

# 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



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

The screenshot shows the top section of the NHS Highland website. On the left, the text "NHS Highland" is displayed in a large, dark blue font. To the right of this text is a white search bar with a magnifying glass icon. Further right is the NHS Highland logo, which consists of the letters "NHS" in a bold, dark blue font above the word "Highland" in a smaller, lighter blue font, with a stylized blue wave graphic between them. Below the header is a dark blue navigation bar with white text for the following categories: "Home", "Services", "Health & Wellbeing", "News, Views & Events", "Our Areas", "Careers", and "Feedback". Below the navigation bar, the text "You are in: [Home](#) > NHS Near Me" is displayed.

## 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

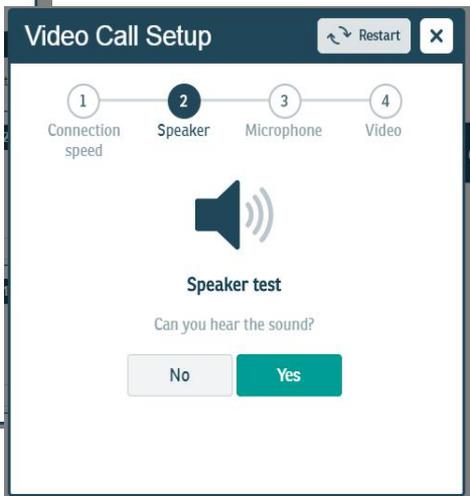
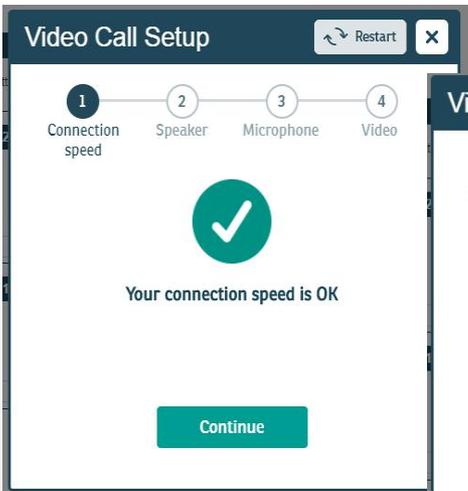
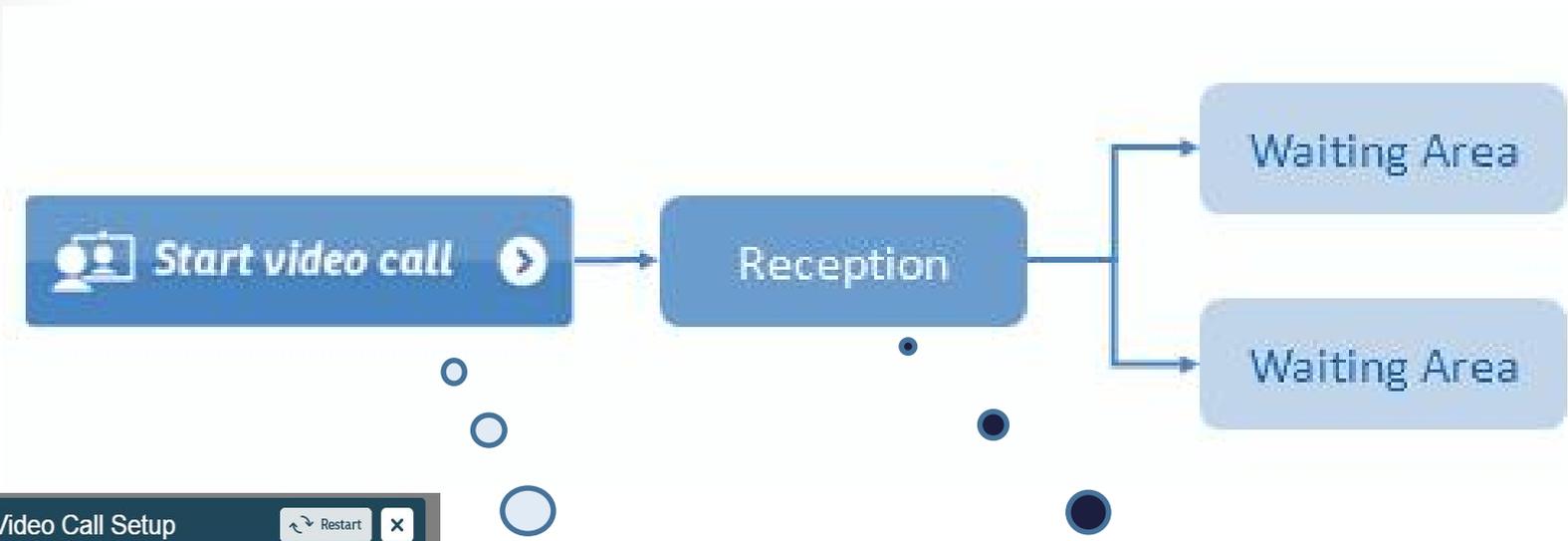
If you are ready to attend your telehealth (video) appointment or you want to make a test call before your appointment is due, [click here](#) (please ensure you are using Google Chrome):



