



Near Me

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Agenda

Intro to Near Me

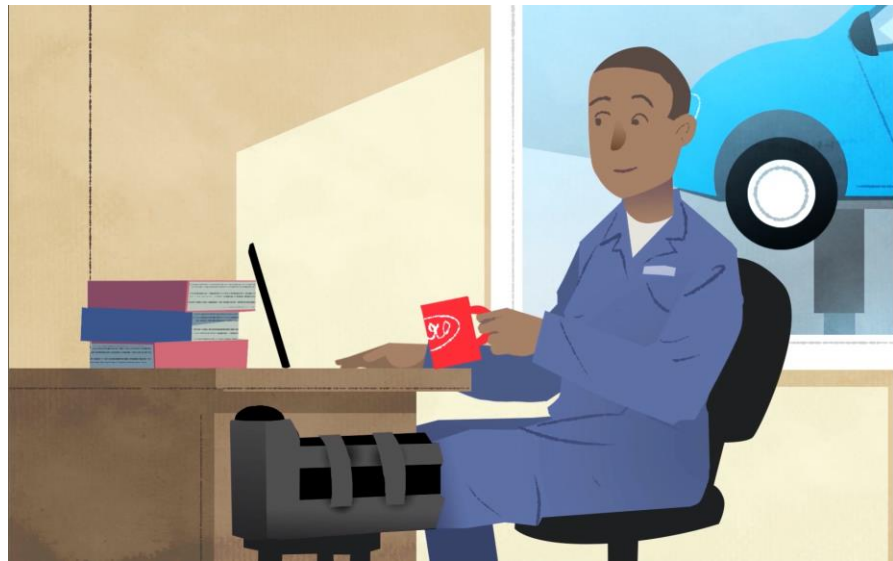
How Near Me can Help
Technical Requirements

