Near Me

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Agenda

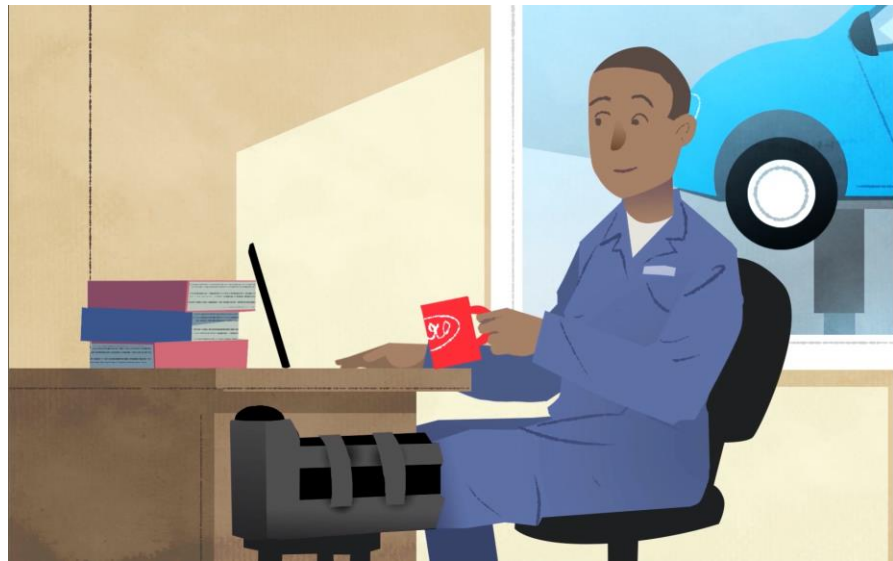Intro to Near Me

How Near Me can Help
Technical Requirements
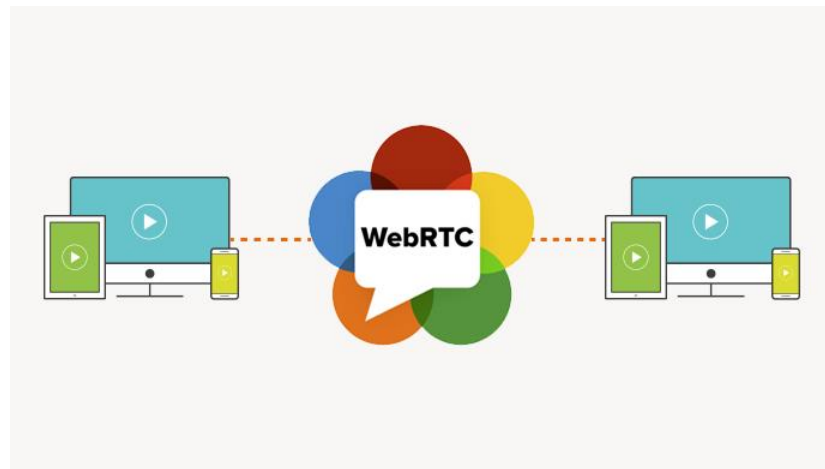Training
Processes
Branding
Next Steps