### 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

**NHS**  
Highland

**Near Me**

**Consulting  
Room 1**



Open  
Jan 2018



Open  
Dec 2018



Staffed  
NHS Near  
Me clinics

Open  
Dec 2018



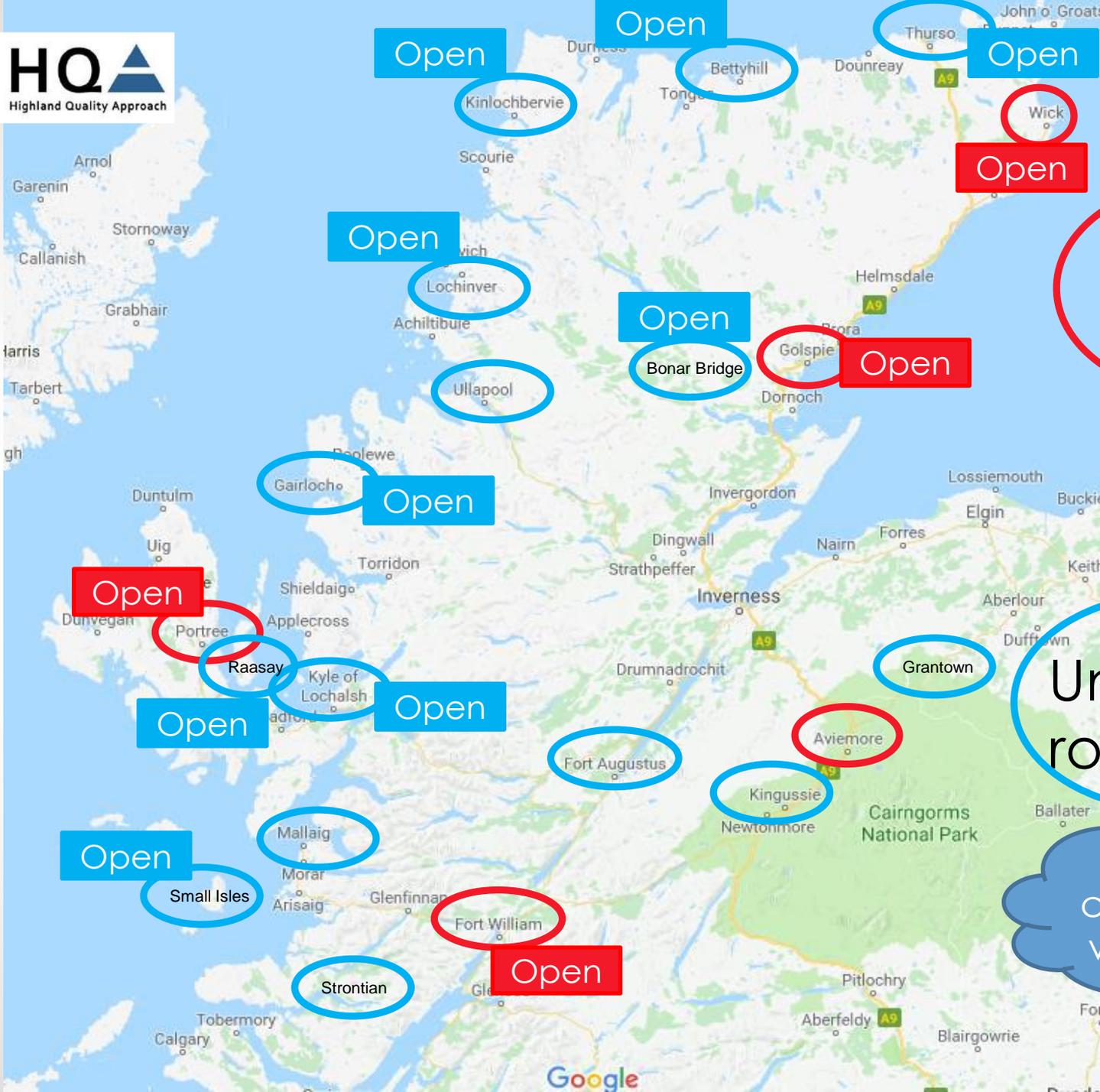
Future  
(new build)



Open  
Feb 2019







Staffed clinics

Clinical support

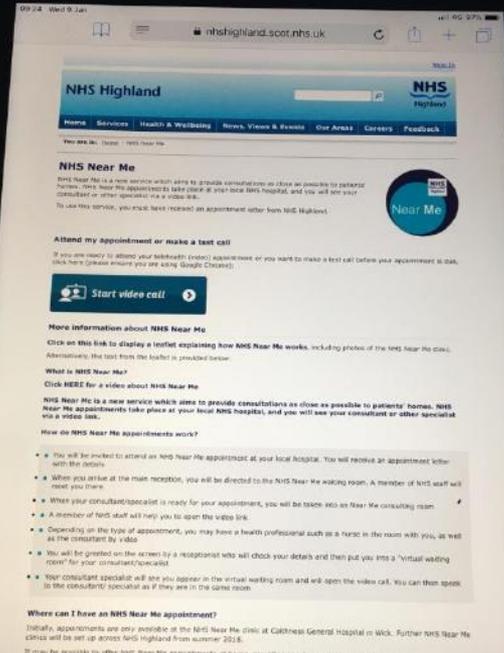
Unstaffed rooms

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

The screenshot shows the NHS Attend Anywhere login screen. At the top, the NHS Scotland logo is displayed next to the text "Attend Anywhere". Below this, there is an "Email" label and a text input field. The input field contains a vertical bar and a red exclamation mark icon, indicating an error. Below the email field is a "Password" label and a text input field. Underneath the password field is a checkbox with the text "Keep me signed in. I am the only person who uses this device." Below the checkbox is a teal "Sign in" button with a white NHS logo icon. At the bottom of the form is a link that says "Forgot password?". At the very bottom of the screen, there is a small NHS logo icon followed by the text "Powered by Attend Anywhere".

