

NHS Near Me

Going digital to deliver services
closer to patients



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Declarations of interest

Employee of NHS Highland

NHS Near Me service development has been funded by:

- NHS Scotland Technology Enabled Care Programme
- NHS Highland
- Health Foundation Q Exchange

Take home messages

New **digital** developments can make services more **patient-centred**

Introducing new services benefits from a **quality improvement** approach

Imagine you are a patient

You have a long-term condition

It requires a 2-monthly consultant review

You are in constant low-level pain

You feel worn out



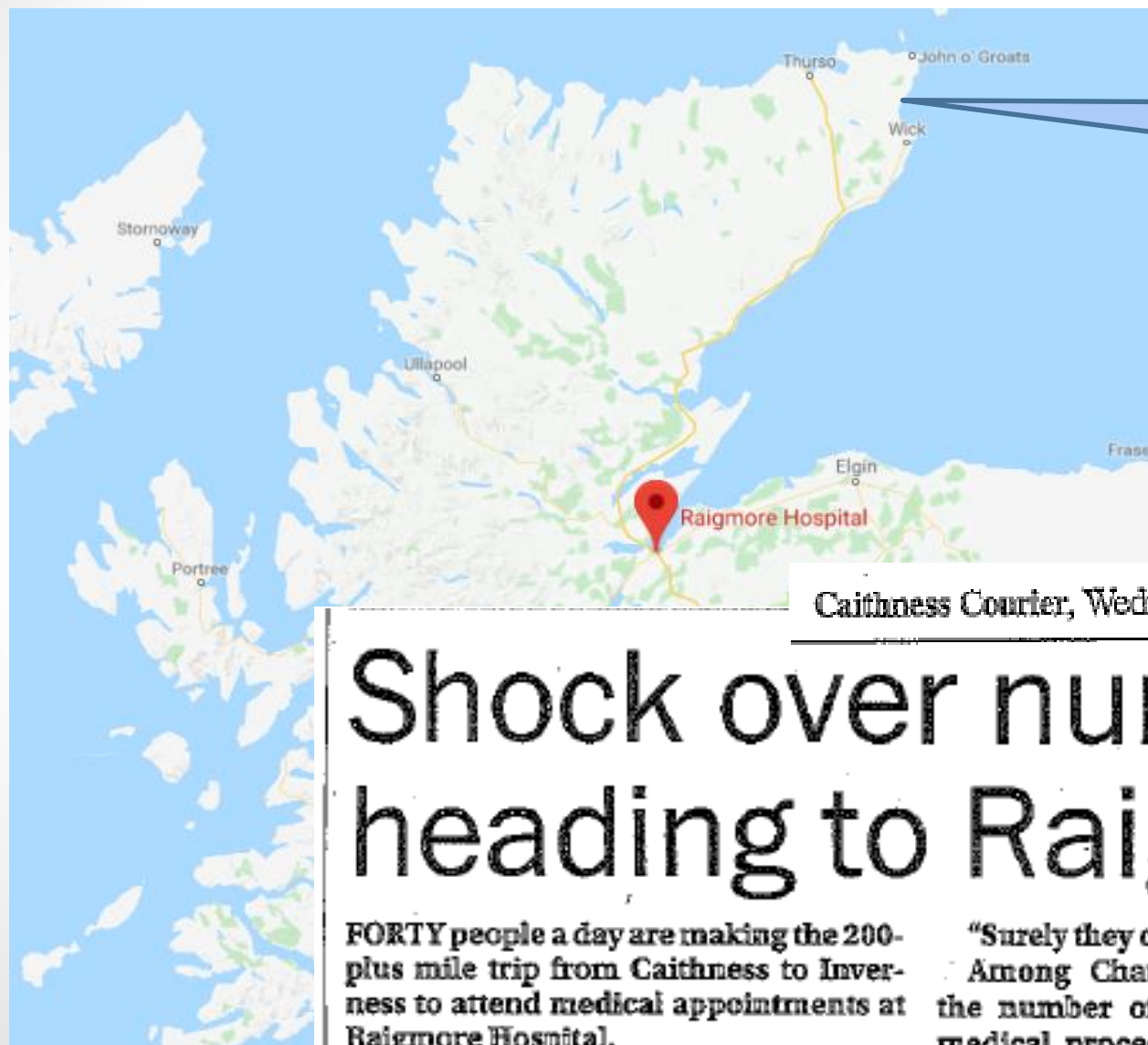
Live here

2.5 hours drive
Much longer by
bus or train









Caithness

Caithness Courier, Wednesday, November 1, 2017

Shock over numbers heading to Raigmore

FORTY people a day are making the 200-plus mile trip from Caithness to Inverness to attend medical appointments at Raigmore Hospital.

The figure emerged at the weekend at

"Surely they can reduce that number?"

Among Chat's aims is to increase the number of outpatient clinics and medical procedures that can be done in the far north to reduce the number

What is NHS Near Me?



Consultant by video



Patient near to home



Either at
a local
NHS
clinic



Or at
home

https://nhsh.scot/nhsnearme

NHS Highland

NHS
Highland

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NHS Near Me

NHS Near Me is a new service which aims to provide consultations as close as possible to patients' homes. NHS Near Me appointments take place at your local NHS hospital, and you will see your consultant or other specialist via a video link.

To use this service, you must have received an appointment letter from NHS Highland.