Training

Processes

Branding

Next Steps

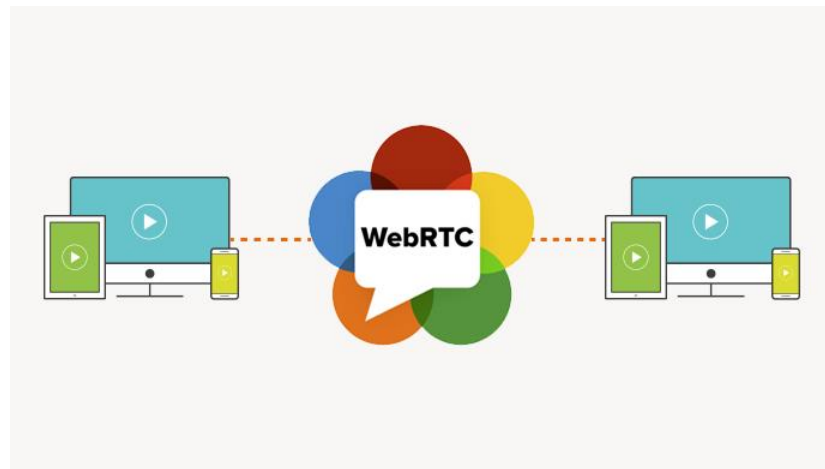


Do it in a browser



Name of the
underlying platform

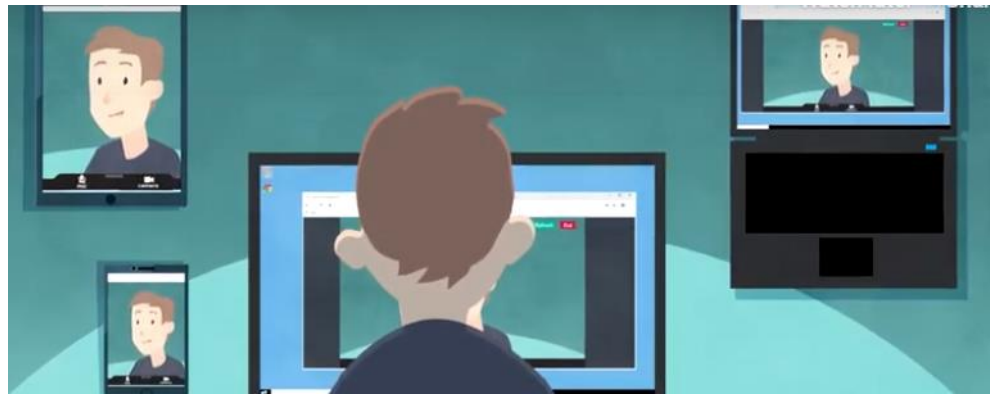
Name of the Service



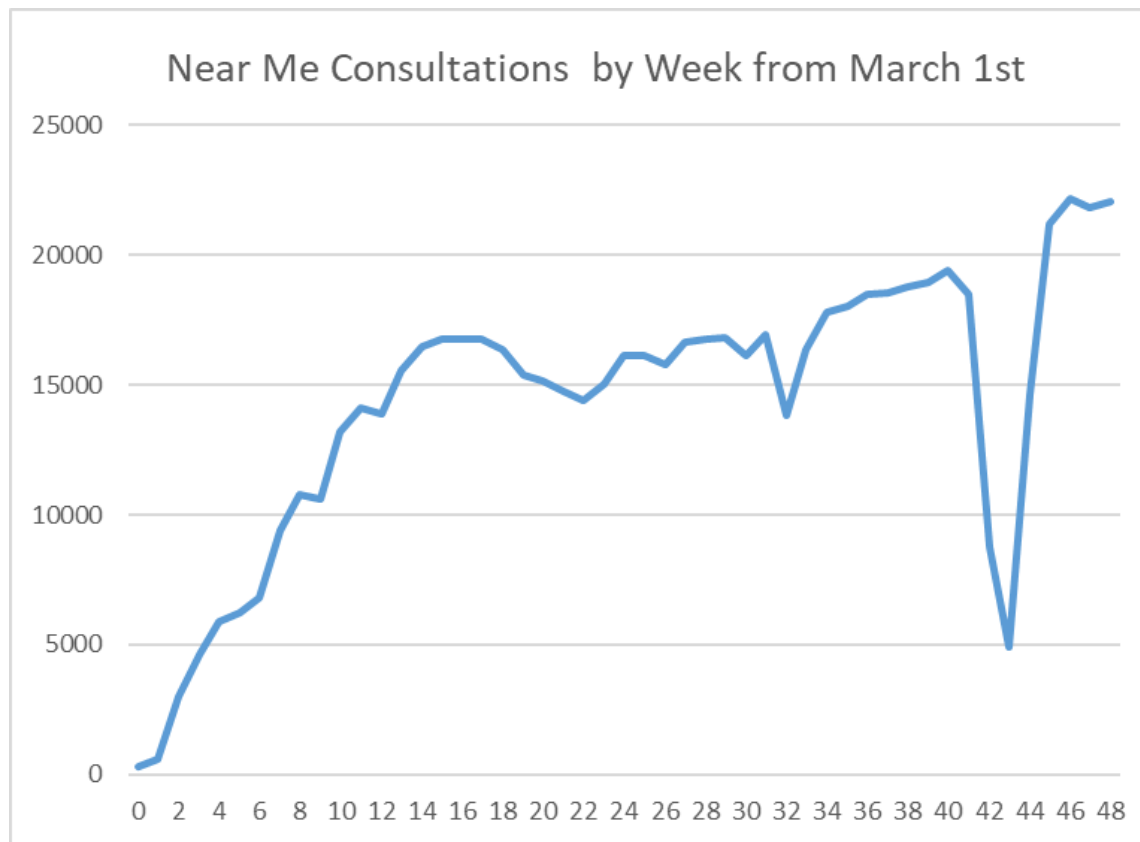
Key Components of Near Me



- 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





Potential Use Cases

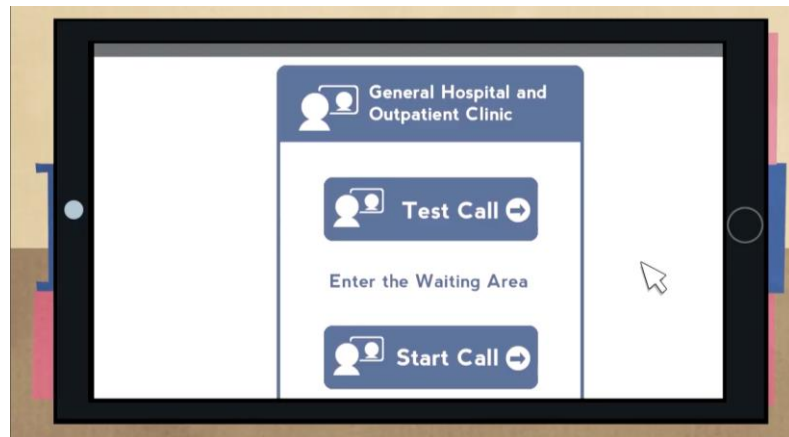
- Repairs
- Help with form filling
- Pre tenancy meetings / reviews
- Advice services
- Ability for others to attend remotely, eg translators
- Staff (inc those shielding) can work from home

How does it work?



