

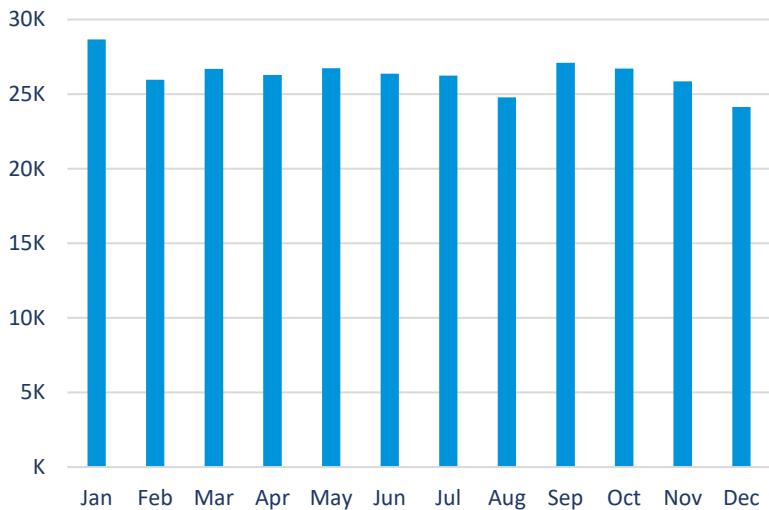
# Near Me: Review of Usage Jan – Dec 25 – Standard Calls



Data on the use of Near Me is collected from the Attend Anywhere platform monthly.  
This review presents the highlights for the date range listed above.

## 26,293 consultations per month

greater than 2 minutes



## Consultations by Board

per 100k population

Orkney	11,558	Tayside	3,776
Grampian	9,217	Lothian	3,712
Highland	8,983	Fife	3,059
Shetland	8,883	Forth Valley	2,048
Western Isles	7,137	Ayrshire & Arran	708
Dumfries & Galloway	6,092	NHS24	0
Borders	5,574	Golden Jubilee	0
GGC	5,529	SAS	0
Lanarkshire	3,905	The State Hospital	0
Scotland (average)	4,898		



## Additional 58k short calls

stats don't include calls under 2 minutes

## Highlights



316k consults in 2025



1,550 active clinics / services



9,653 active service providers



216 participating organisations



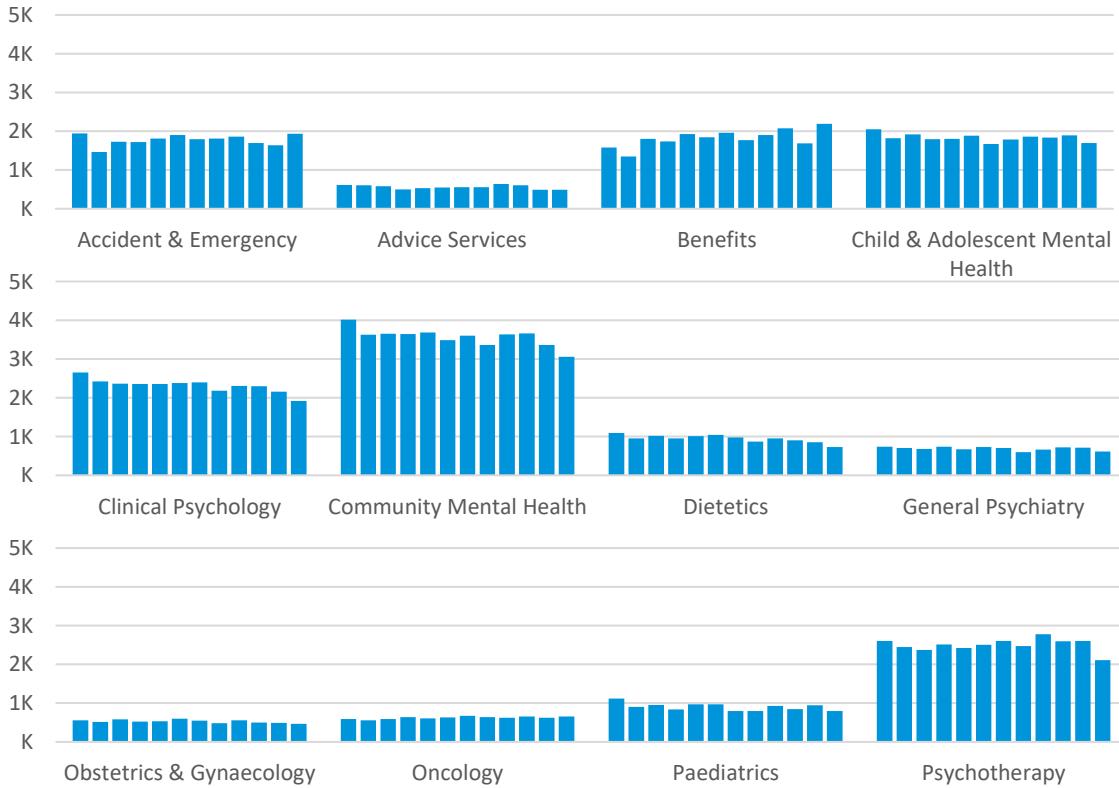
2.84 million consults since January 2020



