

WEBINAR



EIP ON AHA

# Video Consultation Twinning Project – Basque Country and Scotland

23rd October 2020 – 10:00 – 12:30 CET (GMT +1)

# Objectives

## **The objectives of the workshop are to:**

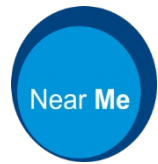
- share our experiences of implementing video consultation
- identify key learning – successful approaches, common challenges, outcomes for citizens, service providers, policy makers, governments
- identify topics for further knowledge exchange activities.

# Agenda

10.00 - 10.05	<b>Welcome and introductions</b>
10.05 – 10.35	<b>Presentations on video consultation in the regions, covering -</b> <ul style="list-style-type: none"><li>• Regional strategy on video consultation (roadmap)</li><li>• Current status of implementation of video consultation in the region</li><li>• Successes – what has worked well and what can we share (resources that we have already developed to support implementation)</li><li>• Challenges – what do we need help (from the other region) with?</li></ul>
10.40 – 11.40	<b>Basque Country presentation &amp; Q&amp;A</b>  <i>5 min Short Break</i>  <b>Scotland presentation &amp; Q&amp;A</b>  <i>5 min Short Break</i>
11.45 – 12.30	Priorities for further knowledge exchange General discussion about what topics the twinning partners want to follow up on (via further knowledge exchange webinars).

# Presentation from the Basque Country

# Presentation from Scotland

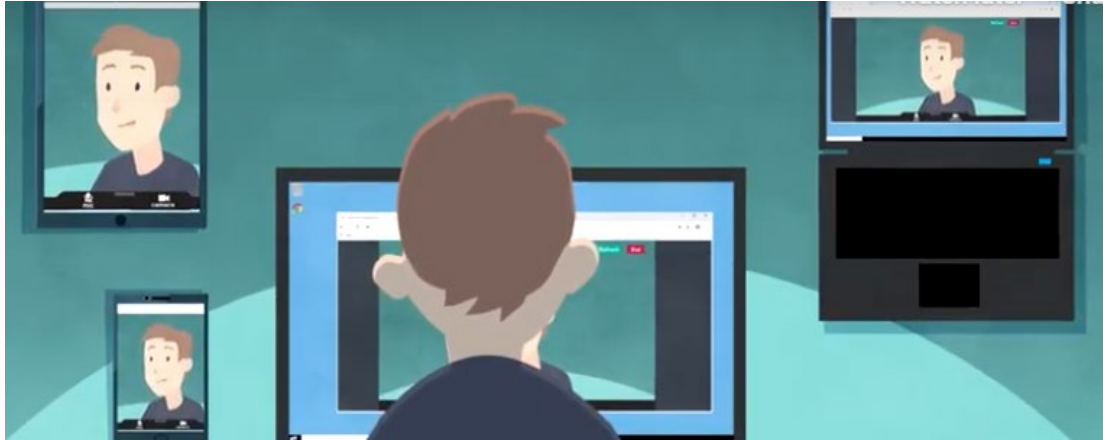
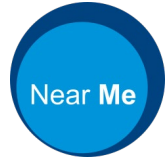


# Video Consultation with Near Me

Hazel Archer

Head of Programme – Near Me

# What is Near Me?



**Video Call Setup** Restart X

**NHS Highland Near Me (Outpatients)**

Waiting Area: NHS Highland Reception

The person this call is about:

\* Mandatory Field

First Name\*

Last Name\*

Date of Birth\*  /  /

Phone

Where can you be reached?

This personal information is only used during the call, then deleted.

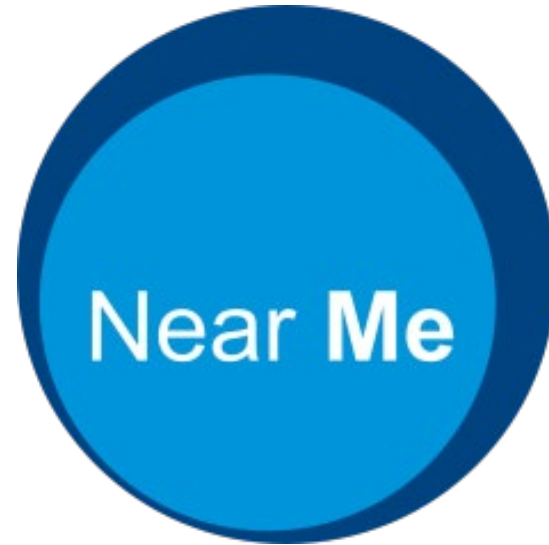
☐ I accept the [Terms of Use and Privacy Policy](#) and agree that NHS Attend Anywhere uses cookies in accordance with its [Cookie Policy](#)

**Continue** >

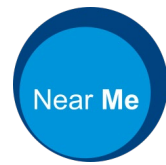


*“Suddenly the  
relative advantage of  
virtual consultations  
has changed  
dramatically.”*

*Professor Trisha  
Greenhalgh  
(March 2020)*

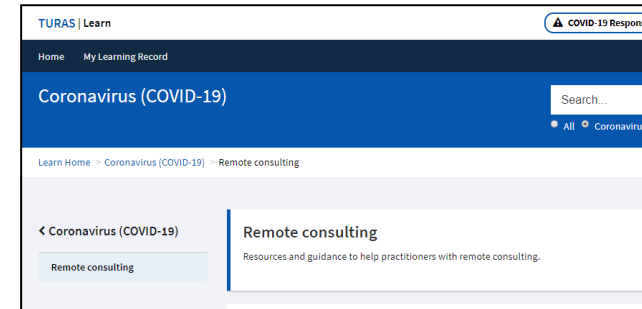
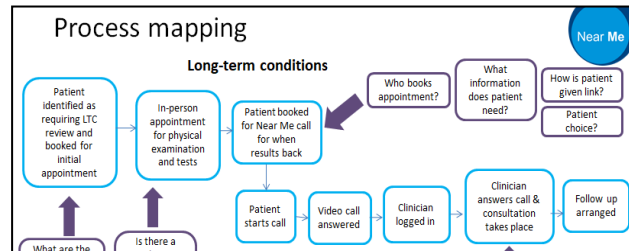
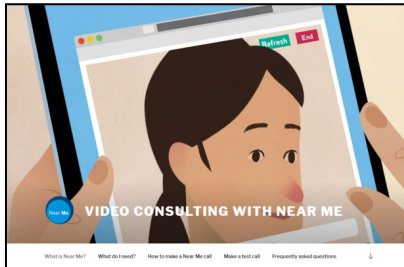
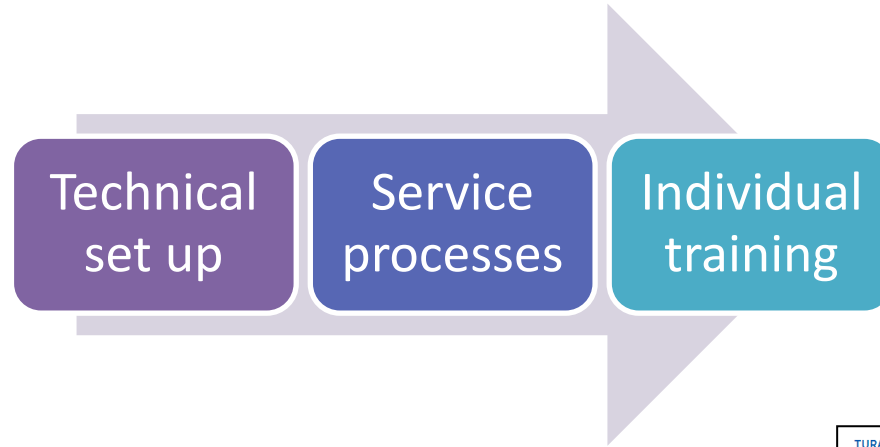