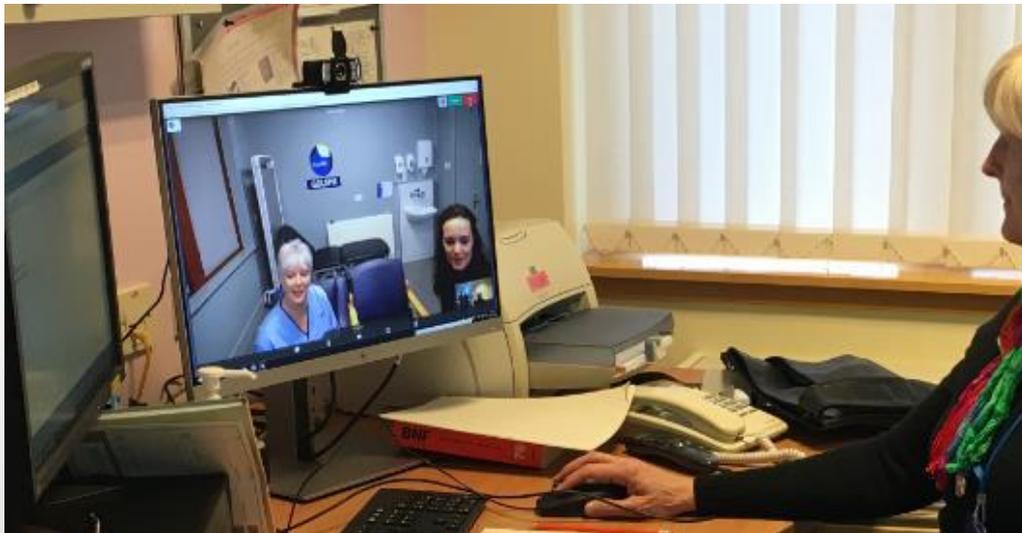


# NHS Highland Reception Waiting Area

NHS Highland Near Me

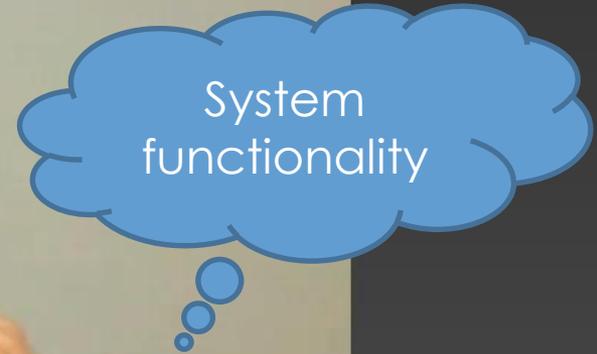
Status	Caller	Participants
Waiting	1 min Test Patient	1

- Join Call
- Notify...
- Participants



Laura MacDonald(Muted)