Attend my appointment or make a test call

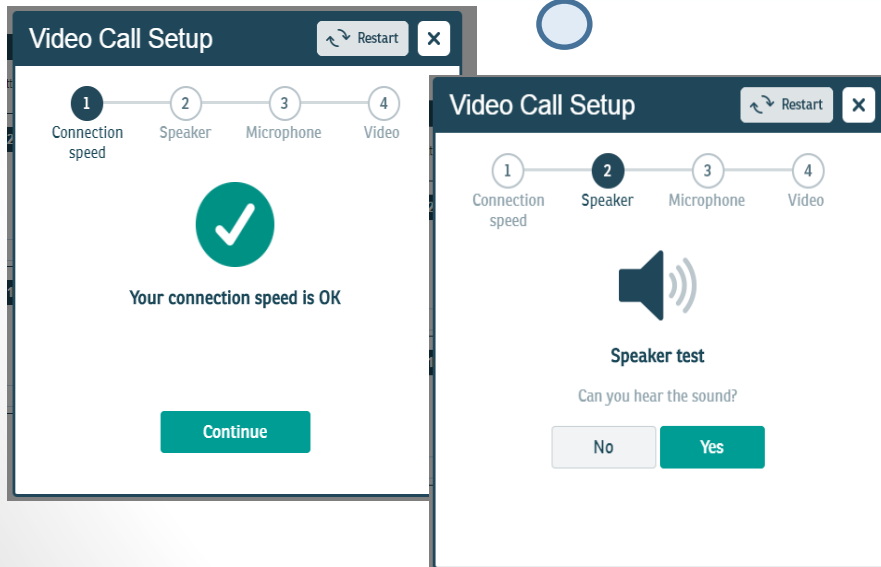
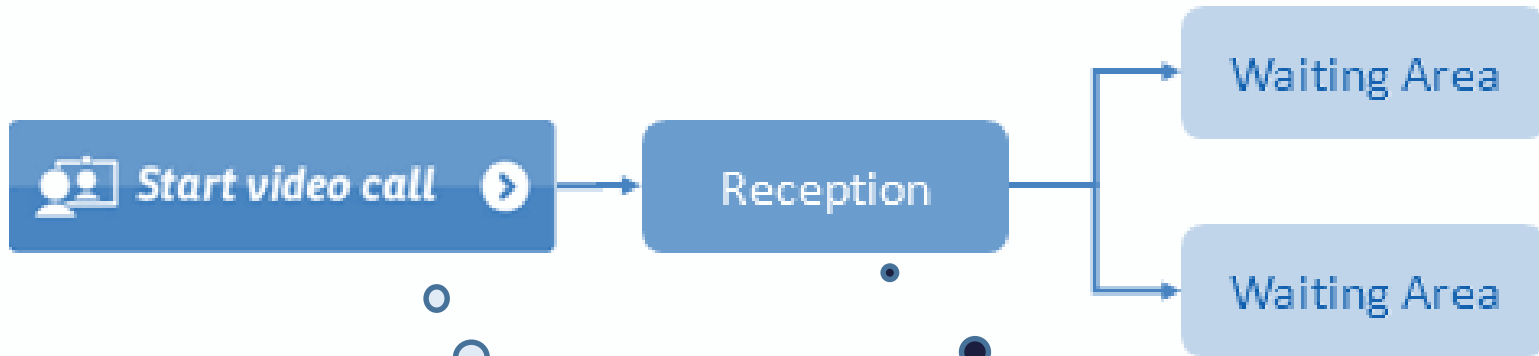
If you are ready to attend your telehealth (video) appointment or you want to make a test call before your appointment is due, [click here](#) (please ensure you are using Google Chrome):



More information about NHS Near Me

[Click on this link to display a leaflet explaining how NHS Near Me works](#), including photos of the NHS Near Me clinic.

Alternatively, the text from the leaflet is provided below:





Internet
connectivity

Equity of
access

Clinical
support



Near Me

**Consulting
Room 1**



Open
Jan 2018

Staffed
NHS Near
Me clinics

Open
Dec 2018

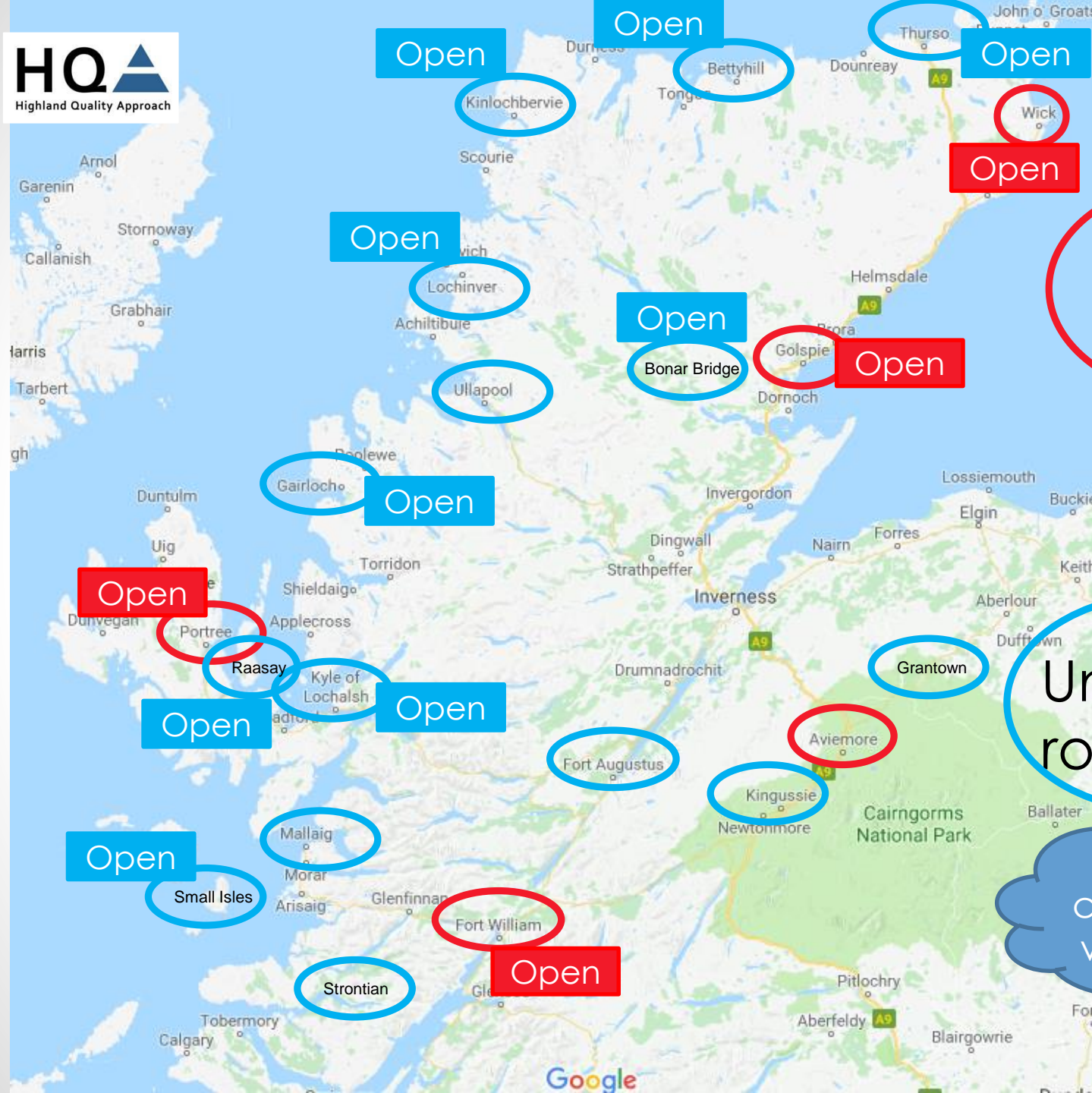
Open
Dec 2018

Clinical
support

Future
(new build)