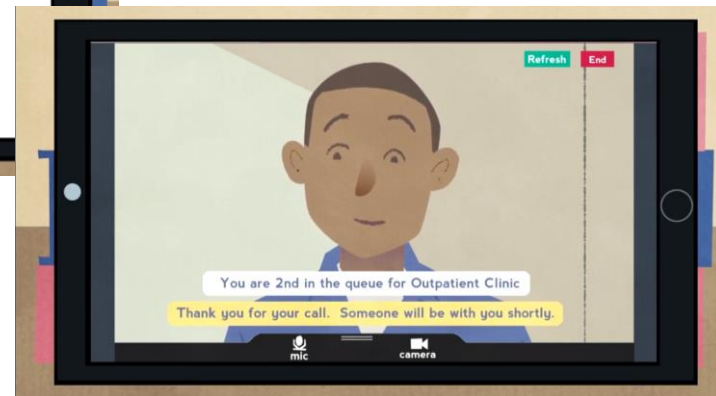
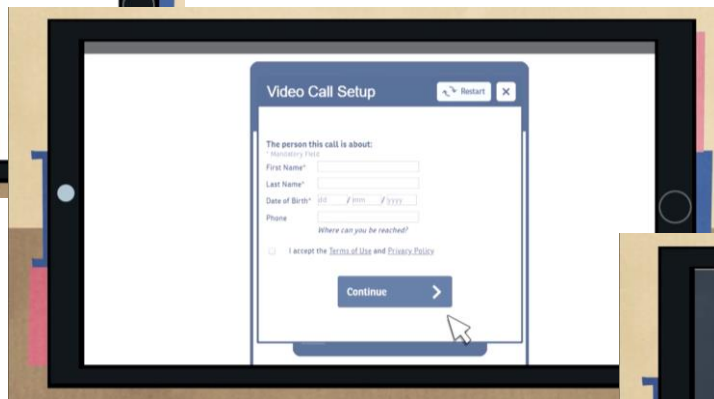
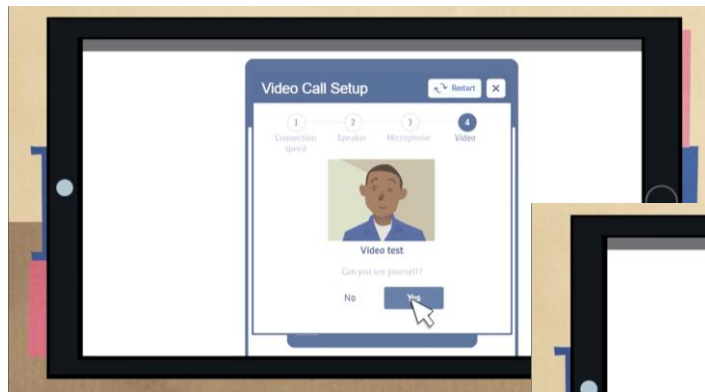
<https://tec.scot/nearme> or <https://nhsattend.vc/tec>

Consultations via Video



How clients attend

Near Me



Provider login

<https://scot.attendanywhere.com>

A screenshot of a web browser showing the login page for NHS Attend Anywhere. The browser's address bar displays "nhs.attendanywhere.com/login". The page has a dark grey background. At the top, there is a circular logo with the text "Near Me". Below this, there are two white input fields for "Email" and "Password", each with a red exclamation mark icon to its right. Under the password field is a toggle switch labeled "Keep me signed in for today". A teal "Sign in" button is positioned below the toggle. Further down, the links "Forgot password?" and "Don't have an account?" are visible. At the bottom, it says "Powered by Attend Anywhere" with a small logo. A green chat bubble icon is in the bottom right corner.

Provider Overview



Video Call Management x

Secure | <https://nhs.attendanywhere.com/waiting-area/view-one/3911>

Quick View

Waiting Areas

1 WAITING
0 IDLE
3 MINUTES LONGEST WAIT
1 ATTENDED

1 Waiting Area has callers

Meeting Rooms

- AA project meeting roo...
SCTT AA project team (SCTT)
- EPR Program
EPR Program (NHSG)
- Aberdeen Data Health S...
Aberdeen Data Health Science (N...
- AppDevs
AppDevs (NHSG)
- Attend Anywhere Enquir...
Attend Anywhere Enquirers (NHSG)

Displaying 5 of 30 Meeting Rooms

Reports


Provider Dashboard




Video Call Management


Secure | <https://nhs.attendanywhere.com/waiting-area/view-one/3911>


Waiting Areas Meeting Rooms Reports Administration... ?


 (demo) NHS ACME Health Surgery Waiting Area Waiting Area
Scottish Centre for Telehealth




Status		Caller	Participants
Waiting	33 min	Mark Demo	1
Waiting	0 min	Chris Ryan	1

 Start calls with my microphone enabled


 Start calls with my camera enabled


 New caller alerts to 07825386320

 Advanced Menu

What URL do I give to people?