00:09:03



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

## Development phase

**Co-design** with **patients and clinicians**

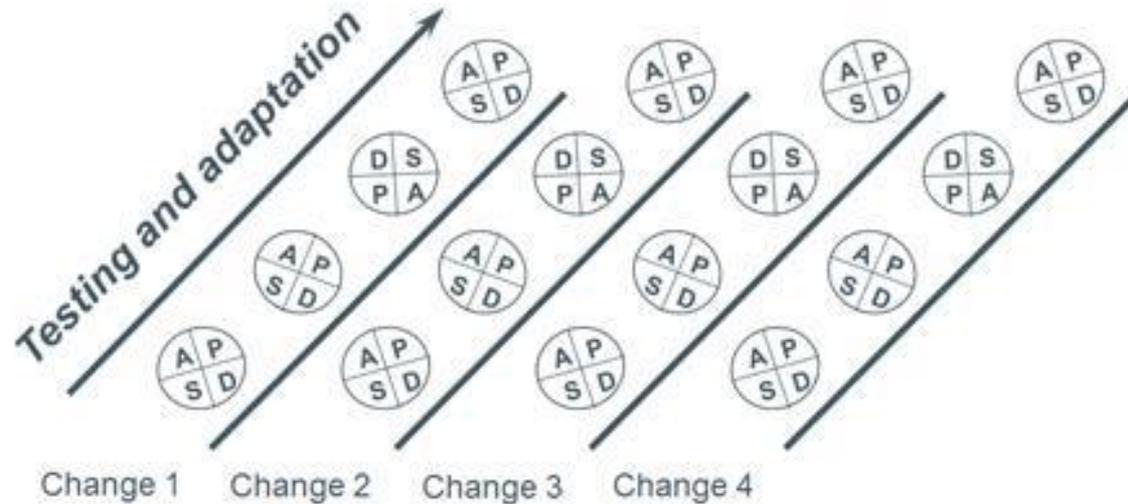
- Feedback after every appointment

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

- Meetings, discussions, testing

# Co-design

Patient  
access and  
booking