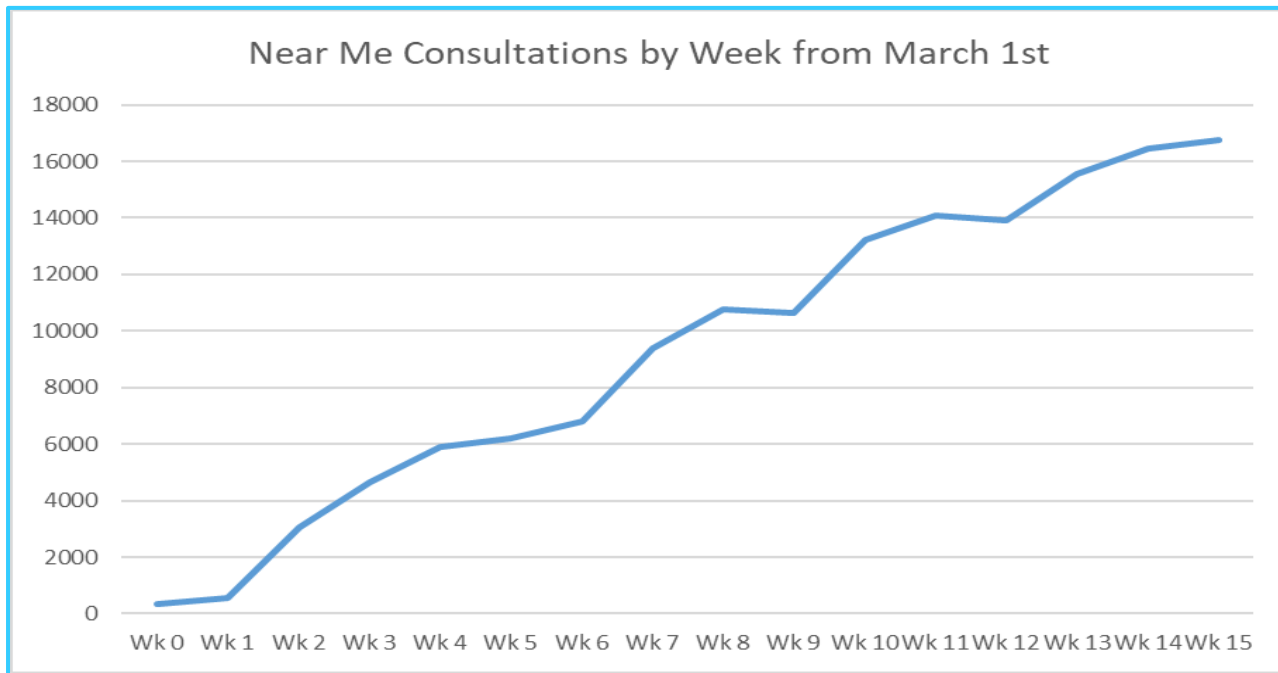
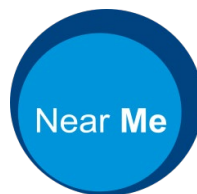