Open
Feb 2019





Staffed
clinics

Clinical
support

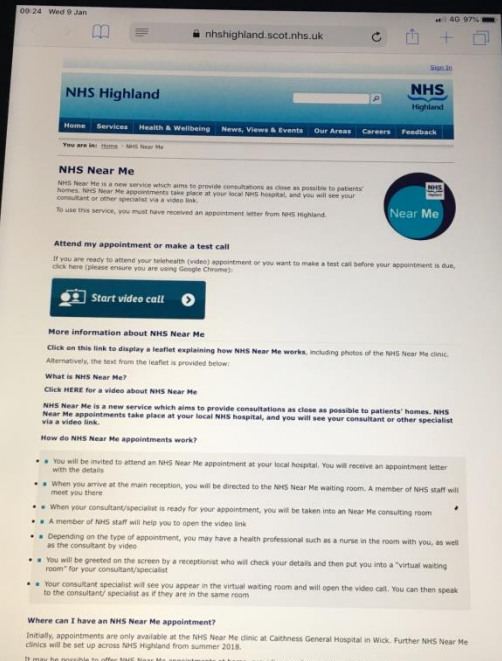
Unstaffed
rooms

No internet
connection or
video device

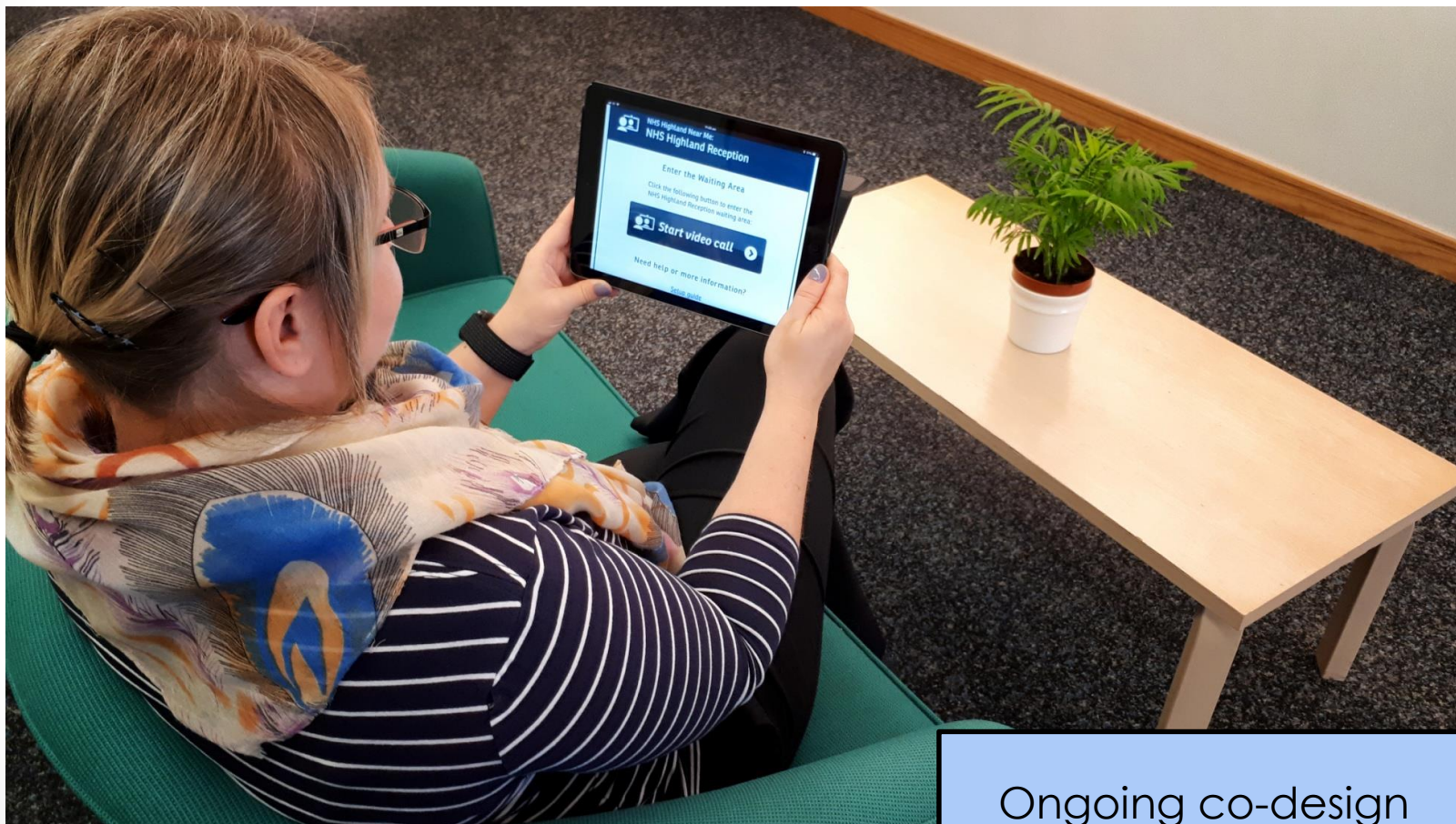
9 open
6 to follow

Unstaffed NHS Near Me rooms

No internet
connection or
video device




NHS Near Me at Home




Ongoing co-design
phase with patients

Clinician:
easy to
use




Attend Anywhere

Email




Password

☐ Keep me signed in. I am the only person who uses this device.