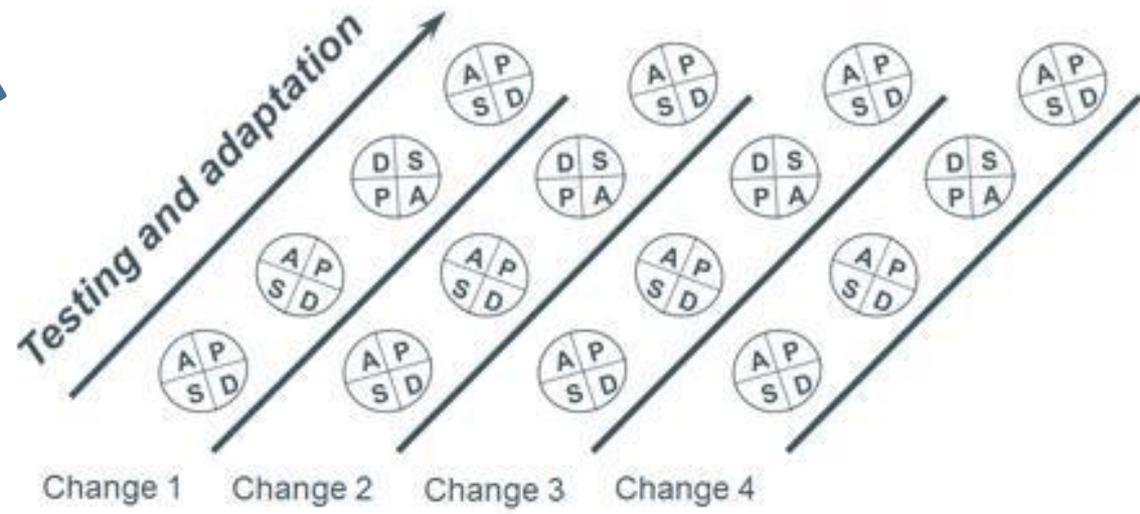


Over 100 test cycles

# Co-design

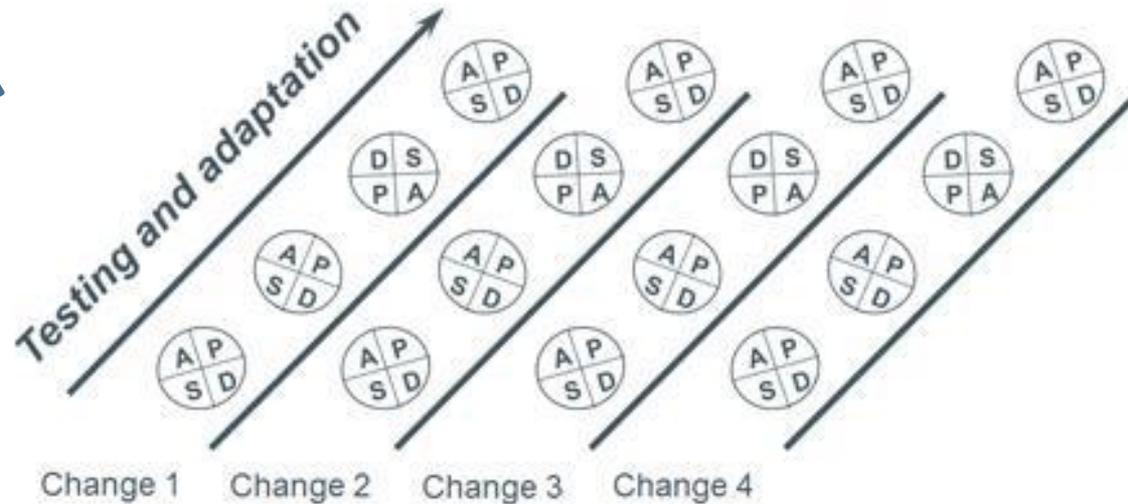
Patient access and booking

Virtual receptionist



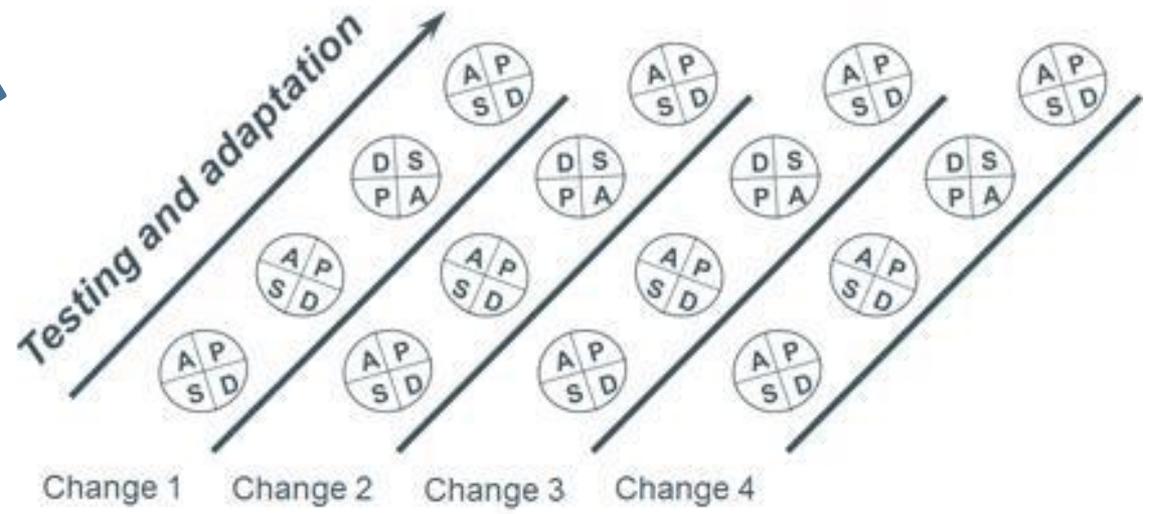
Over 100 test cycles

# Co-design



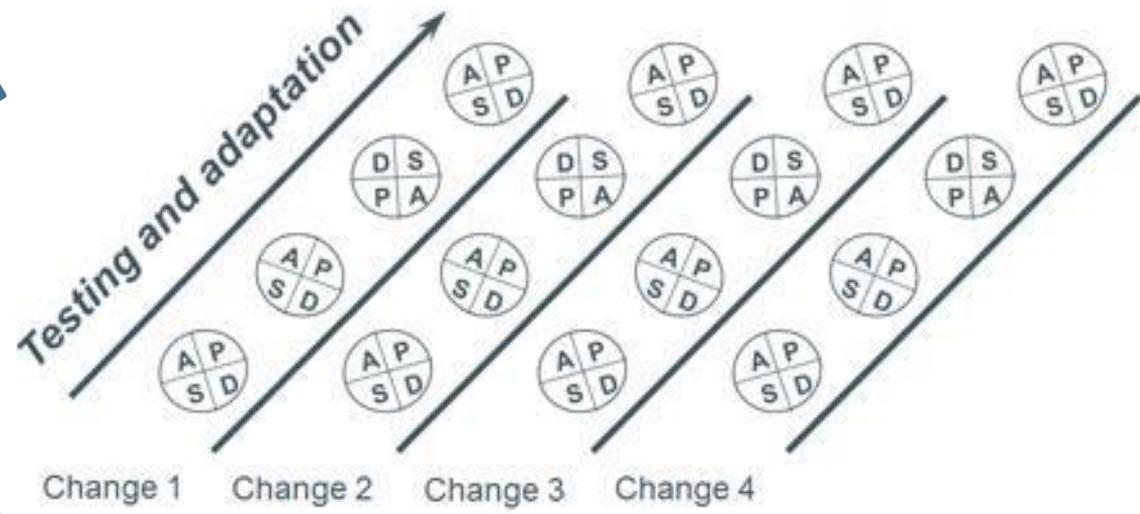
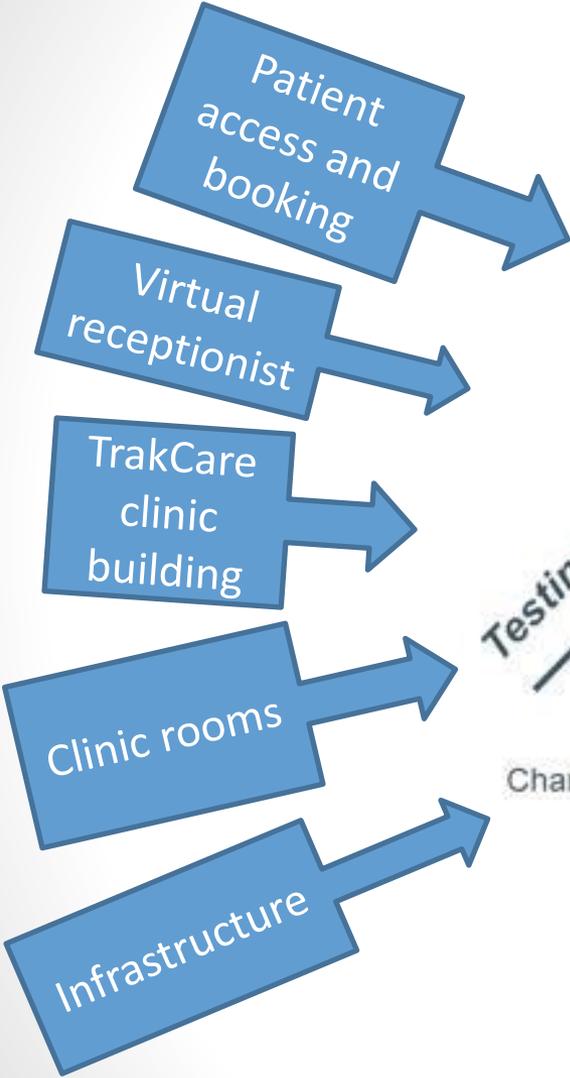
Over 100 test cycles