23.01 million miles of travel saved in 2025\*

\*based on survey responses

## Top 12 NHS Specialties



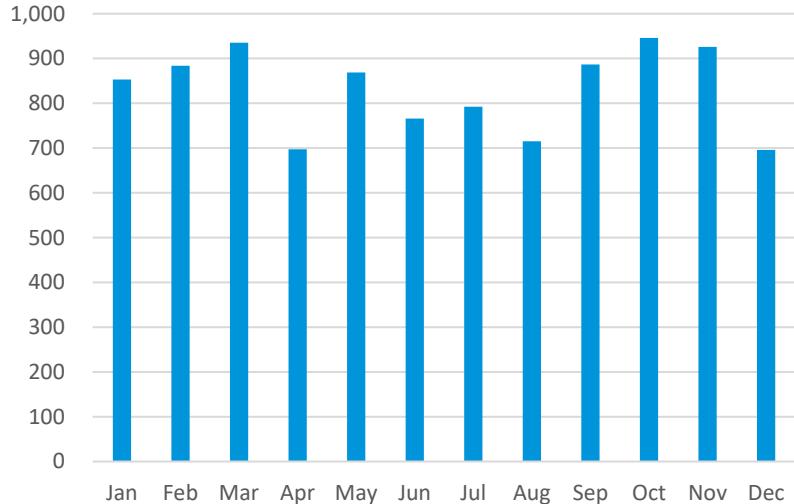
# Near Me: Review of Usage Jan – Dec 25 – Group Calls

Data on the use of Near Me is collected from the Attend Anywhere platform monthly.  
This review presents the highlights for the date range listed above.



## 830 consultations per month

greater than 2 minutes



## Consultations by Board

per 100k population

Western Isles	607	Orkney	73
Shetland	302	Ayrshire & Arran	73
Dumfries & Galloway	268	GGC	54
Grampian	261	The State Hospital	21
Highland	217	Golden Jubilee	19
Lothian	159	Forth Valley	17
Lanarkshire	127	Borders	9
Fife	114	NHS24	0
Tayside	109	SAS	0
Scotland (average)	168		