 Sign in

[Forgot password?](#)

 Powered by Attend Anywhere



NHS Highland Reception Waiting Area

NHS Highland Near Me

Status	Caller	Participants
Waiting	1 min	Test Patient
		1
		Join Call
		Notify...
		Participants



NHS Attend Anywhere - Google Chrome

https://nhs.attendanywhere.com/callscreen/#/?authticket=5c16acbe-6837-455e-96a8-64cd5086ba58

Laura MacDonald(Muted)

00:09:03



System
functionality



14:55
17/08/2018

Services providing NHS Near Me appointments (Feb 2019)

CAMHS
Cardiology
Colorectal
Dermatology
Diabetes
Dietetics
Gastroenterology
Haematology
Neurology
Oncology
Orthopaedics
Paediatrics
Psychiatry
Renal
Respiratory
Rheumatology
Sleep Service
Speech & Language therapy
Stroke & Rehabilitation

**Occupational
Health starting soon**

Key benefits of NHS Near Me

- ✓ **Improves access to services:** reduces health inequalities
- ✓ Reduces detrimental **effects of travelling** on patient and family
- ✓ Reduces clinician travel to provide peripheral clinics
- ✓ Potential for **financial savings** on travel cost
- ✓ **Environmental** impact

Making it work: systems

Date	Activity
Jan – June 2018	<p>NHS Near Me developed and tested</p> <p>Co-designed with patients, clinicians, staff</p> <p>One location, clinic setting</p>
July 2018	Scale up agreed by NHS Highland
Sept 2018	<p>Funding received for infrastructure:</p> <ul style="list-style-type: none"> • Remote locations • Clinician equipment <p>Started NHS Near Me at home</p>
From Dec 2018	<p>Additional locations started to open</p> <p>Rolling programme to Spring 2019</p>

