

National Regional Near Me Webinar No. 4 (11th February 2021) hosted by National Near Me Team

NHS Ayrshire & Arran; NHS Borders; NHS Dumfries & Galloway and NHS Lanarkshire.

You can watch the 11th of February 2021 Regional webinar <https://youtu.be/kXWosnV5KN0> Number of participants = 55

Please complete our post webinar [survey here](#)

Further info Email marc.beswick@nhs.scot nss.nearme@nhs.scot

Key documents and information to note:

- A national public engagement was carried out in the Summer 2020 and had over 5,000 responses: over 1,000 from health care professionals including over 200 GPs. [Video consultations - public and clinician views: consultation summary - gov.scot \(www.gov.scot\)](#)
- Professor Trish Greenhalgh carried out an evaluation on Near Me 2019/20 (pre Covid-19) and was published in July 2020. [Attend Anywhere / Near Me video consulting service evaluation 2019-2020: report - gov.scot \(www.gov.scot\)](#) An evaluation of the scale-up has been carried out and is due to be published early in 2021.
- Link to Implementation Guidance (GP and OOH) <https://tec.scot/sites/default/files/2021-06/Near-Me-Primary-Care-Guidance.pdf> and <https://tec.scot/sites/default/files/2021-06/OOH-Near-Me-guidance.pdf>

Training

Remote consultation learning resources [on TURAS here](#)

Near Me [Training Sessions & Videos](#)

Care Navigation

Implementing care navigation makes best use of appointments and resources within GP practices.

[Care Navigation Toolkit - Care Navigation Toolkit \(ihub. scot\)](#)

Terminology | Near Me; NHS Near Me and Attend Anywhere – see also this [Twitter thread](#) prepared on the back question in today's Webinar.

Near Me – is the national branding now being used to describe video consulting services. The NHS element was dropped in recognition of the potential wider use: social care, public sector, third sector.

NHS Near Me – was the branding first used by NHS Highland and the name was co-produced with patients and public. Initially it was used for outpatients but was started to being used at home when the patients and public suggested as part of public consultation in 2018.

Presenters: Dr Scott Jamieson @Scott82 – NHS Tayside (and RCGP); Pauline Brown @Paulinebrown06– NHS Dumfries and Galloway; Dr David Stevenson @AllowayDavid - Ayrshire and Arran #NearMe #GPNearMe #NearMeGP

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Attend Anywhere - is the name of the video consultations platform, purpose-built to meet the needs of the health and care sectors, for which a national licence has been procured for Scotland.

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Version 1.0 – 12th February 2021

Ref	Themes	Questions/Comments	Responses
	Appointments	Can you send link for appointment direct to patient?	Yes, you can SMS and Email the waiting area link to patients from the waiting area itself. Really helpful function that was released in August.
	Barriers	What about people who might benefit the most but aren't able to access Near Me for any reason?	There is a range of work ongoing around improving connectivity, access to devices, training, free data. Having local 'Hubs' is the strategic solution. These were established by some boards pre Covid-19:
	Benefits	Comment from the CHAT during Webinar	Near Me has opened access for some of our patients who always found it harder attend in person.
	Benefits	Response from Scott	Scott responded as time goes on people may demand to have a blended model with some preferring Video and so we should be able to offer it as choice.
1	Group work	I am finding doing group work difficult in this Covid-19 infection control situation. I wondered if anyone is using Near Me to meet with small groups of patients/parents and if so how?	<p>The answer to this question comes in two parts:</p> <ol style="list-style-type: none">1) When using Near Me it will take up to 4 or 5 people in one Near Me consultation (depending on bandwidth). This is not for Group work per se but where other people join the call to provide support or professional input (relative, clinician, interpreter etc). Scott also described how it works well to support trainees with a query while with patient; or could be used to review a trainee (observation). So, benefits for e.g. Trainee Practices2) Mostly when people refer to Group work, they are meaning larger classes such as delivering group information like education about anxiety management, etc with different patients/parents joining the one session; physiotherapy classes, smoking cessation; breast feeding peer groups. As above all need to provide permissions to participate). Currently there is not a national solution but Attend anywhere are working on so that it may be delivered through Near Me. <p>In both scenarios (above) Please note though all parties need to agree they have permission to participate.</p>