# Co-design



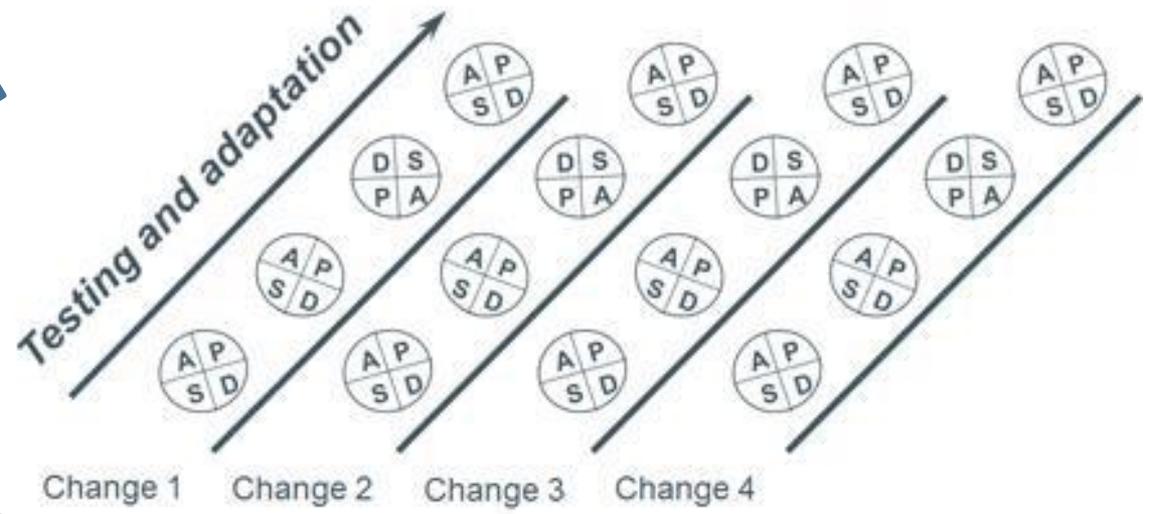
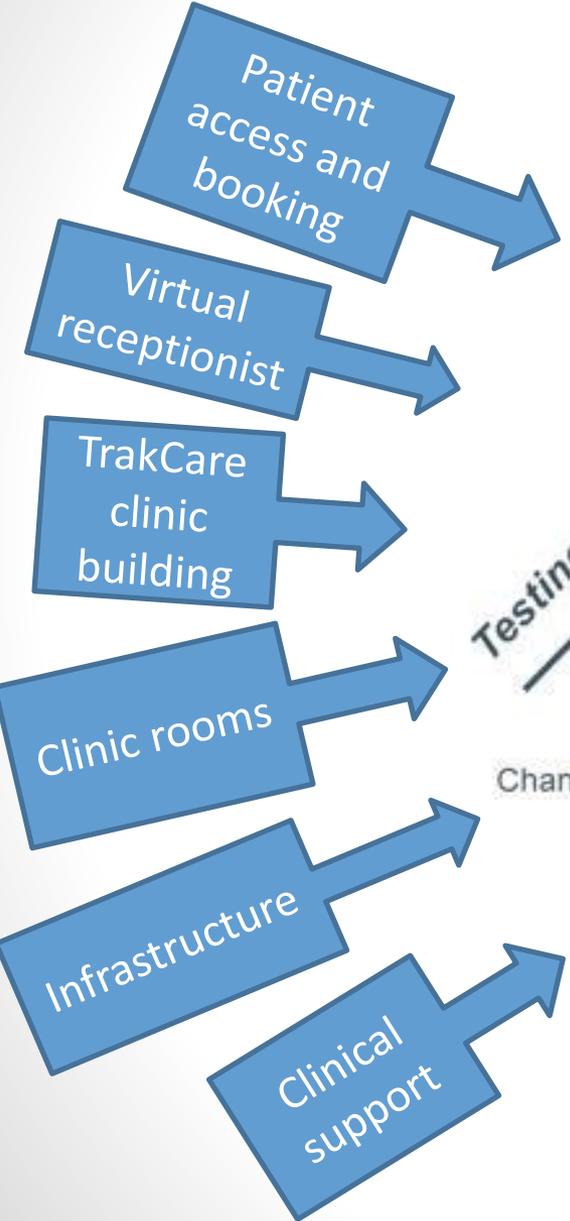
Over 100 test cycles