Development phase

Co-design with **patients and clinicians**

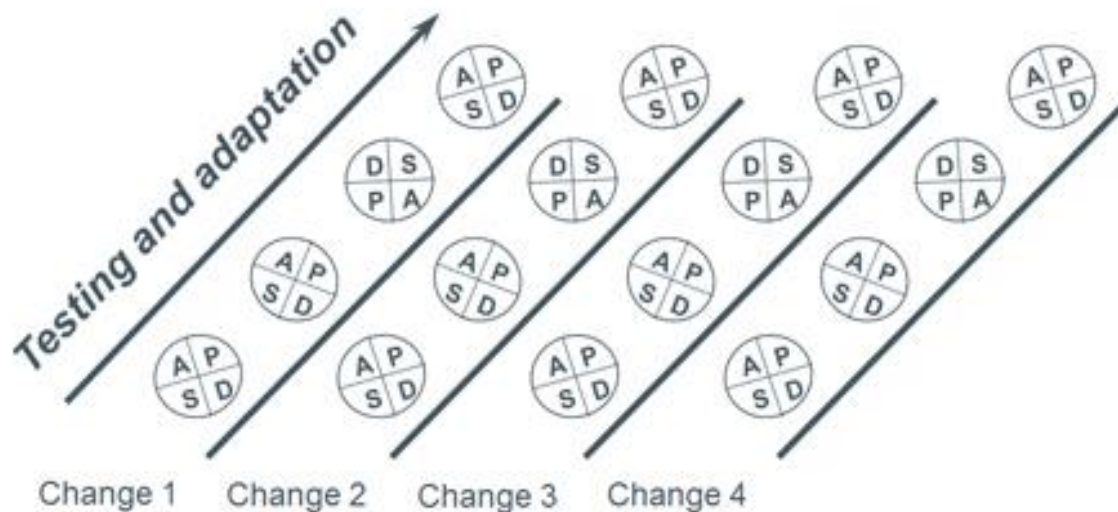
- Feedback after every appointment

Co-design with **staff** who support the appointment process

- Meetings, discussions, testing

Patient
access and
booking

Co-design

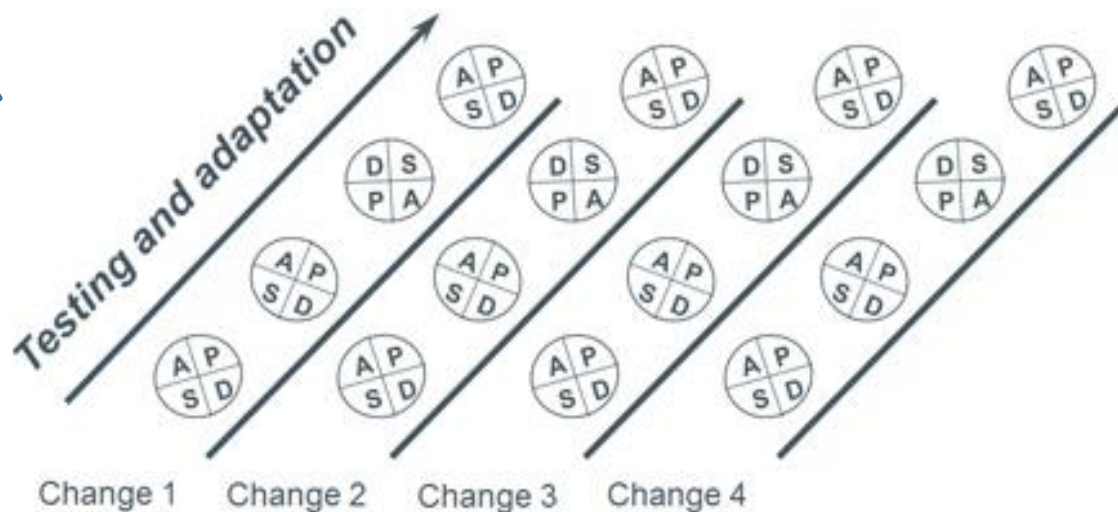


Over 100 test cycles

Co-design

Patient
access and
booking

Virtual
receptionist



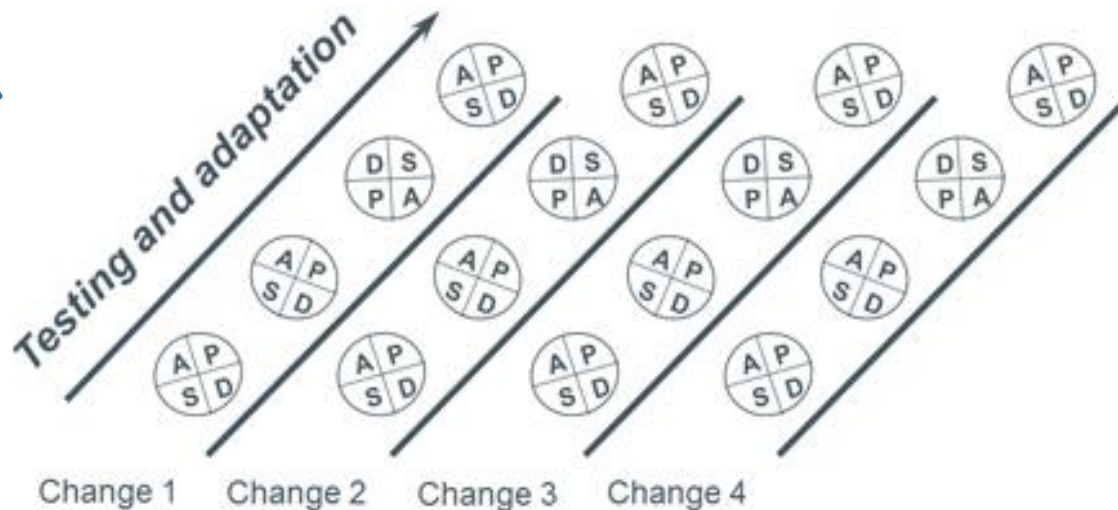