Do it in a browser

Name of the Service

Name of the underlying platform
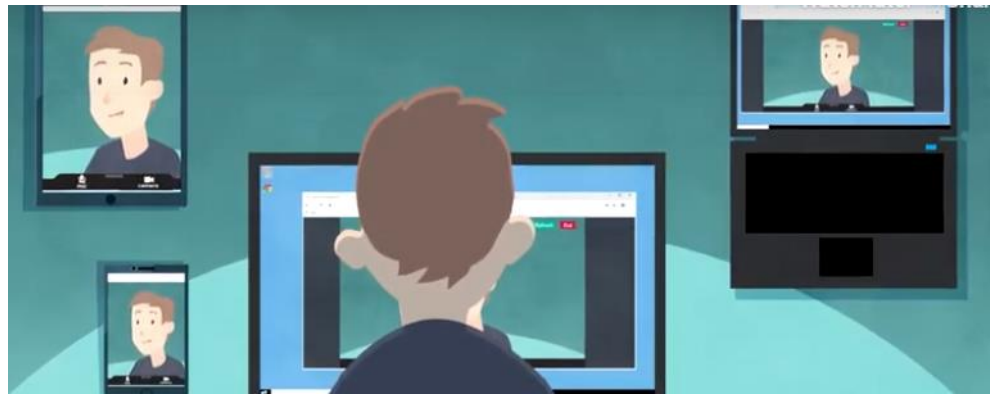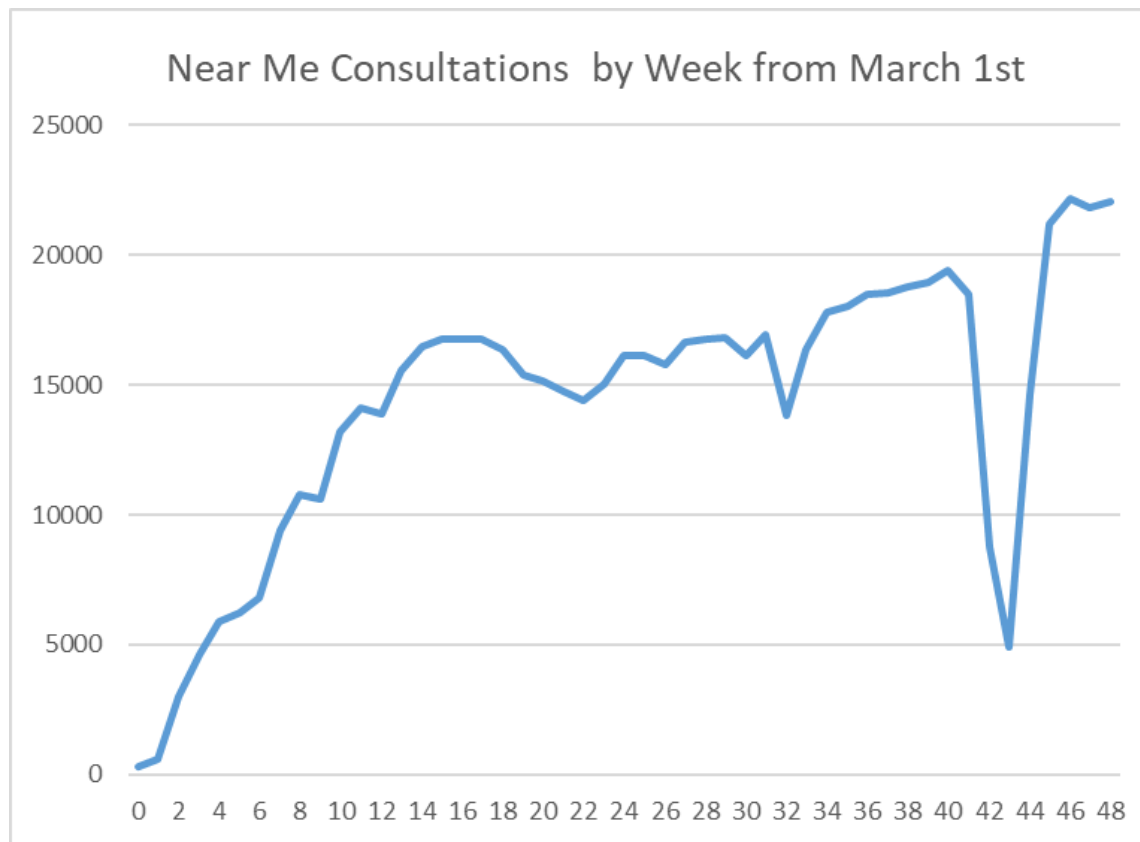
WebRTC

Key Components of Near Me

- Easy to use
- Nothing to install
- No need for client to authenticate
- Works across a range of devices
- Low (ish) bandwidth
- Secure
- Supports client workflow