# Co-design



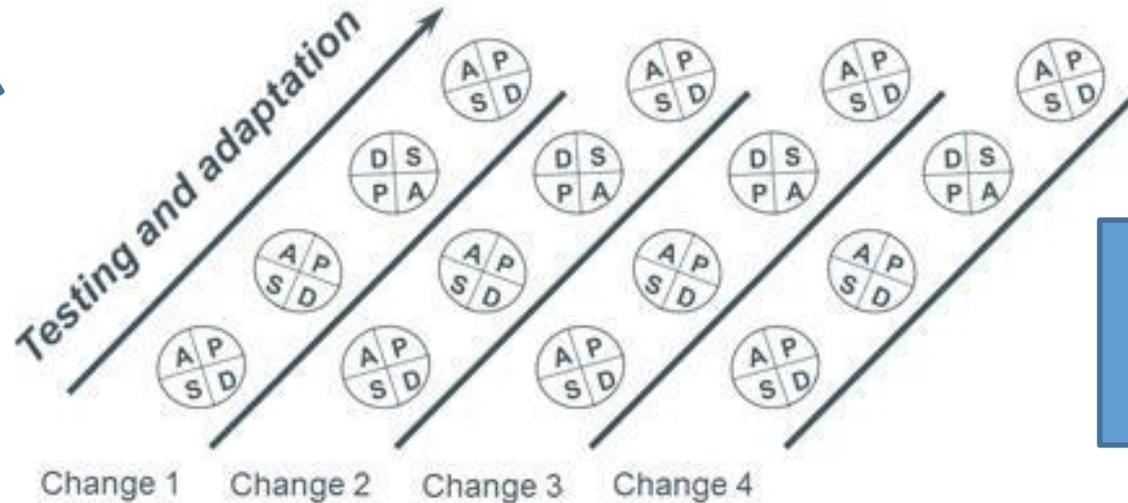
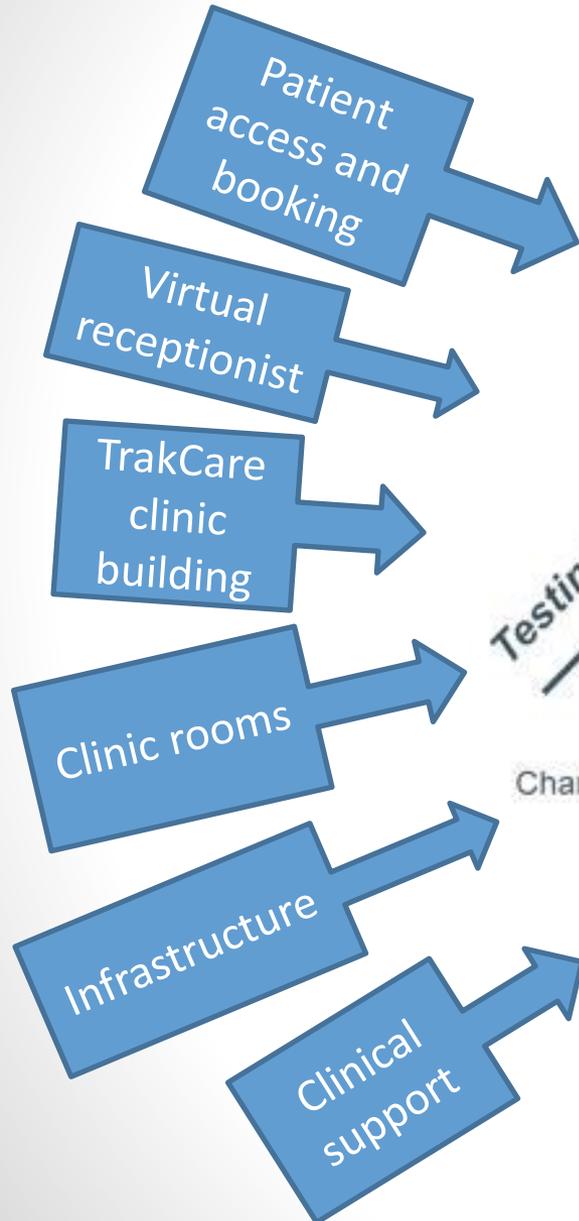
Over 100 test cycles

# Co-design



Over 100 test cycles

# Co-design



Over 100 test cycles



# NHS Near Me

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

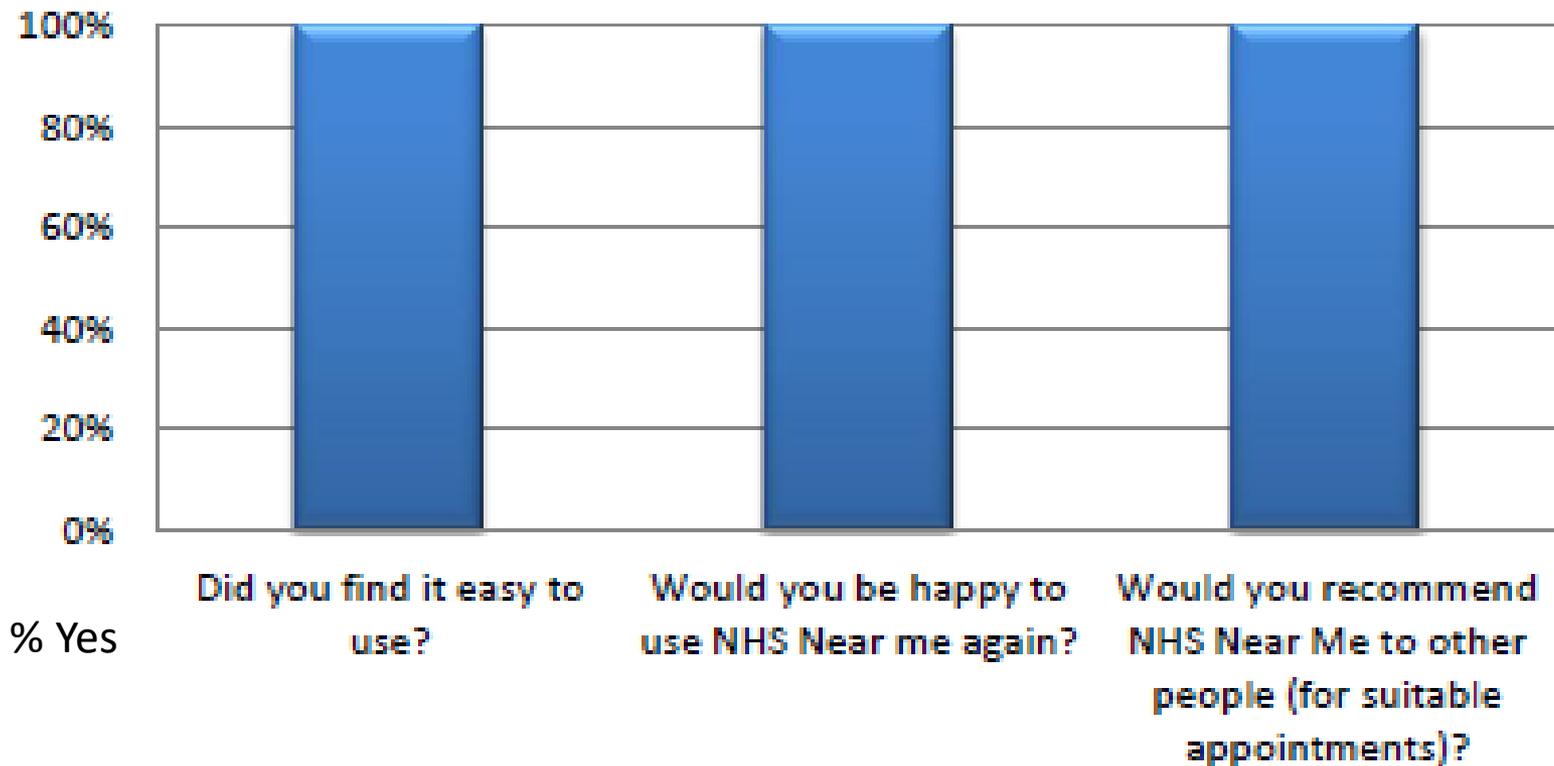
NHS Near Me was set up in response to patient demand to reduce travel to hospital outpatient appointments. NHS Near Me appointments replace existing face to face appointments: this is about delivering consultations differently, not creating new work. NHS Near Me can also be used to reduce clinician travel.