Over 100 test cycles

Co-design

Patient
access and
booking

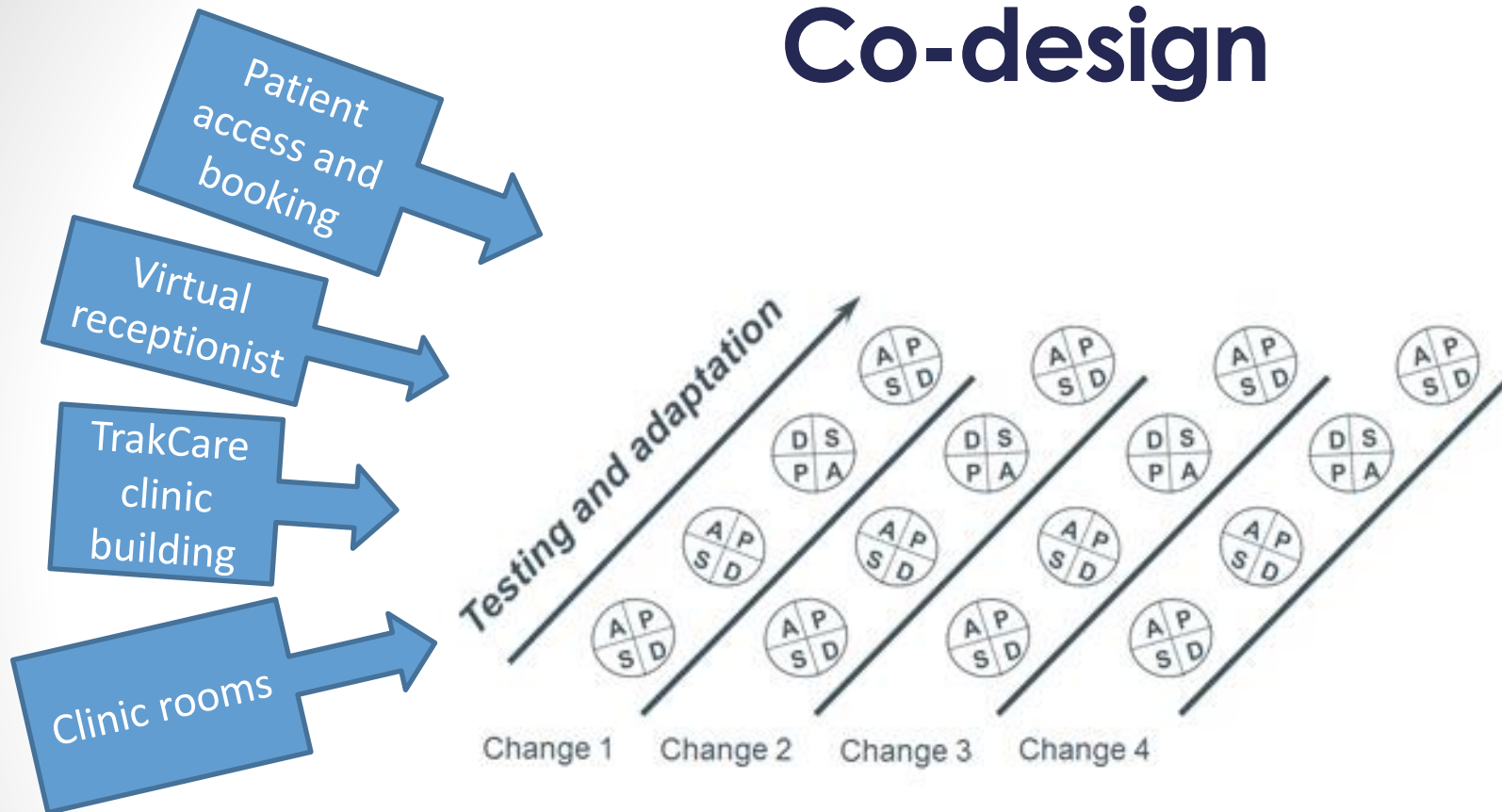
Virtual
receptionist

TrakCare
clinic
building



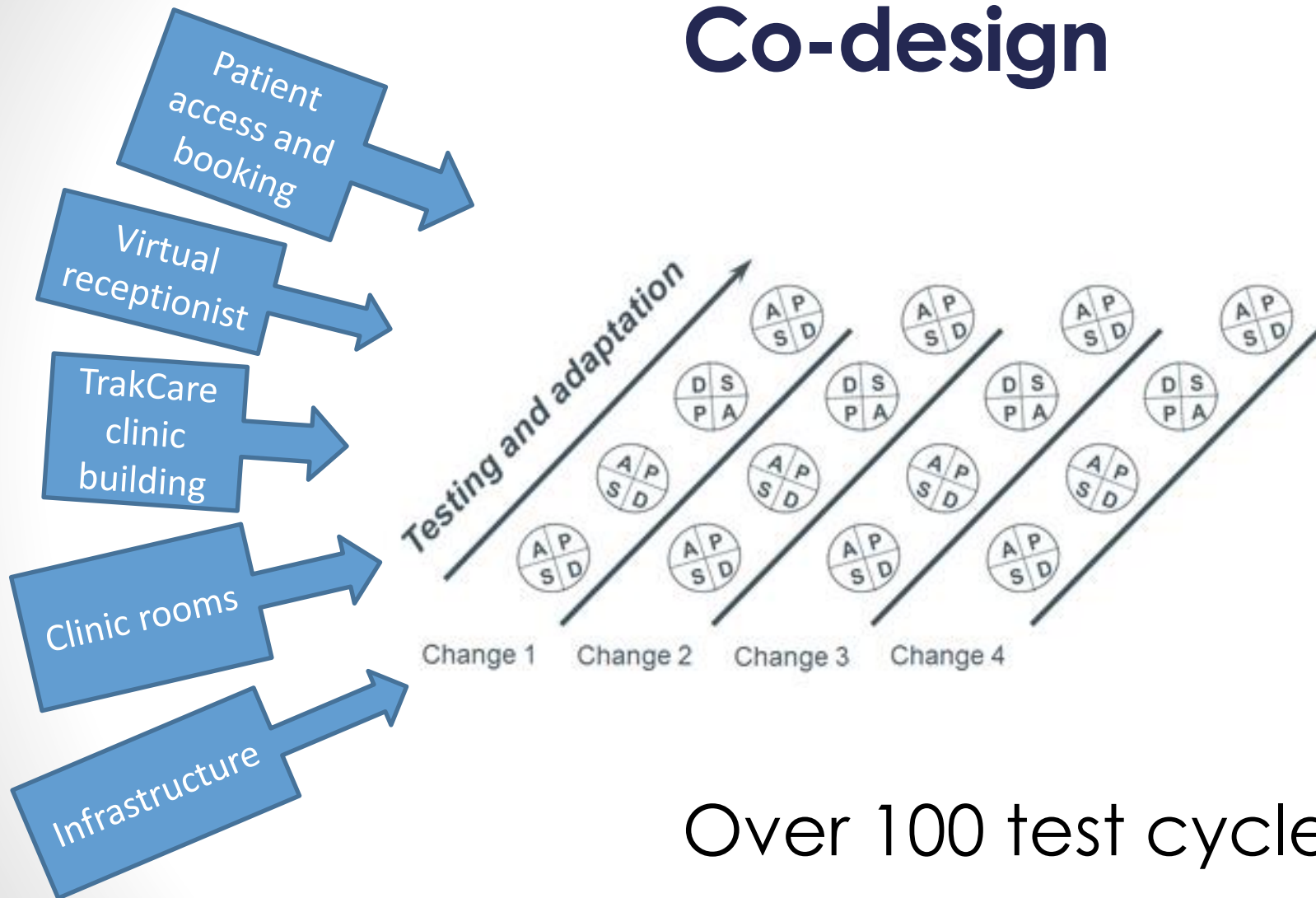
Over 100 test cycles

Co-design

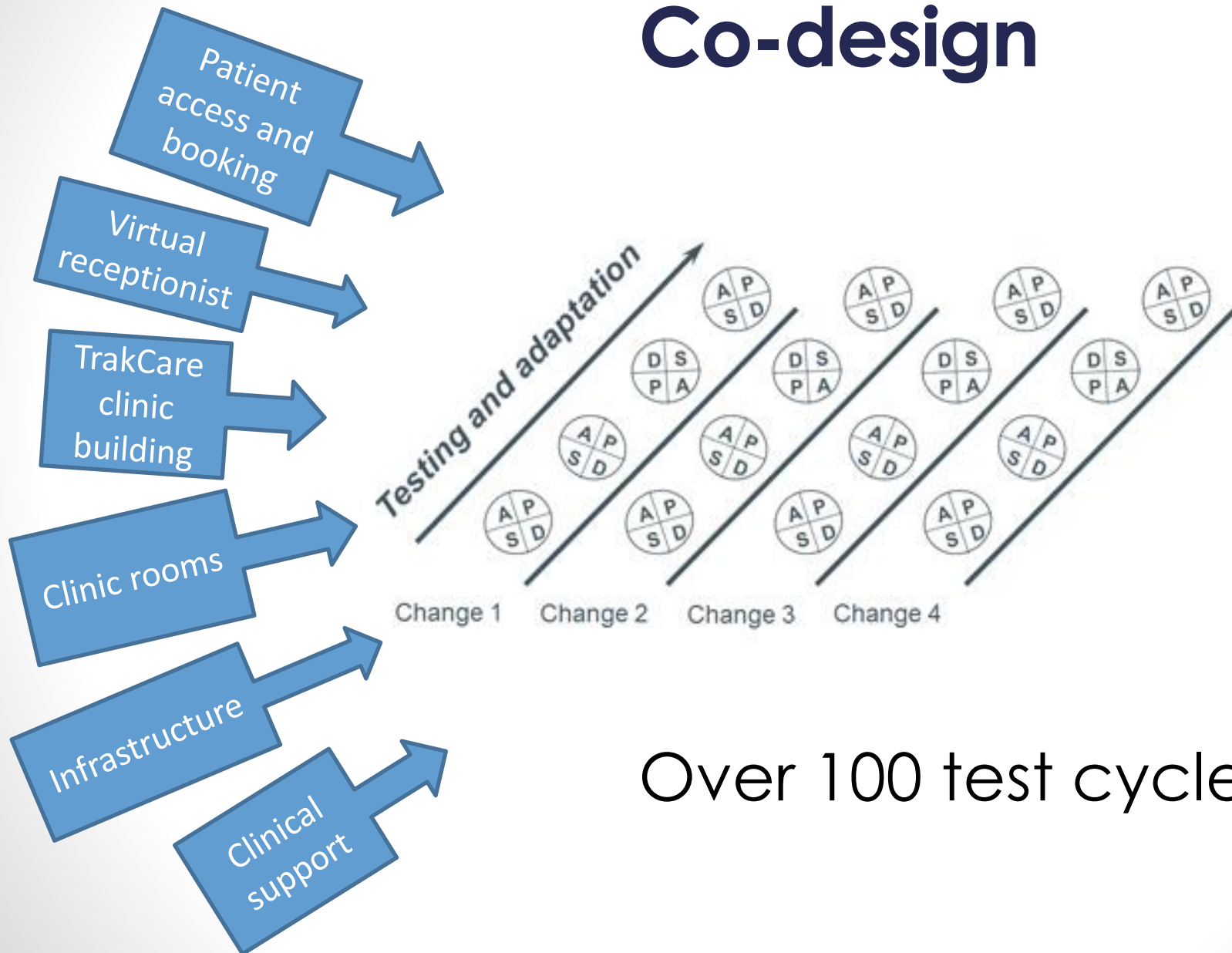


Over 100 test cycles

Co-design

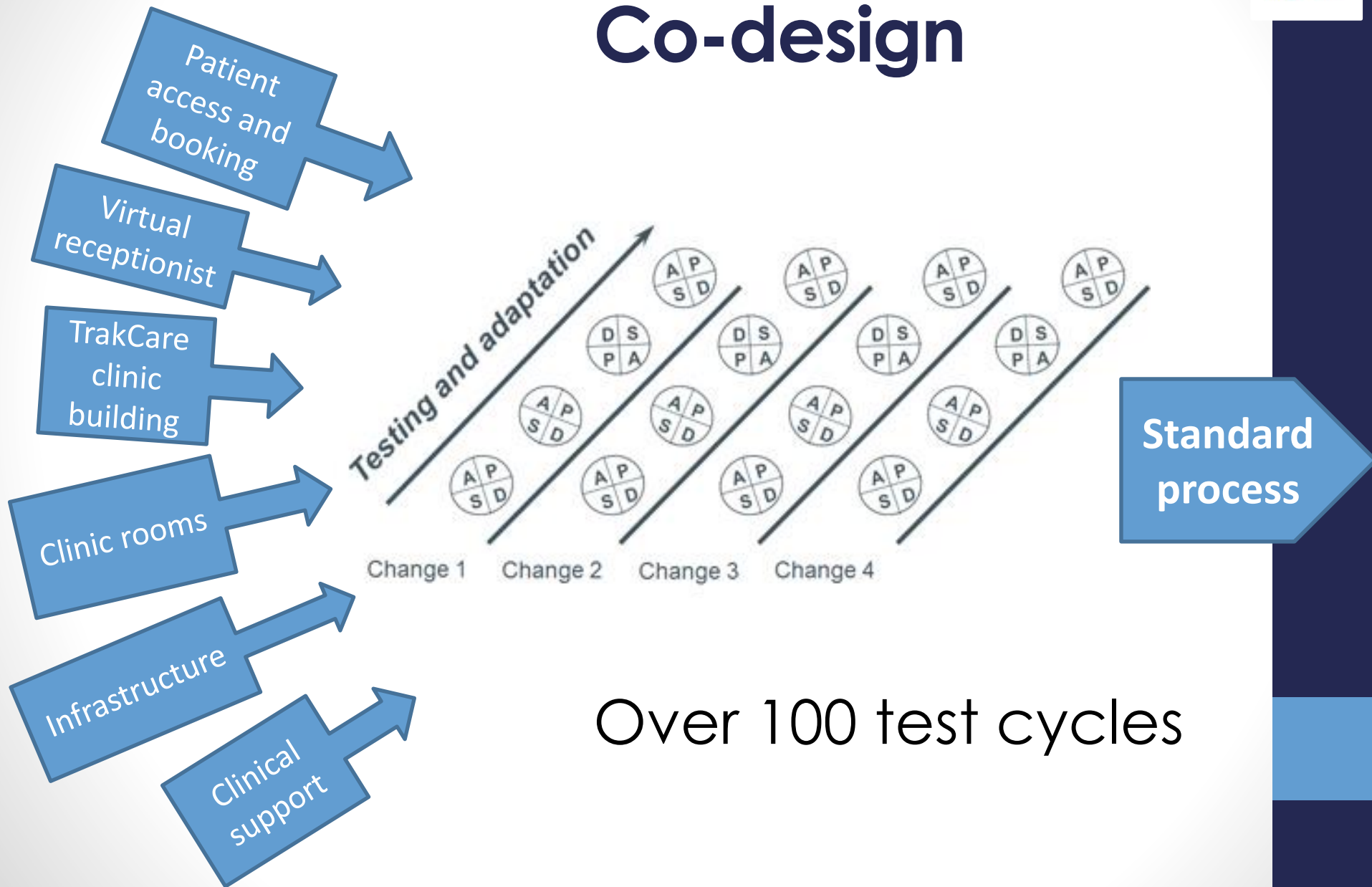


Co-design



Over 100 test cycles

Co-design



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NHS Near Me