<https://sctt.org.uk/attendanywhere>

 Copy URL to Clipboard

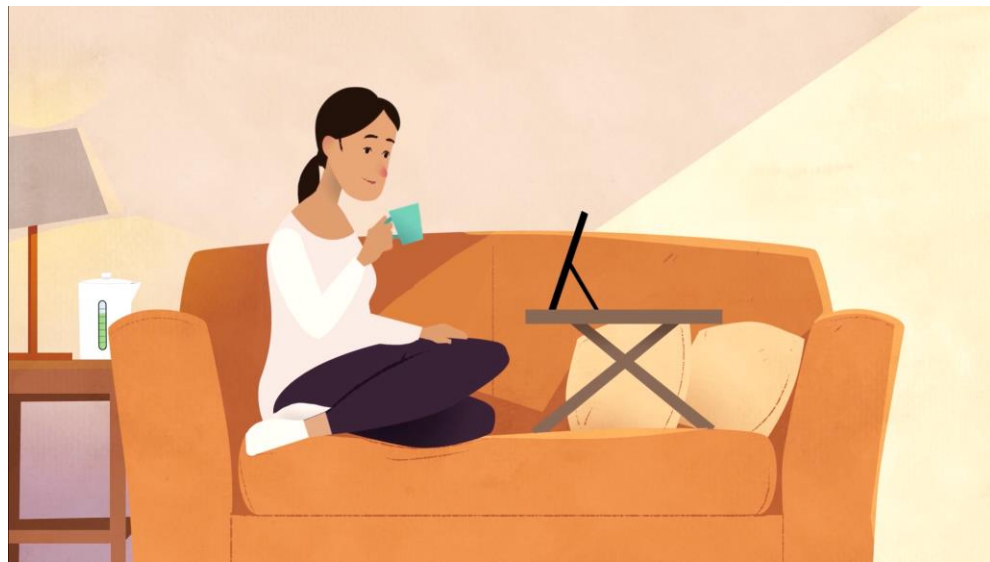


This page lists all of the people either waiting for, or participating in, a video consultation with your service.

Only users with the **Service Provider** role can join a person in a call.



How we did it



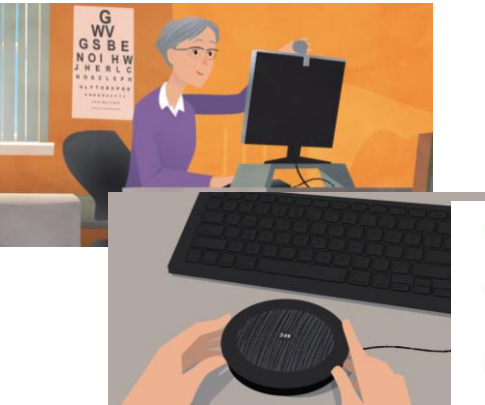


The Three Step Model

Technical
set up

Individual
training

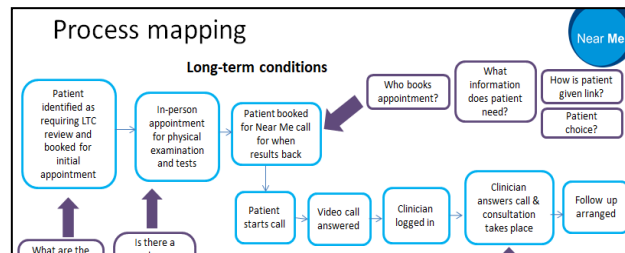
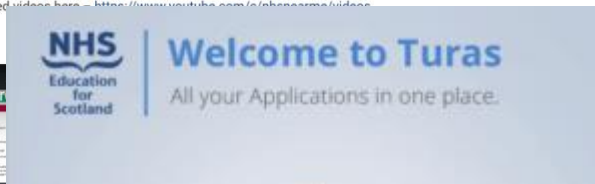
Service
processes



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/phenome/videos>





Technical Set-Up



A Modern Browser and a Webcam



Welcome

What you need

Hardware requirements

Web browser requirements

Bandwidth and data requirements

Troubleshooting

Terms of Use

What you need to make a video call



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)

Assurances



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

Technical Support



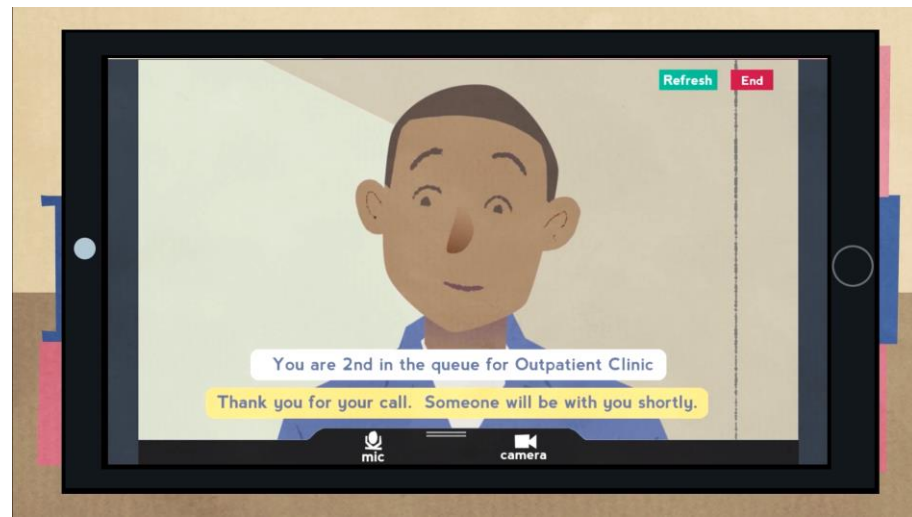
NHS Scotland, National VC Team
Service Desk 8am-6pm, M-F
OOH Support for major incidents