# March 2020: 12-week scale up plan

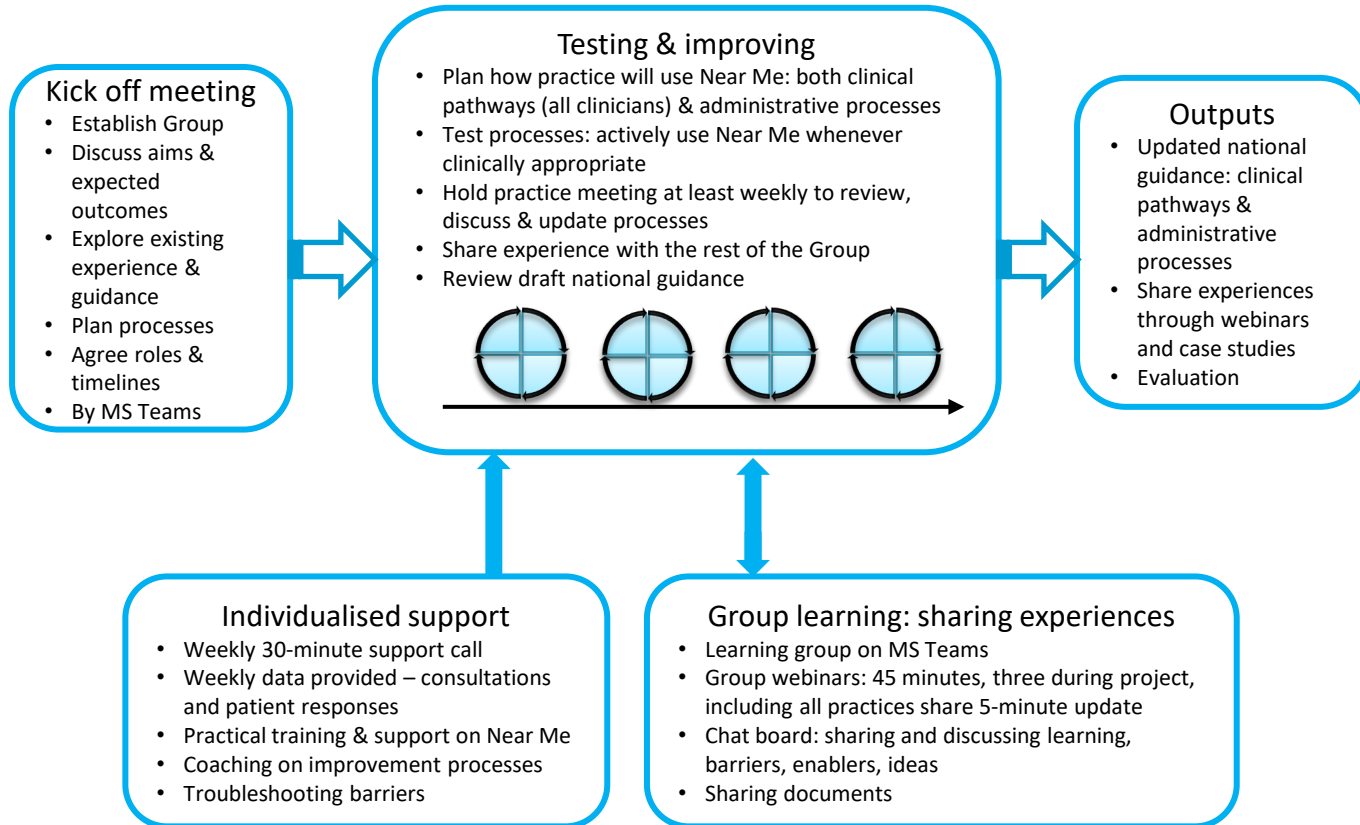
## Clear process for spread



# Covid: 12 week rapid scale up



# 4 Week Improvement Cycle



## Primary care, Outpatient, Inpatient & Community services



Accident & Emergency, Addiction Services, Advice Services, Anaesthetics, Art Therapies, Cardiology, Cardiothoracic Surgery, Chemical Pathology, Child & Adolescent Psychiatry, Chiropody/Podiatry, Chronic Pain, Clinical Genetics, Clinical Neurophysiology, Clinical Oncology, Clinical Psychology, Clinical Radiology, Community Mental Health, Community Nursing & Health Visiting, Counselling, Dental, Dermatology, Dietetics, Ear, Nose & Throat, Endocrinology & Diabetes, Forensic Psychiatry, Gastroenterology, General Medicine, General Practice, General Psychiatry, General Surgery, Geriatric Medicine, Haematology, Health Visiting, Immunology, Infectious Disease, Integrated Care, Intensive Care Medicine, Learning Disability, Link Workers, Medical Oncology, Mental Health Nursing, Midwifery, Neurology, Neurosurgery, Obstetrics & Gynaecology, Occupational Medicine, Occupational Therapy, Ophthalmology, Paediatric Surgery, Paediatrics, Palliative Medicine, Pharmacy, Physiotherapy, Plastic Surgery, Prosthetics/Orthotics, Psychiatry & Old Age, Psychotherapy, Public Health, Rehabilitation Medicine, Renal Medicine, Respiratory Medicine, Rheumatology, Sexual & Reproductive Health, Sleep Therapy, Social Work, Speech & Language Therapy, Trauma & Orthopaedic Surgery, Urology

# August 2020 Top 10



	No of Consults
General Practice	11015
Child & Adolescent Psychiatry	7871
Community Mental Health	5126
Physiotherapy	4650
Clinical Psychology	3603
Paediatrics	3494
Speech & Language Therapy	2404
General Medicine	1758
Community Nursing & Health Visiting	1668
Psychotherapy	1594

# National Vision for Near Me

Near Me

## Near Me in the “new normal” health and care service



Near Me

### Vision

To deliver safe, person-centred and sustainable care through video consulting

### Introduction

Near Me is transforming the way people are engaging with health and care services. As part of the immediate response to COVID-19, the Near Me programme, working with local boards, has enabled video consulting to be available in nearly every GP practice and many secondary care teams in Scotland.

Prior to March, there were around 300 Near Me consultations a week in Scotland: by mid May, that figure had risen to over 13,000 a week. An external evaluation has been positive. But there is still much work to do. This paper describes the vision for how Near Me can be embedded within the new norm.

### Rationale for use

The key reasons for maximising use of Near Me across Scotland are:

- **Enables physical distancing:** Near Me enables services to continue to be provided without potential exposure to COVID-19 and reduces footfall in NHS and social care premises.
- **Delivers person centred and convenient care:** Near Me enables people to attend appointments from the location of their choice. This can reduce travel, minimise time taken off work or school, or avoid the need for carers to support.
- **Addresses environmental imperatives:** by reducing travel, Near Me improves the move towards net zero and the carbon footprint of services.

### Aim

All health and care consultations are provided by Near Me whenever it is clinically appropriate

### Policy context

*Protecting Scotland's Future: the Government's Programme for Scotland 2019-2020:*

“Attend Anywhere [which powers Near Me] ...will now roll out to primary care and social care services so more services can be delivered closer to people's homes.”

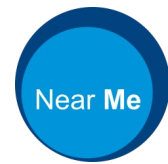
*Personalising Realistic Medicine (April 2019):*

“NHS Near Me enables us to provide appointments where patients want them, rather than expecting patients to fit their lives around the NHS. It reduces health inequalities related to access and limits the detrimental effects of having to travel for appointments - for frail patients and relatives, it is less exhausting; for others, less time needs to be taken off work or school.”

*Digital Health and Care Strategy (April 2018):*

“Spread the use of video consultations direct from people's homes (including care homes).”