NHS Near Me provides care closer to patients' homes by using web-based video consultations.

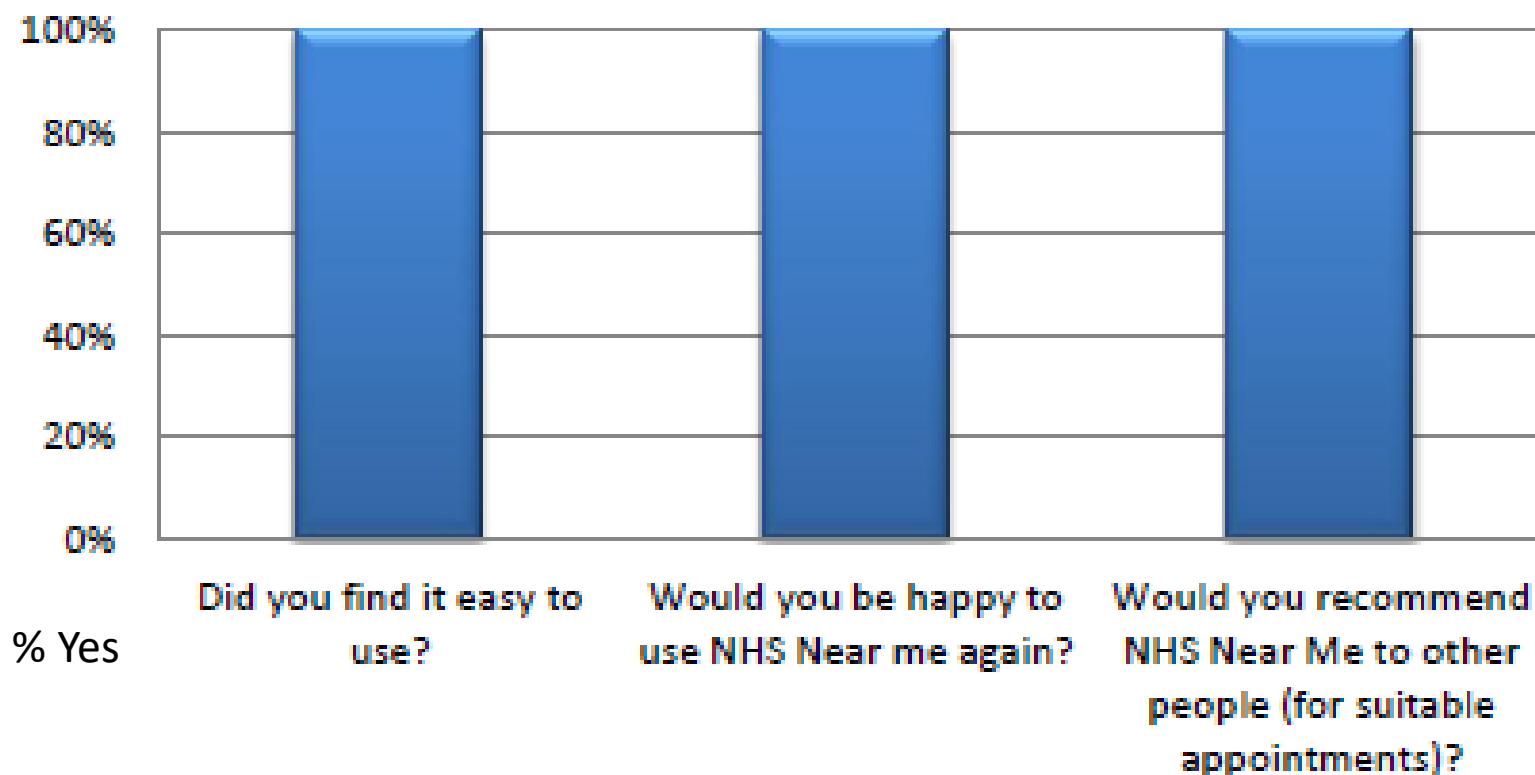
NHS Near Me was set up in response to patient demand to reduce travel to hospital outpatient appointments. NHS Near Me appointments replace existing face to face appointments: this is about delivering consultations differently, not creating new work. NHS Near Me can also be used to reduce clinician travel.