Near Me Consultations since March

Near Me Consultations by Week from March 1st
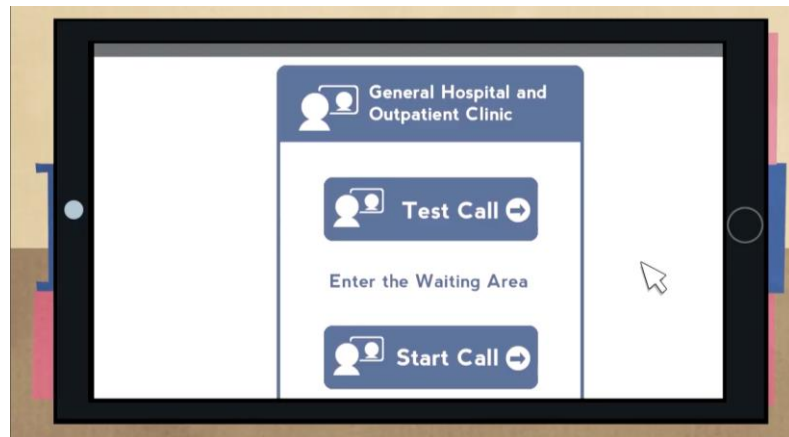
Potential Use Cases

- Repairs
- Help with form filling
- Pre tenancy meetings / reviews
- Advice services
- Ability for others to attend remotely, eg translators
- Staff (inc those shielding) can work from home
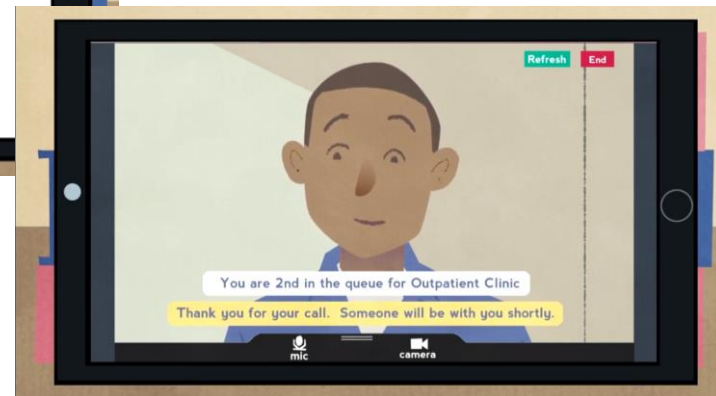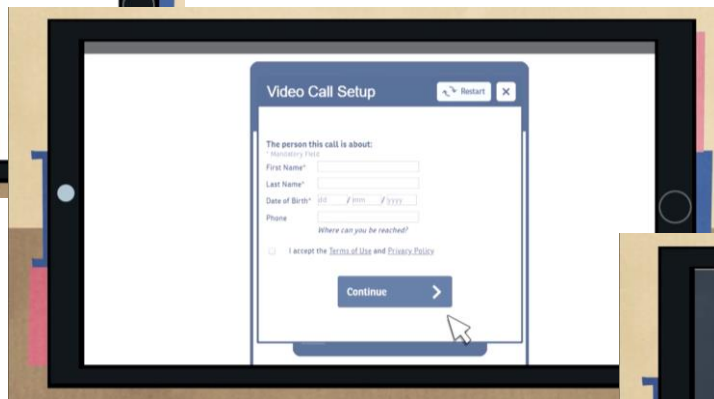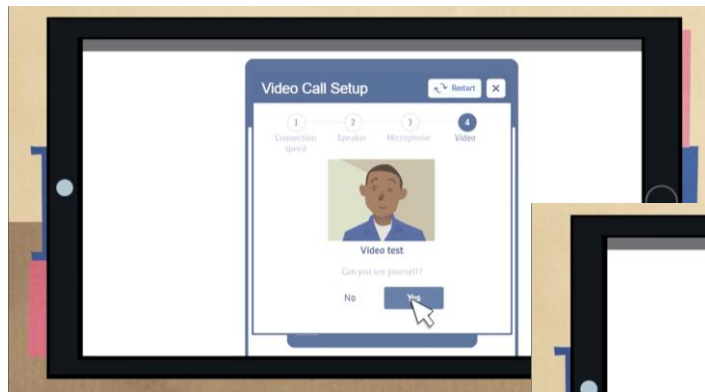
How does it work?