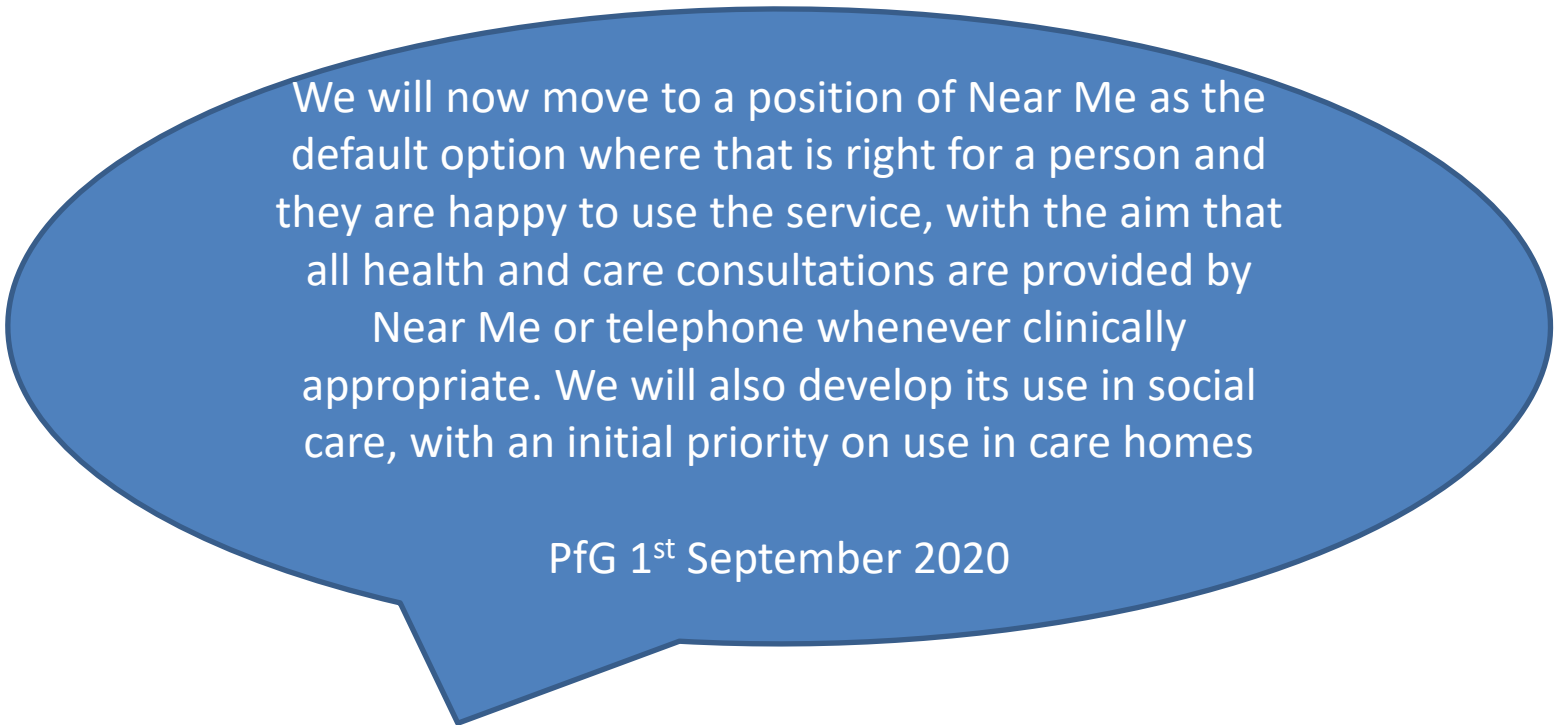
# Public engagement

## The vision for Near Me

Public Engagement  
29 June – 24 July 2020

Tell us your views by going to:  
[nearme.scot/views](https://nearme.scot/views)

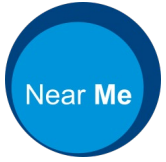


A blue speech bubble with a white border, containing text. The bubble is oriented horizontally and has a tail pointing towards the bottom-left corner.

We will now move to a position of Near Me as the default option where that is right for a person and they are happy to use the service, with the aim that all health and care consultations are provided by Near Me or telephone whenever clinically appropriate. We will also develop its use in social care, with an initial priority on use in care homes

PfG 1<sup>st</sup> September 2020

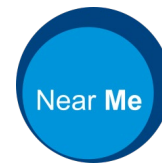




# Rachel Bourke

## TEC Programme Manager

QI approach to Review of Urgent Care

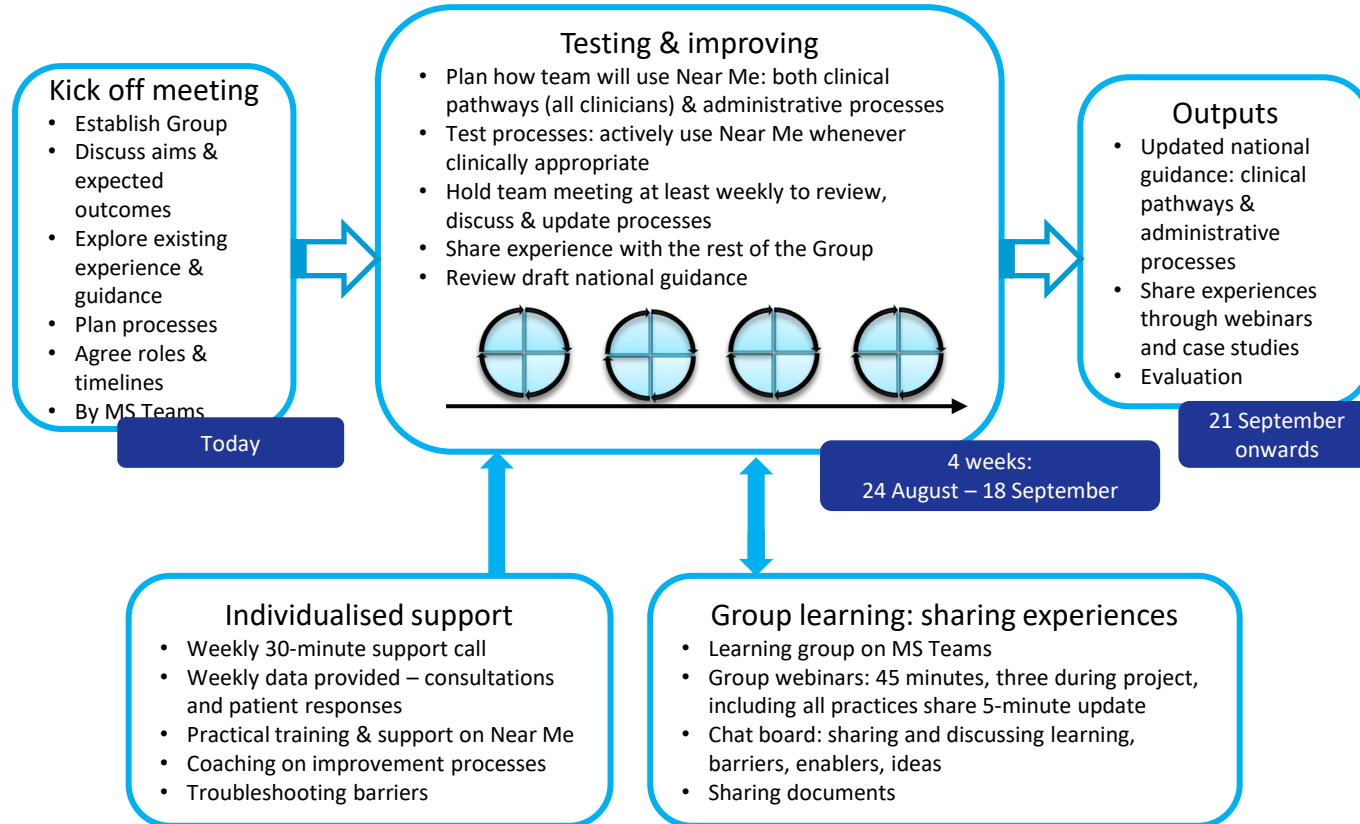


# Quality Improvement Approach

- Learn how to embed Near Me within specialities
- Create national best practice guidance: covering clinical pathways & administrative processes
- Share the learning throughout all NHS boards