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





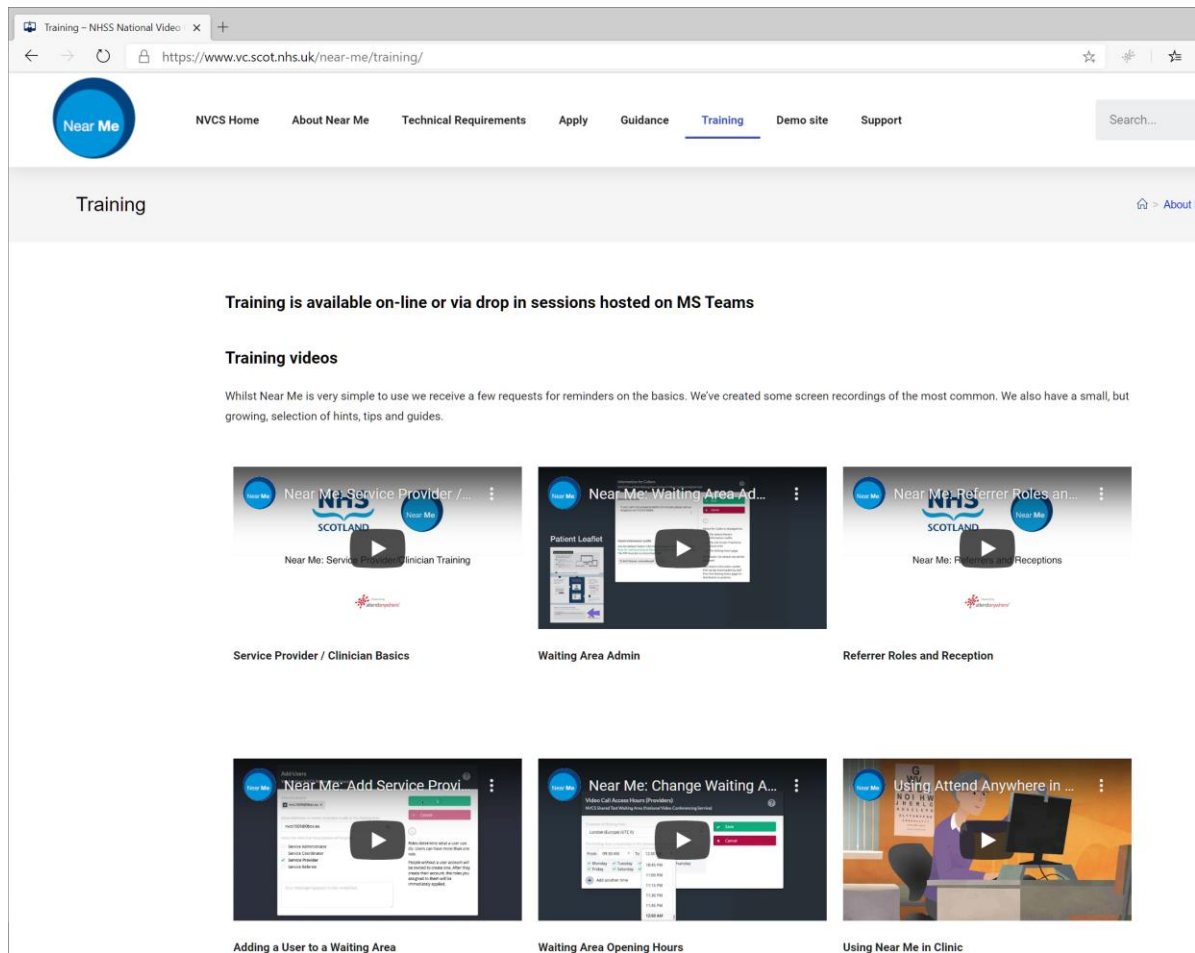
Training



For Staff

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

Encourage staff
to have a play



The screenshot shows the 'Near Me' training page on the NHS Scotland website. The page has a navigation bar with links: NVCS Home, About Near Me, Technical Requirements, Apply, Guidance, Training (highlighted), Demo site, and Support. A search bar is on the right. Below the navigation bar, the page is titled 'Training'. A heading states: 'Training is available on-line or via drop in sessions hosted on MS Teams'. Underneath, a section titled 'Training videos' explains that while the system is simple, some basic reminders have been created as screen recordings. Below this text are six video thumbnails arranged in two rows of three. Each thumbnail features the NHS Scotland logo and a play button icon. The first row includes: 'Near Me: Service Provider / Clinician Training', 'Near Me: Waiting Area Admin', and 'Near Me: Referrer Roles and Reception'. The second row includes: 'Near Me: Add Service Provider', 'Near Me: Change Waiting Area Opening Hours', and 'Using Near Me in Clinic'. Each video thumbnail has a caption below it: 'Service Provider / Clinician Basics', 'Waiting Area Admin', 'Referrer Roles and Reception', 'Adding a User to a Waiting Area', 'Waiting Area Opening Hours', and 'Using Near Me in Clinic'.