Near **Me**

https://tec.scot/nearme or https://nhsattend.vc/tec

Consultations via Video

Start video call

General Hospital and Outpatient Clinic

Test Call

Enter the Waiting Area

Start Call

How clients attend

Provider login

https://scot.attendanywhere.com

Provider Overview

Provider Dashboard

How we did it

The Three Step Model

Technical set up → **Individual training** → **Service processes**

Training is available on-line or via drop in sessions hosted on MS Teams

Training videos

Whilst Near Me is very simple to use we receive a few requests for reminders on the basics. We've created some screen recordings of the most common. We also have a small, but growing, selection of hints, tips and guides. There are more Near Me related videos here – https://www.youtube.com/c/nhsnearme/videos

Process mapping

Long-term conditions

Technical Set-Up

A Modern Browser and a Webcam

What you need to make a video call

Windows 7+
MacOS 10.11+   Android 5.1+   Chrome

MacOS 10.12+   iOS 12.4+
                      iPadOS 13+   Safari

Windows 7+   Edge

Attend Anywhere always recommends using the latest version of Chrome, Safari, or Edge for best video calling performance.

Computer users will also need

- A **web camera** (built-in or USB)

- A **microphone** (usually built in to most laptop computers and external webcams)

- **Speakers** and **headsets**, if required (speakers are usually built into most laptop computers, but not necessarily into external webcams)

- (*Recommended for clinicians*) A **second monitor** (allows providers to display the video consultation on one monitor and patient information on the other)

bBrowser.htm

Assurances

- System Security Policy
- DPIA
- EQIA
- Completed public engagement
- Clinical Safety Case
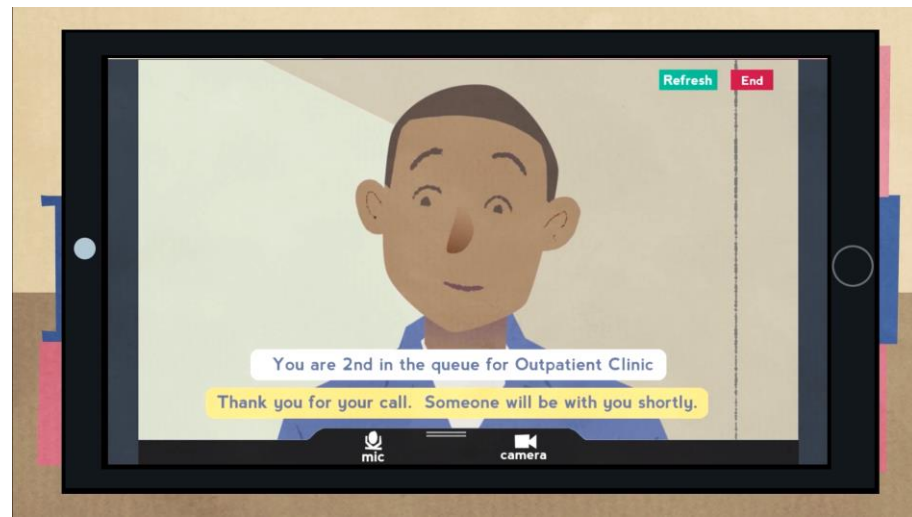
Technical Support

NHS Scotland, National VC Team
Service Desk 8am-6pm, M-F
OOH Support for major incidents