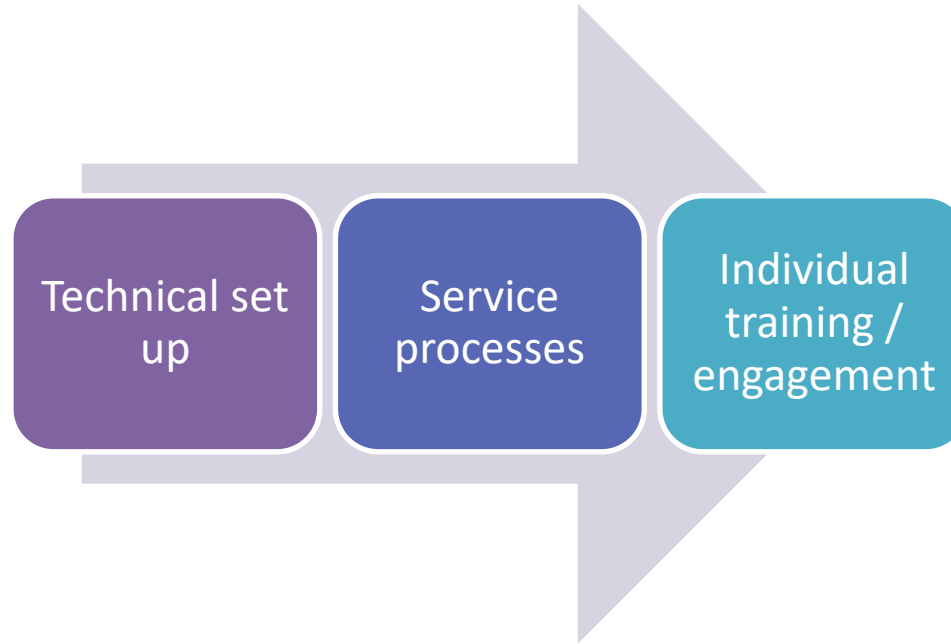
# Near Me Network: Improvement Project

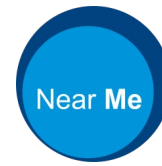
Rapid learning through a small group focused on embedding Near Me for four weeks and sharing experiences



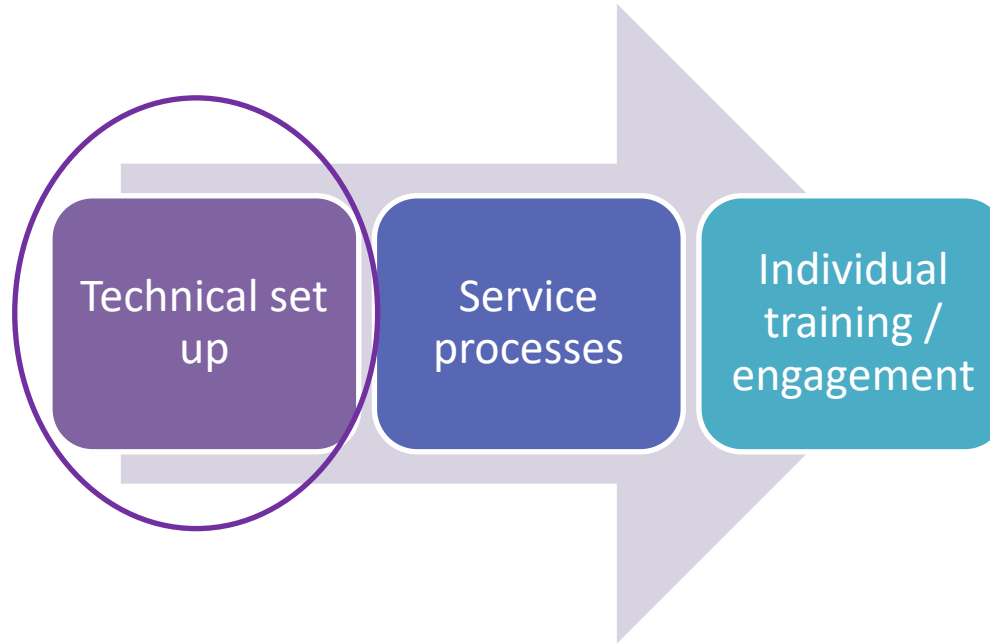


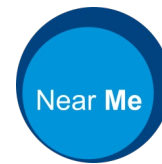
# Setting up Near Me





# Setting up Near Me





# Technical requirements

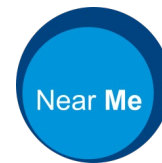


All clinicians need:

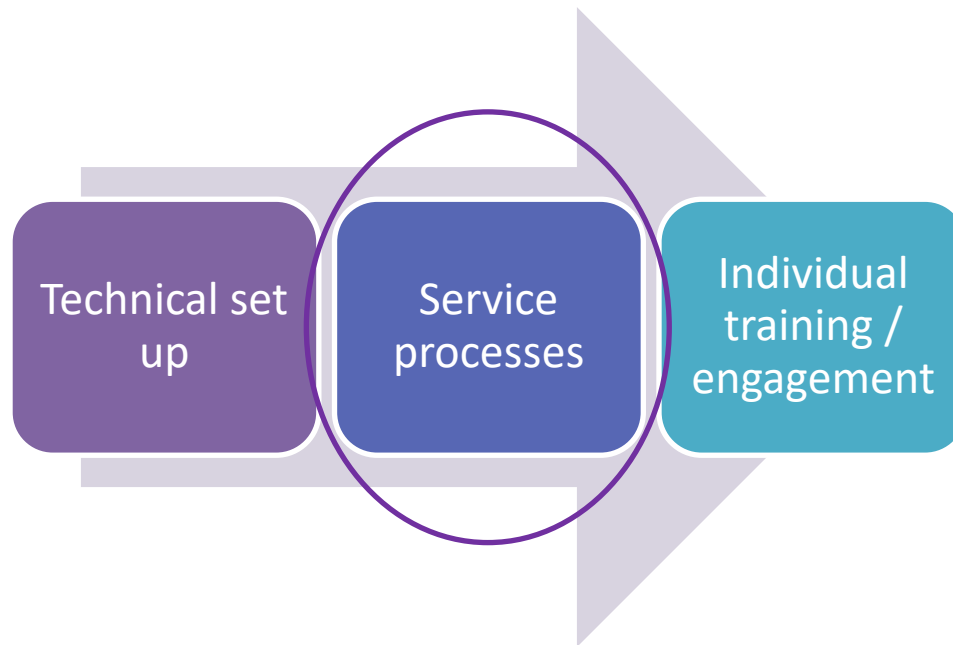
1. A reliable internet connection
2. A device for making a video call
3. The Chrome or Safari browser

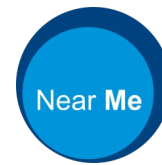
Near Me access – add to waiting area

Home working?