Training – NHSS National Video x +

https://www.scot.nhs.uk/near-me/training/

Near Me

NVCS Home About Near Me Technical Requirements Apply Guidance **Training** Demo site Support

Search...

Training

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.

Near Me: Service Provider / Clinician Training

Near Me: Waiting Area Admin

Near Me: Referrer Roles and Reception

Service Provider / Clinician Basics

Waiting Area Admin

Referrer Roles and Reception

Near Me: Add Service Provider

Near Me: Change Waiting Area Opening Hours

Using Near Me in Clinic

Adding a User to a Waiting Area

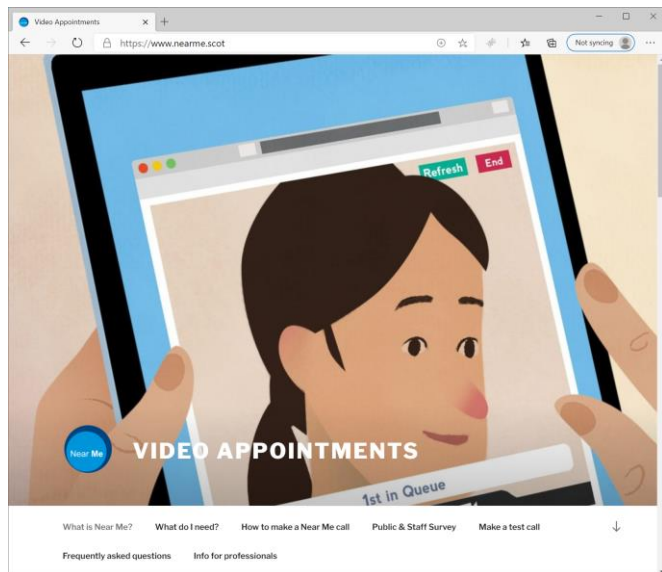
Waiting Area Opening Hours

Using Near Me in Clinic

For Citizens



www.nearme.scot



YouTube



Leaflet



Attending your appointment by video



(demo) NHS ACME Health Surgery Waiting Area

Video calling is convenient and easy to use

Instead of travelling to your appointment, you will enter the online waiting area, using the link below.

The service will see that you have arrived, and a provider will join your call when ready.

There is no need to create an account.

Video calls are secure and your privacy is protected.



How do I attend my video appointment?

Go to: <https://nhsattend.vo/tec>

What do I need to make a video call?



A device for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).



A reliable internet connection (wired, WiFi or mobile data).
If you can watch a video online, you should be able to make a video call.



A private, well-lit area for your consultation, where you will not be disturbed.



Use the latest version of **Chrome, Safari, or Edge** for best video



Currently in 11 languages, a further 19 to go

Tham dự cuộc hẹn qua video



Enter the name of the service here

Gọi điện Video thuận tiện và dễ sử dụng

Thay bằng việc phải đi đến cuộc hẹn của mình, bạn sẽ vào phòng chờ trực tuyến, sử dụng kết nối sau đây.

Nơi cung cấp dịch vụ sẽ nhìn thấy bạn đã đến, và nhà cung cấp sẽ tham gia cuộc gọi với bạn khi họ sẵn sàng.

Không cần phải tạo một tài khoản.

Những cú điện thoại qua Video an toàn và sự riêng tư của bạn được bảo vệ.



Tôi tham dự cuộc hẹn qua video của mình thế nào?

Đi vào: Enter the URL of the web page entry point here

Tôi cần gì để gọi điện qua video?



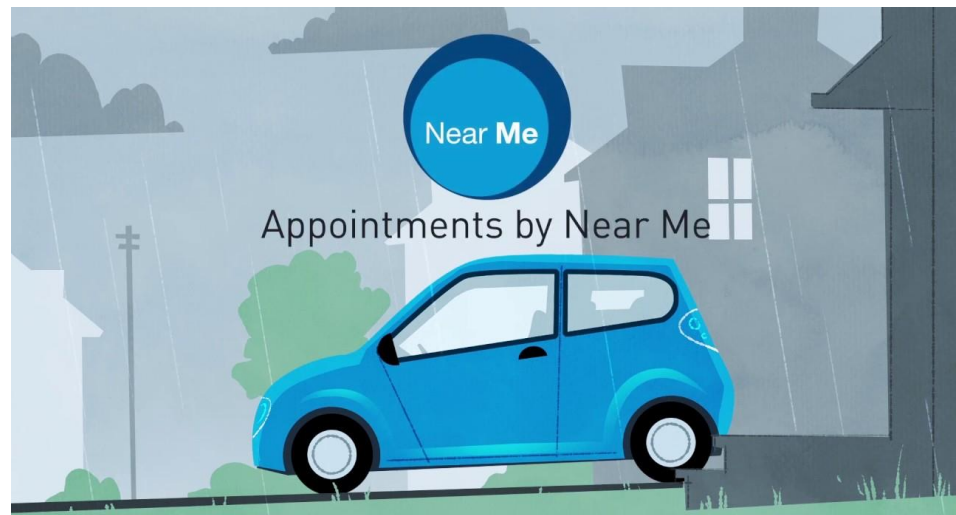
Một thiết bị để gọi điện qua video, ví dụ như một điện thoại thông minh, máy tính nhỏ hay máy tính có webcam và loa (thường có sẵn trong những máy tính xách tay).