Tel: 01224 816666
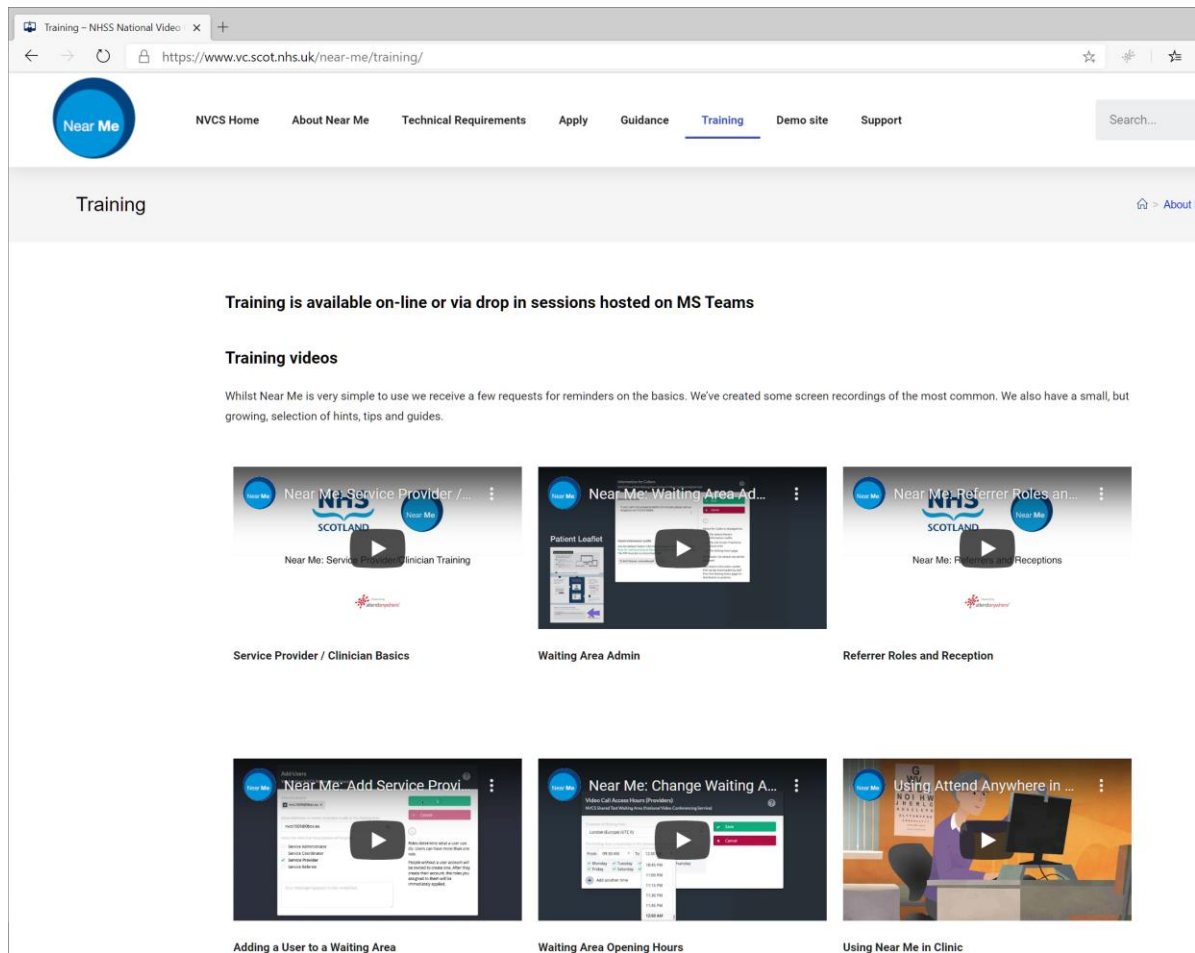Email: vc.support@nhs.scot
Web: www.vc.scot.nhs.uk

Training

For Staff

- Drop in sessions
- Videos
- YouTube Channel
- Guidance notes
- Clinical training on Turas

Encourage staff to have a play

For Citizens

www.nearme.scot

YouTube

Leaflet

Currently in 11 languages, a further 19 to go

Processes

Things to Consider

- How will clients receive the invite?
- Do you have an appointment booking system – coding of video appointment?
- What services / clients are suitable for video calls?
- Do things need to happen before or after the appointment – how will this be handled?
- What is the process for when it goes wrong?
- Test and review

Short Improvement Cycle

Near **Me**

Kick off meeting
- Establish Group
- Discuss aims & expected outcomes
- Explore existing experience & guidance
- Plan processes
- Agree roles & timelines
- By MS Teams

Testing & improving
- Plan how practice will use Near Me: both clinical pathways (all clinicians) & administrative processes
- Test processes: actively use Near Me whenever clinically appropriate
- Hold practice meeting at least weekly to review, discuss & update processes
- Share experience with the rest of the Group
- Review draft national guidance

Outputs
- Updated national guidance: clinical pathways & administrative processes
- Share experiences through webinars and case studies
- Evaluation

Individualised support
- Weekly 30-minute support call
- Weekly data provided – consultations and patient responses
- Practical training & support on Near Me
- Coaching on improvement processes
- Troubleshooting barriers