# Setting up Near Me



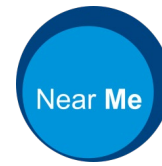


# Process

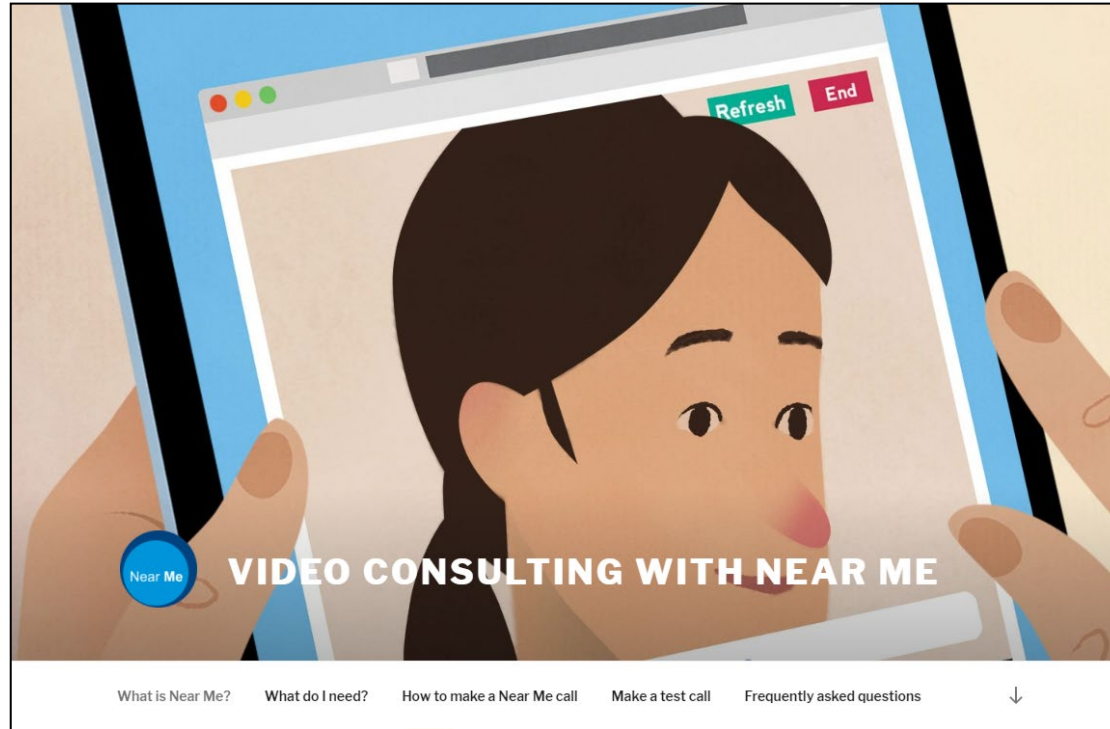
## **How will Near Me be embedded in existing systems?**

- ☐ Clinical criteria for Near Me use
- ☐ Appointment scheduling process: clinics, codes
- ☐ Patient information and entry: website link, text
- ☐ Patient arrival system
- ☐ Clinician consulting process
- ☐ Forms and follow up





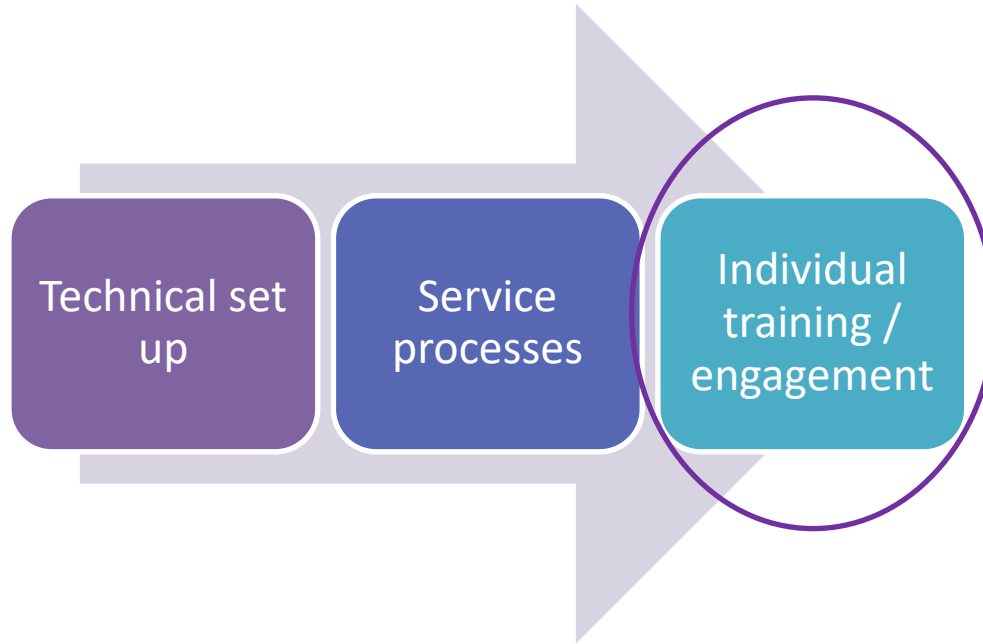
# Patient information website



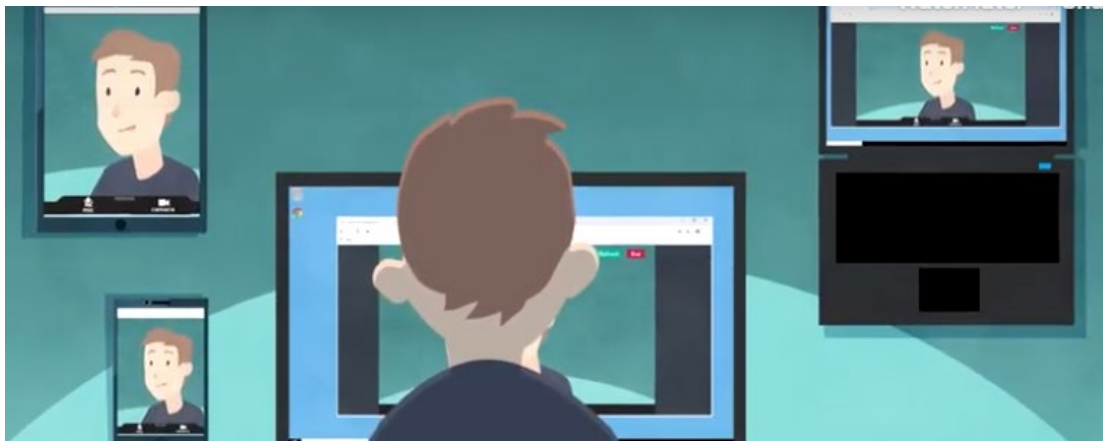
[www.nearme.scot](http://www.nearme.scot)



# Setting up Near Me



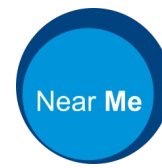
# Training



Webinar session

NES Turas resources

Test calls – everyone in the team



# Training resources

TURAS | Learn COVID-19 Response [Register](#) [Sign in](#)

Home My Learning Record

## Coronavirus (COVID-19)

Search...

● All ● Coronavirus (COVID-19)

Learn Home > Coronavirus (COVID-19) > Remote consulting

< Coronavirus (COVID-19)

Remote consulting

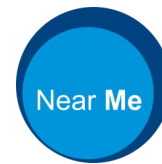
### Remote consulting

Resources and guidance to help practitioners with remote consulting.