Một kết nối Internet đáng tin cậy (có dây, WiFi, hay dữ liệu điện thoại).
Nếu bạn có thể xem một video qua mạng, thì bạn nên có thể gọi qua video.



Processes

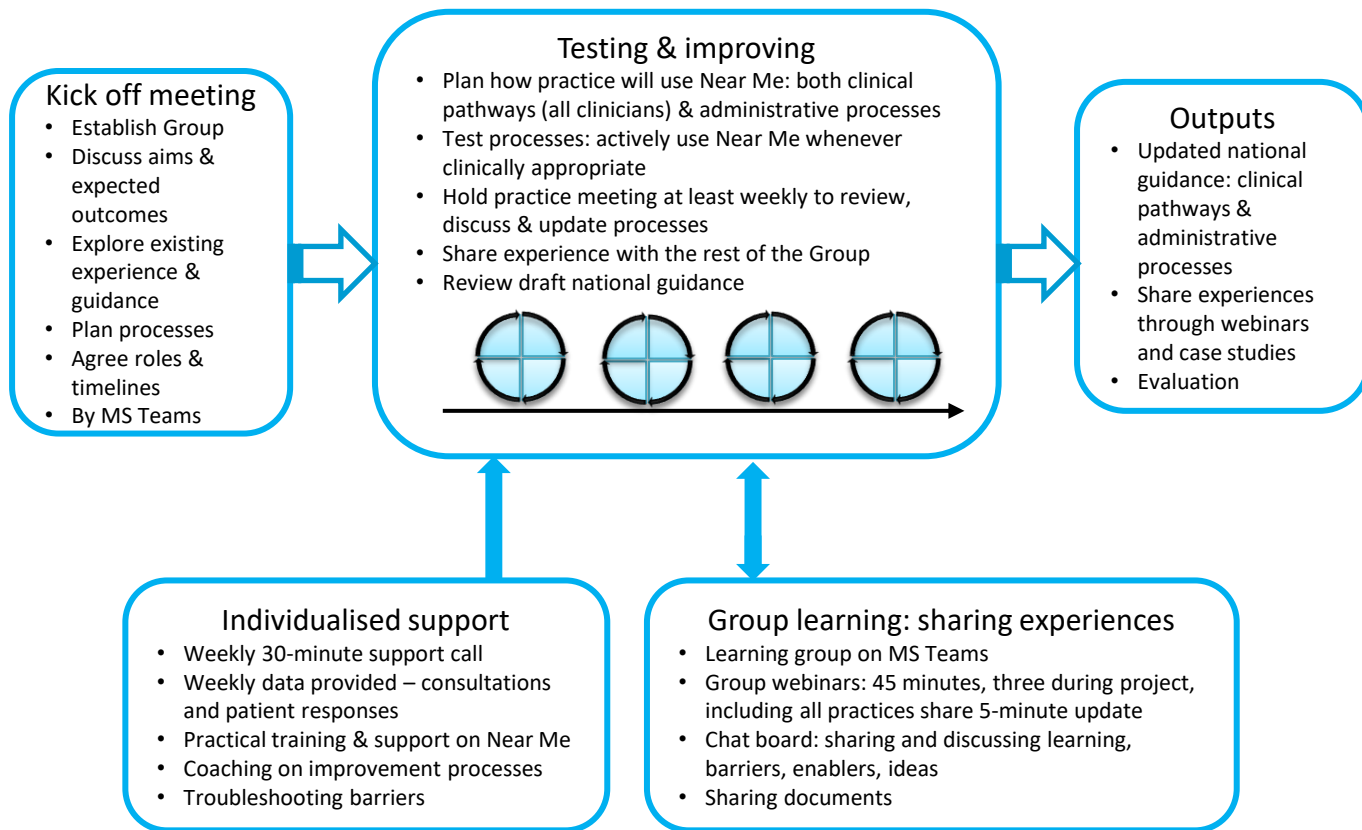


Things to Consider



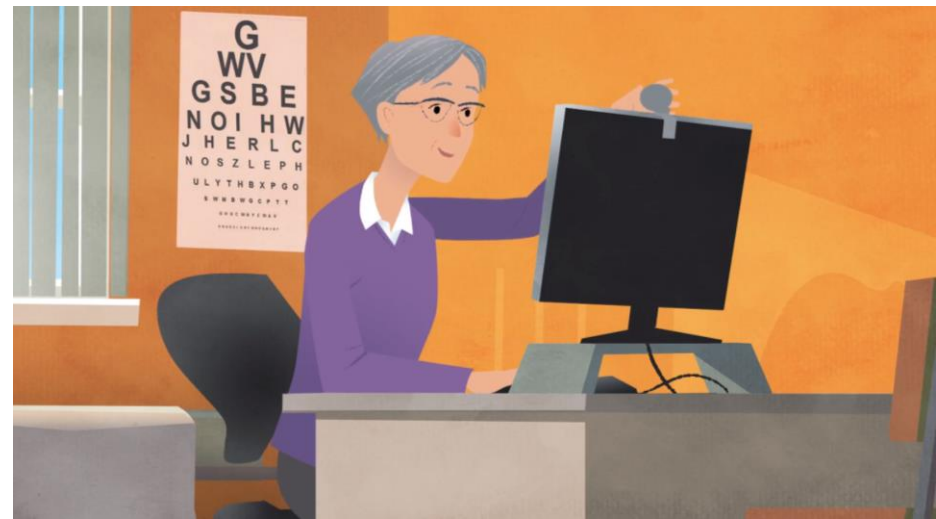
- How will clients receive the invite?
- Do you have an appointment booking system – coding of video appointment?
- What services / clients are suitable for video calls?
