by client basis and should be the decision of the clinician who will be conducting and facilitating the video group consultation.

Clinicians must therefore undertake a review of the individual clients they are considering for group consultations to ensure they are appropriate.”

[Group-Consulting-Guidance-Mental-Health-v1 \(tec.scot\)](#)

Good Use of Digital

It is used to improve patient experience and choice of access

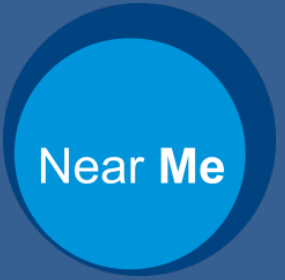
Digital is used to make things more efficient; can be used to work at a larger scale, across geographic areas, across different Boards and allow patients to access treatment that previous could not

Enhance the advantages and addressing the disadvantages of using digital in service delivery while integrated into service delivery

Digital services will evolve and change over time opportunities to use digital are recognised and discussed

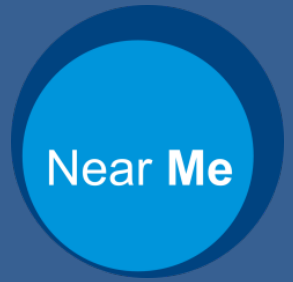
Thank You

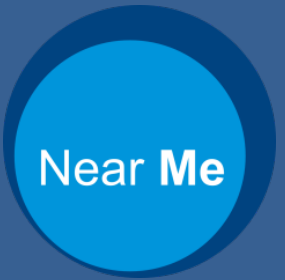
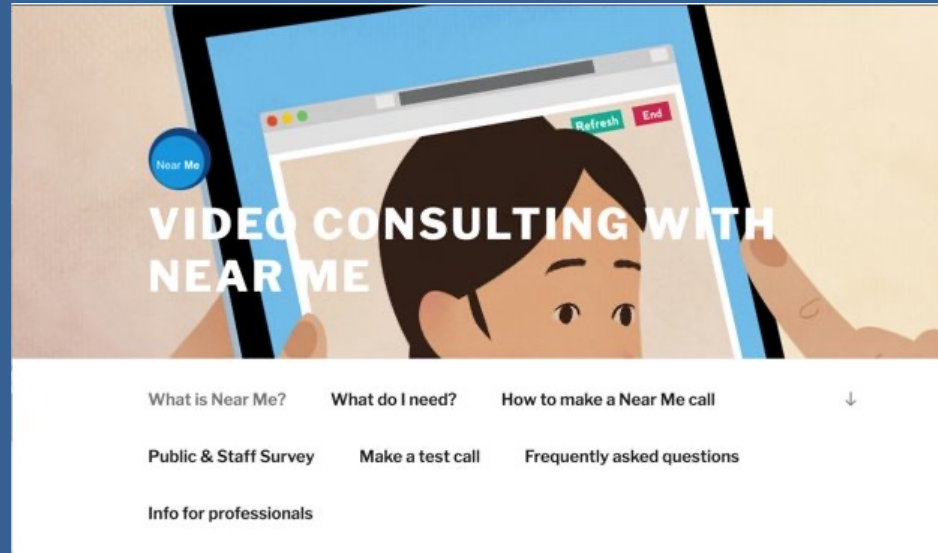
Discussion



Please pose questions, comments,
thoughts or experiences to our panel

Please complete the 2
question survey from the link in the
chat or the QR code below. Thank
you.





For more information on Near Me
please visit <https://www.nearme.scot/>
<https://tec.scot/nearme/>

For technical support please visit <https://www.vc.scot.nhs.uk/near-me/>
email Vc.support@nhs.scot or call 01224 816666