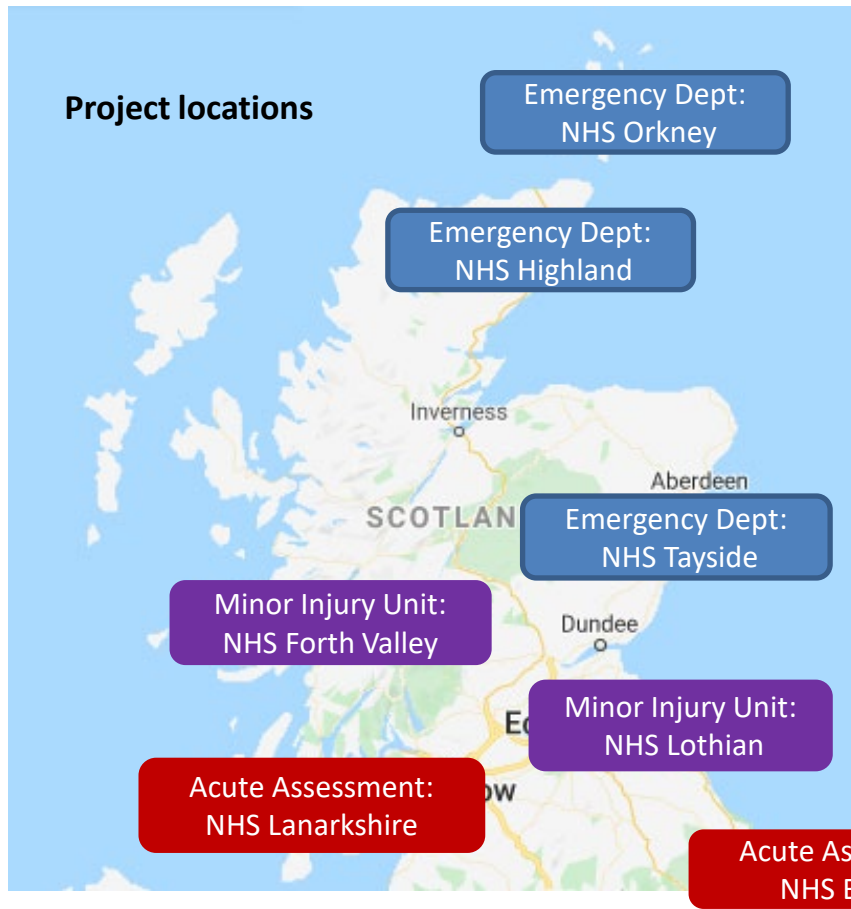
★ Add to favourites

- Technical skills (how to use Near Me)
- Video consulting skills (for clinicians)
- Practices processes and other resources

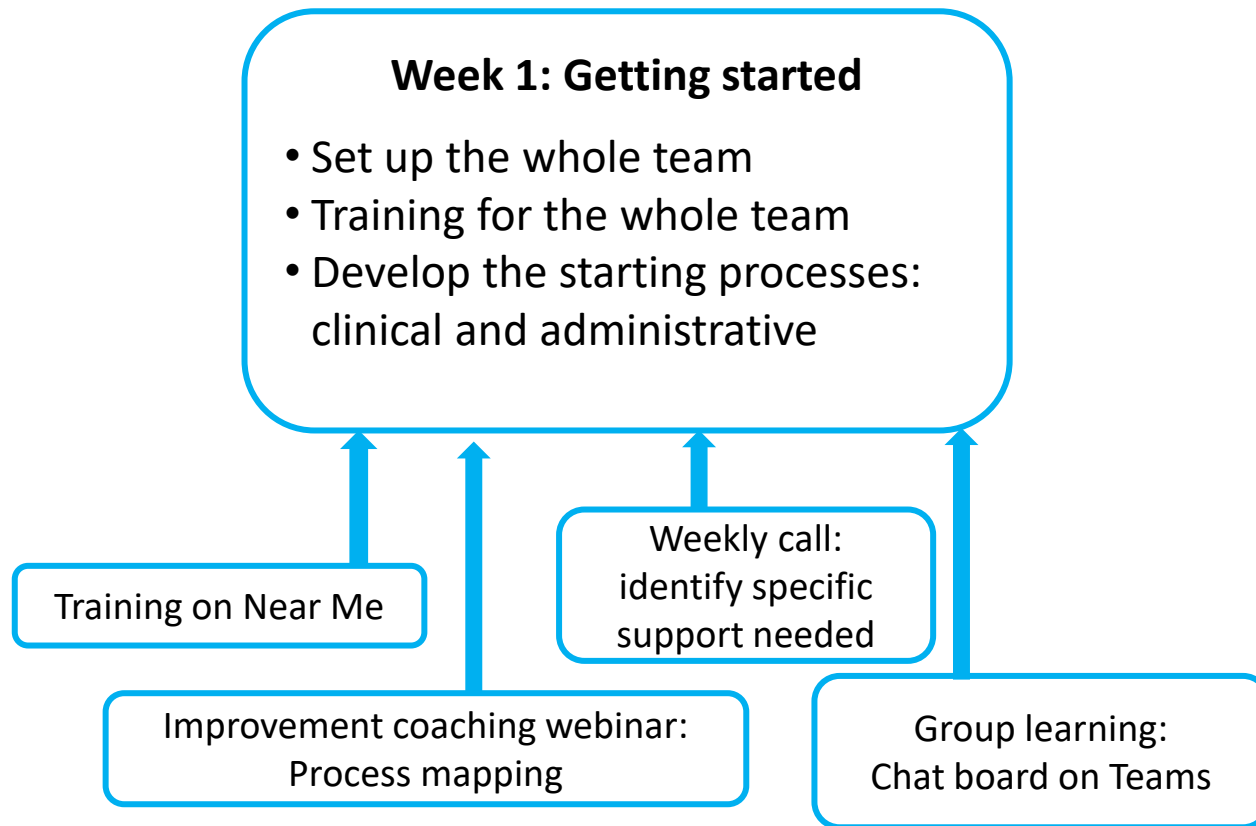
<https://learn.nes.nhs.scot/28943/coronavirus-covid-19/remote-consulting>