**Additional 3.17k short calls**

stats don't include calls under 2 minutes

## Highlights



9,966 group consults in 2025



394 active clinics / services



36 participating organisations



30k group consults since January 2022



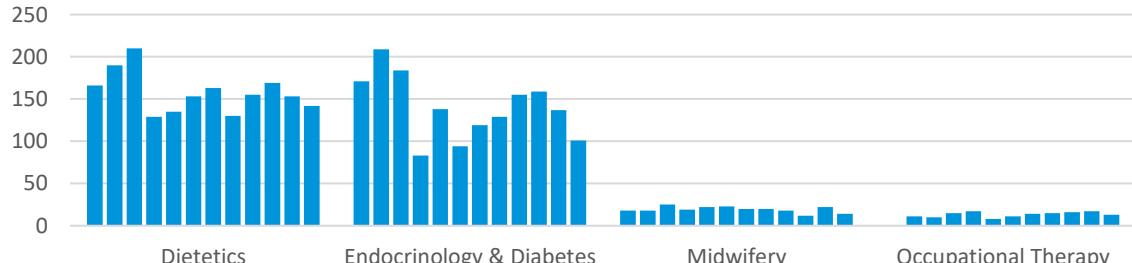
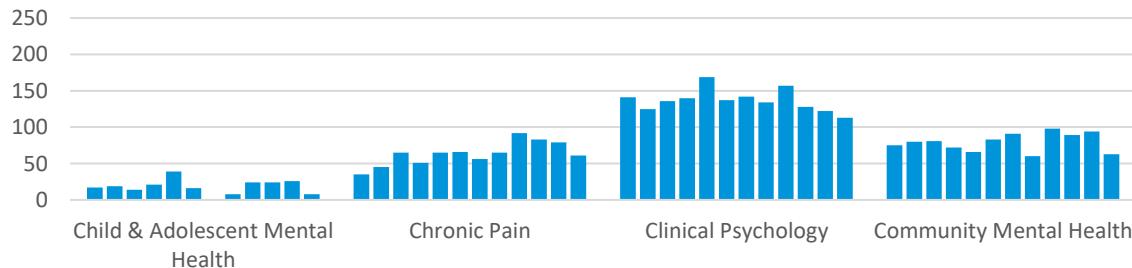
56k callers seen in 2025



2.67 million miles of travel saved in 2025\*

\*based on survey responses

## Top 12 NHS Specialties



# End of Call Survey: feedback from Near Me service users



After a Near Me consultation, callers can be directed to an on-line survey. This review presents responses to the national survey, as applied to a subset of standard call Waiting Areas, between January and December 2025.

## 17.6k survey responses

**92%**

Happy with video call

**92%**

Easy to use video consulting system

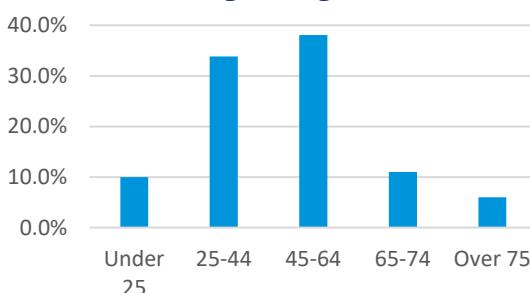
**97%**

Would use it again

**17%**

Had technical difficulties in 2025, stable since 2023. Mainly issues with microphone/camera or bandwidth problems affecting the sound and video quality.

### Age Range



34% Male

64% Female

27% consider self to be disabled

## Advantages of using Near Me\*



**79%** I saved time



**50%** I did not have to take so much time off work / usual activities to attend



**84%** I did not have to travel to a consultation



**12%** It was easier to have a relative / carer with me in the consultation



**44%** It improves my access to services



**51%** I saved money



**31%** I had less chance of catching an infection than at a face-to-face consultation



**38%** It is better for the environment



**31%** Seeing me at home made it easier to explain my situation

## Responding to feedback



- Multi Factor Authentication (MFA) enabled for improved security.
- Rapid Access developed for quick entry to urgent care Waiting Areas.
- Group Call improvements, e.g. raise hands, audio cues etc.
- Improved platform stability.

## Average round trip – 73 miles saved



**“** Near Me is a brilliant way to connect patients and medical staff without the additional hassles that an in-person consultation requires. Bravo! **”**

I live 450 miles away from my Mum's care home and without this facility would not have been able to take part and therefore not be included in my Mum's care plan and future care.

**“** First time using this system. It was very simple and intuitive. **”**

I found the experience of online chatting to counsellor easy - put at ease and to be honest if I had to travel 169 miles one way to obtain that service I probably wouldn't have gone.

**“** Very user friendly and more relaxing being in my own surroundings and environment. **”**

We are happy with the video consultation. It enables better management of time, and our experience is that it is just as effective as a face-to-face meeting.