- Do things need to happen before or after the appointment – how will this be handled?
- What is the process for when it goes wrong?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

Short Improvement Cycle





Branding



Near Me Logo



De-healthification of the Platform

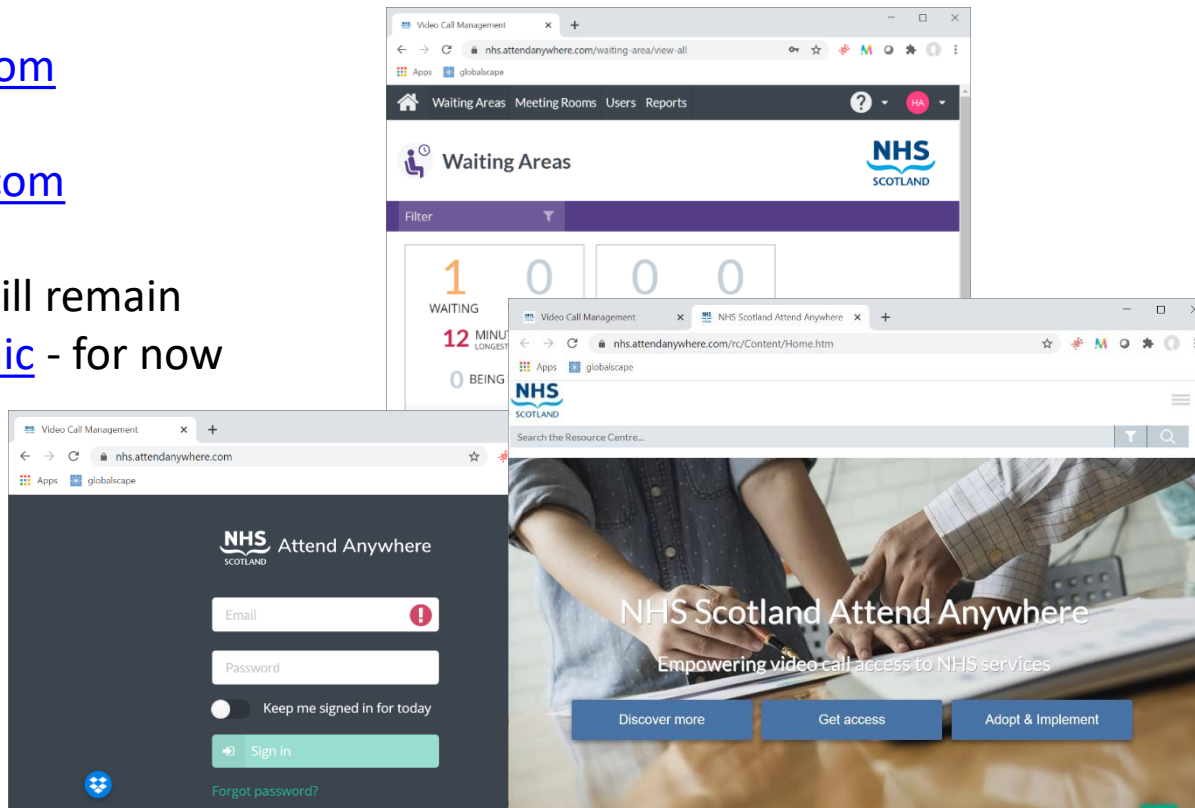


<https://nhs.attendanywhere.com>

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