- 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](mailto:high-uhb.nhsnearme@nhs.net)

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

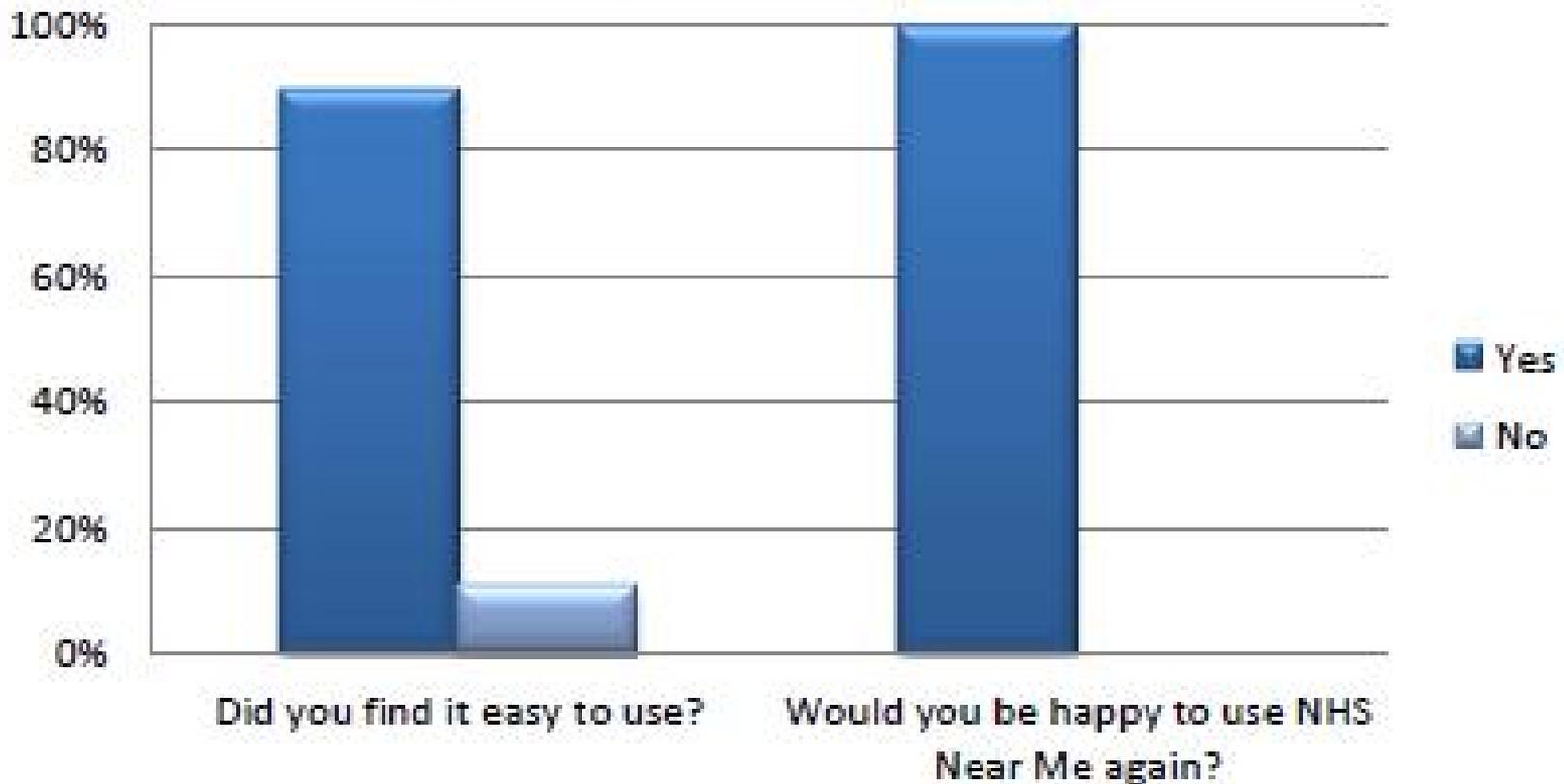
# Clinician feedback

## 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