- NHS Near Me appointments can be offered at clinic rooms or to patients in their own homes.
- NHS Near Me staffed clinics are open in Wick, Golspie and Portree. Fort William will open in early 2019.
- For at-home appointments, patients need a reliable internet connection and a device for making video calls (computer with webcam, smartphone or tablet).
- For patients who do not have their own device, 15 Near Me units are being set up across NHS Highland. Some are open now and it is hoped all will be in place by April 2019.
- Work has begun on extending NHS Near Me to community and primary care teams.
- NHS Near Me is powered by Attend Anywhere web-based video consulting. It does not use traditional VC machines.
- To get set up to offer NHS Near Me appointments, please read the set-up information in the Documents section below (folder 4 in particular) and email high-uhb.nhsnearme@nhs.net

For technical issues (eg, sound/video) in NHS Near Me calls,
contact National VC support service on: 01224 816666

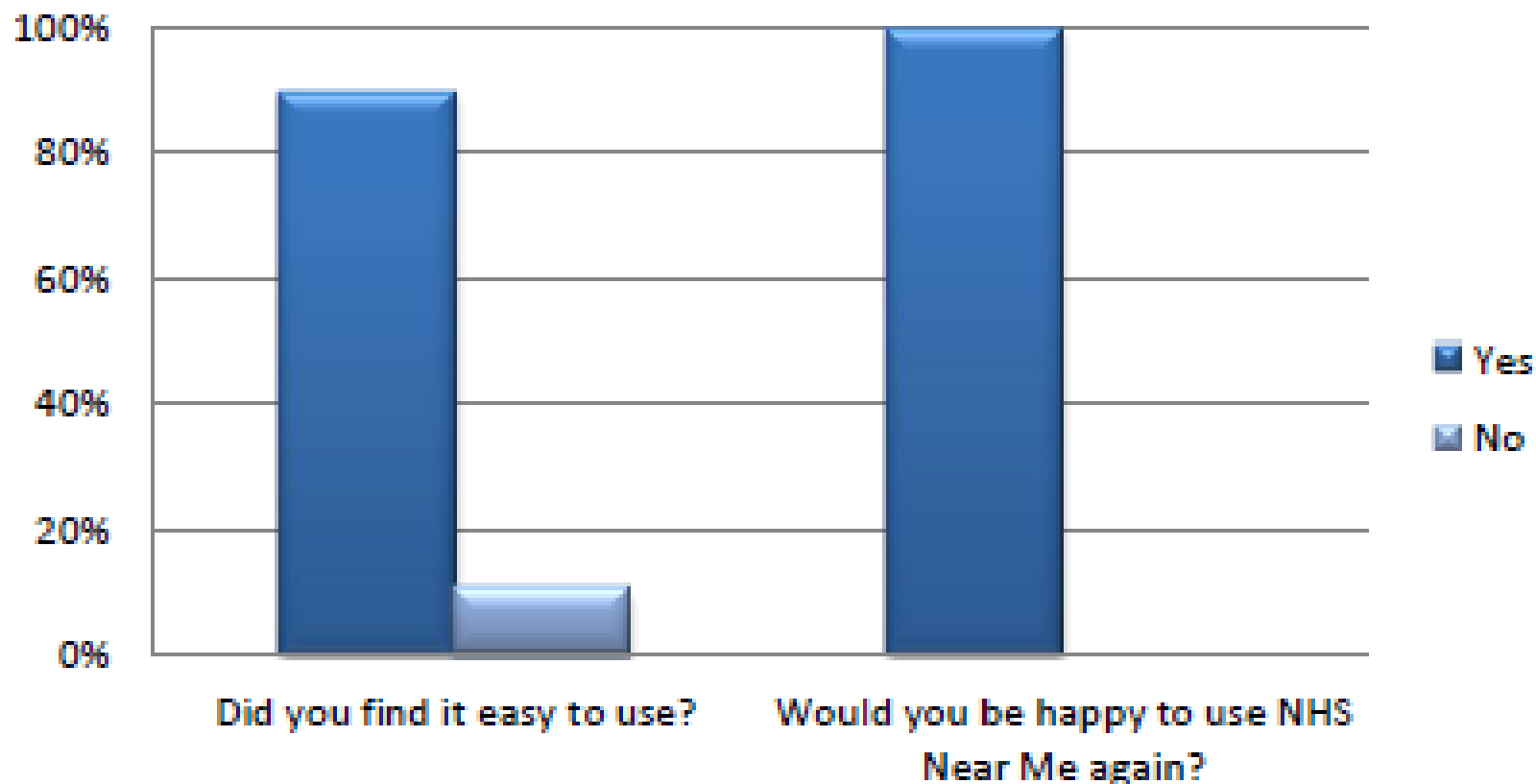
Clinician feedback

Overall views on NHS Near Me



Patient feedback

Overall views on NHS Near Me



Patient feedback

“Very thankful not to have **to travel** to Inverness for a 10-minute consultation”

Patient feedback

“I wish this service had been in place when my husband was alive.

We spent the last year of his life **driving** up and down to Raigmore for hospital appointments. Avoiding this would have given us much **more quality time together** before he died.”

Patient feedback

“Having an appointment at home meant I didn't have to go outside in **icy weather** or get someone to **watch** my husband.”

[the patient is a carer for her husband]

Patient film

Take home messages

New **digital** developments can make services more **patient-centred**

Introducing new services benefits from a **quality improvement** approach



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@nhsnearme @clareupnorth