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			NHS Borders posted during the meeting that they directed services to https://www.vc.scot.nhs.uk/patient-group-meetings/ for setting up group sessions on a digital platform.
	Patient Engagement	How do you encourage patients to use Near Me?	Comments from the panel included 'nobody should be forced in using it' but also nobody should be denied it. Key is having a point of contact e.g., Admin who understand the system, how it works and can trouble shoot. They offer it as an option and reassure people it works well and is easy to use.
	Pharmacy	I am trying to get Community Pharmacists to do their smoking cessation services and GFFS annual reviews via Near Me. Any advice for this?	The proof of concept for testing Near Me was with Pharmacy and the work of Clare Morrison Pharmacy Anywhere The Health Foundation
	Pharmacy	To what extent are Pharmacists in GP practices using Near Me?	Scott responded that to date it has been harder to reach out to Pharmacy colleagues. Need to impress upon all professionals to understand the patient perspective. Some pharmacists have used very effectively for medication reviews. The proof of concept for testing Near Me was with Pharmacy and the work of Clare Morrison Pharmacy Anywhere The Health Foundation
5	Terminology	Any difference between Attend Anywhere and Near Me?	Attend Anywhere is the platform whereas Near Me is the branding we use in Scotland. Originally branding was NHS Near Me. NHS was dropped in recognition of wider use (Social care, third sector, public sector). Some areas use these interchangeably. For consistency we are keen to get everyone using 'Near Me'. See page 1 for further details and this Twitter thread prepared on the back of the question.
	Waiting Rooms	How do you manage the 'Virtual' Waiting area?	You can message patients in the waiting area (i.e., if you are running late) with the 'notify' function. Very helpful function, however, you can only message one patient at a time not everyone in the 'waiting room'. The 'notify' message is being changed on the platform to 'send a message to'. Also admin staff can monitor the waiting area and communicate with those waiting.

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Please see some additional information below on 1) potential impacts on health for professionals and: 2) Near Me service models
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Potential impacts on health care professionals | Post meeting note from Simon- 18 January 2021, following Regional Event No.1 but relevant to all colleagues.

"I forgot to mention in the presentation about the likely adverse health effects that Near Me and Telephone consultations could have on health care professionals. Prior to Covid-19 we had a system of collecting patient from waiting room (at least standing up every 15 minutes) but now it is all too easy to stay seated for hours at a time. In addition, I suspect some GPs, including myself, initially found change of work difficult/stressful and certainly at the beginning it was much harder to work out patient conditions based on phone/video. There was a period of about 2 months when my brain was working overtime and trying to figure different ways of working utilising the knowledge I had and applying it to remote working. After a couple of months, it has become very familiar and it just part of the work now. However, it is still a real luxury having the patient in front of you in the surgery which we all used to take for granted."

Service Models

Prof Greenhalgh in her evaluation of Near Me describes the three different service models that were in use, to varying extent pre Covid-19:

- **Hub-home:** Clinician connects from clinic to patient at home.
- **Dyadic hub-spoke:** Clinician in specialist 'hub' centre connects to patient in remote 'spoke' health or care site without additional staff member present (e.g., in an unstaffed kiosk).
- **Triadic hub-spoke:** Clinician in specialist 'hub' centre connects to patient in remote 'spoke' health or care site with an additional staff member (nurse, GP, healthcare support worker present. This was used for access to secondary care services.

For example, in Highland the **Triadic hub-spoke** were often a local hospital with purpose designed rooms and equipment to optimise the consultation. This set up meant there were no connectivity issues; the patient did not have to worry about the technology and there was support on hand if necessary. Additional staff were used if some tests were required or support with connecting the call.

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