

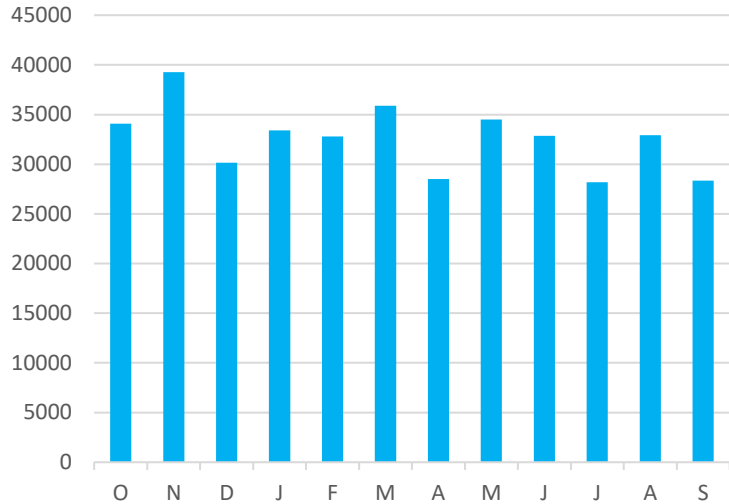
# Near Me: Review of Consultation Data Oct 22 – Sept 23

Data on the use of Near Me is collected from the Attend Anywhere platform on a monthly basis. This review presents the highlights from the previous 12 months.



## 33,000 consultation per month

Greater than 2 minutes



## Highlights



391k consults in last year



2000 active clinics / services



12.5k active service providers



100 participating organisations



2.15 millions consults to date



70 million miles of travel saved



11k group consultation



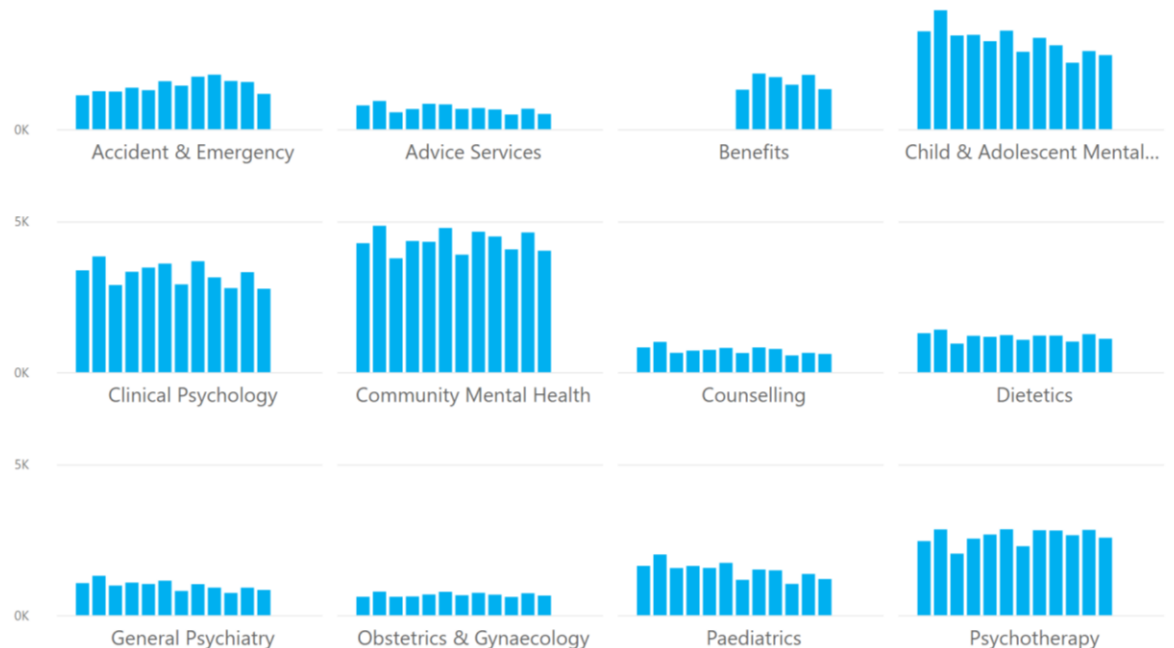
51k group participants

## Consultations by Board

Per 100k population

Orkney	14388	Shetland	5985
Grampian	11637	Fife	5712
Dumfries & Galloway	9214	Tayside	5538
Western Isles	8318	Lanarkshire	5041
Highland	8260	Lothian	4521
GGC	7720	Forth Valley	3124
Borders	7068	Ayrshire & Arran	1956
<b>Scotland</b>	<b>6738</b>		

## Top 12 Specialties



**Additional 90k short calls**



# End of Call Survey: feedback from the people using Near Me

After a Near Me consultation, callers can be directed to an on-line survey. This review presents information collected from the national survey between February 2021 and September 2023.

## 158k survey responses

**92%**

Happy with video call

**92%**

Easy to use video consulting system

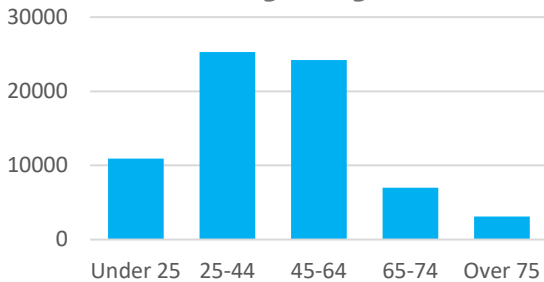
**97%**

Would use it again

**17%**

Had technical difficulties in 2023. Down from 19% in 2021 and 18% in 2022. Mainly bandwidth problems affecting the sound and video quality.

Age Range



34% Male  
65% Female  
23% consider self to be disabled

## Advantages of using Near Me\*



**77%** I saved time



**47%** I saved money



**49%** I did not have to take so much time off work / usual activities to attend



**48%** I had less chance of catching an infection than at a face to face consultation



**82%** I did not have to travel to a consultations



**41%** It is better for the environment



**14%** It was easier to have a relative / carer with me in the consultation



**30%** Seeing me at home made it easier to explain my situation



**40%** It improves my access to services



## Responding to feedback

- We improved the caller entry process
- Added the option to mute the waiting area music
- Co-designed Group Consultation

## Comments

“ I attended as my dad's daughter so was able to meet with the Doctor (unfortunately my dad missed this one today). It is very helpful to be able to talk to a consultant from my place of work.”

Great idea saved us having to take toddler out late at night as while unwell had fallen asleep and was settled so great & reassuring for us as parents.

“ Does not fully replace the need for face to face but for established relationships video calls can work well. ”

Excellent system very welcome in a busy working life

“ It made the options to improve my condition easier to understand. ”

Excellent service, I find it uplifting that the NHS is embracing technology so effectively.



**43 miles saved** average round trip

For more information [www.tec.scot/nearme](http://www.tec.scot/nearme) or email [nss.nearme@nhs.scot](mailto:nss.nearme@nhs.scot)  
\*Percentages are of those who answered the "Advantages of using Near Me" Question