Group learning: sharing experiences
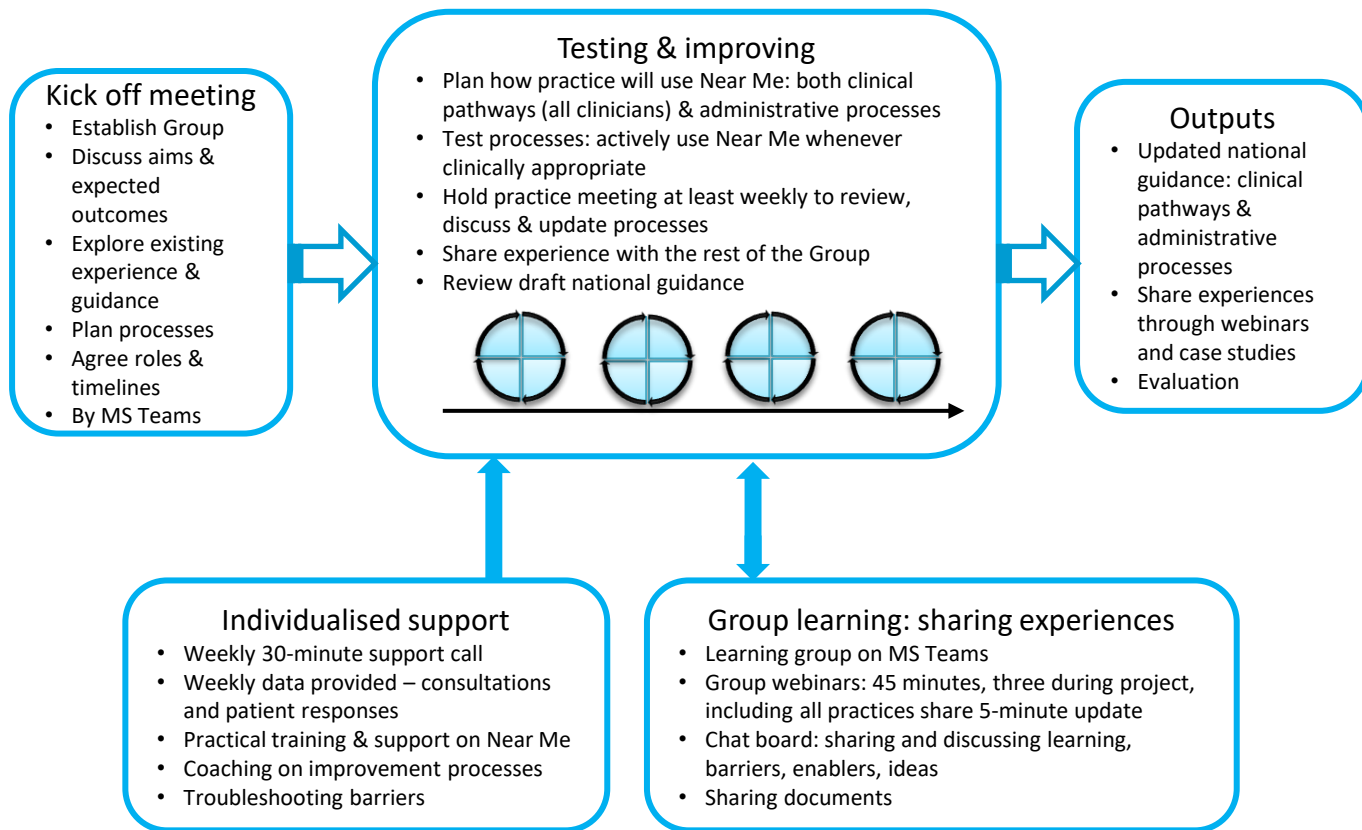- Learning group on MS Teams
- Group webinars: 45 minutes, three during project, including all practices share 5-minute update
- Chat board: sharing and discussing learning, barriers, enablers, ideas
- Sharing documents

Branding

Near Me Logo

De-healthification of the Platform

https://nhs.attendanywhere.com
redirect from
https://scot.attendanywhere.com

Short URLs for waiting areas will remain
as https://nhsattend.vc/myclinic - for now

Contract

- Contract in place till March 2022 for up to 4,000 active users

- Able to extend contract to March 2023

- Fully funded by Scottish Government

- Available to all public services - statutory and 3rd Sector

Q&A