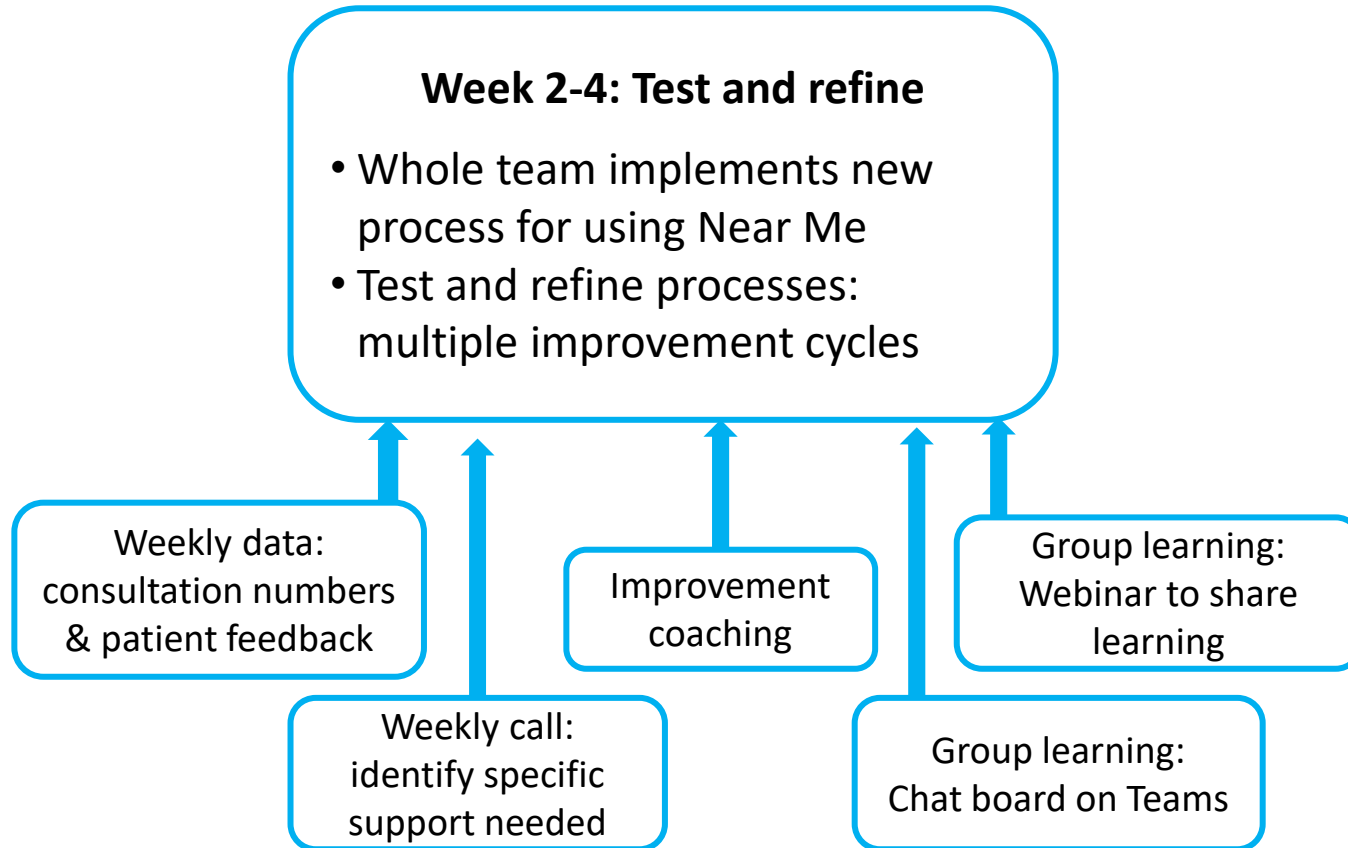
# Urgent Care Project



# Project structure - detail



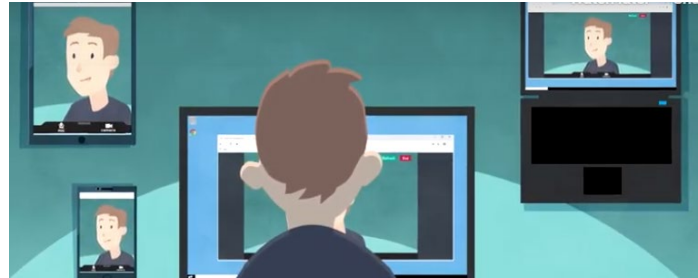
# Project structure - detail



# Learning together

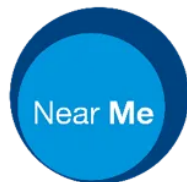
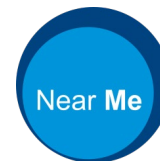
## By Teams:

- ☐ Chatboard
- ☐ File sharing
- ☐ Webinar session





# Implementation guidance



## COVID-19 and Near Me

For members of the public looking to find out more about Near Me please visit <https://www.nearme.scot/>

For guidance on implementing Near Me as a provider: overarching organisations (NHS board/HSCP), plus specific guidance for each of the three key settings – primary care, outpatients and inpatients, please visit our [Implementation Guidance Page](#).

<https://tec.scot>



# Spreading and Embedding

Marc Beswick National Lead – Near Me Network

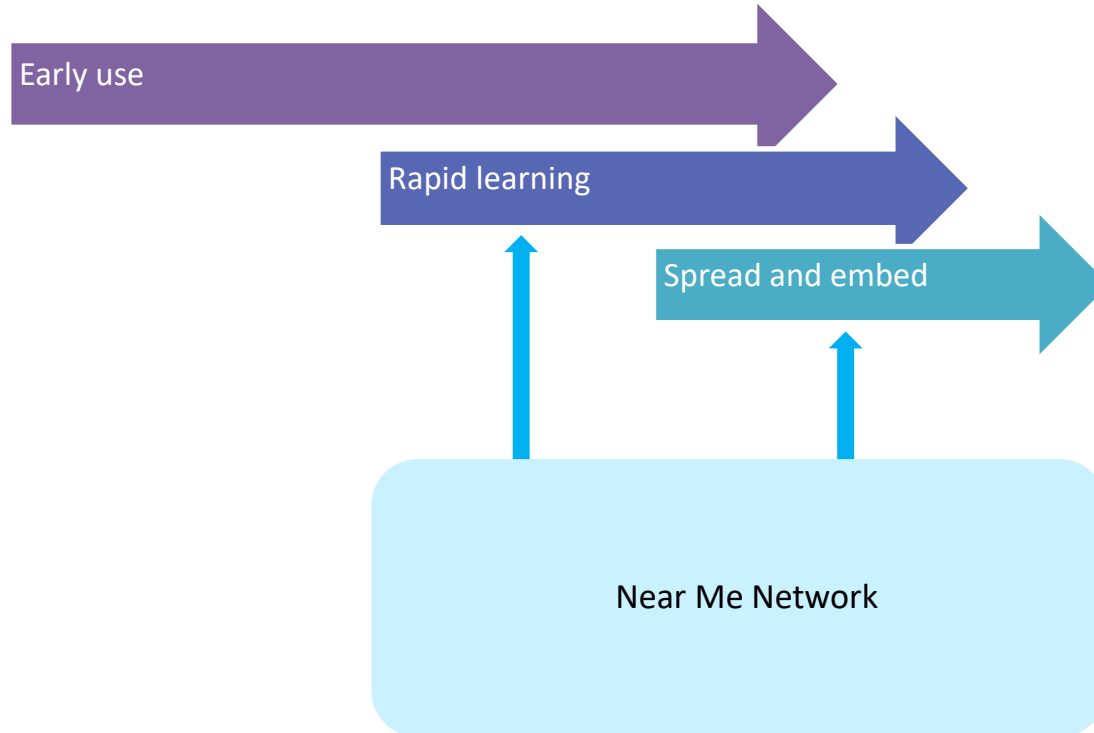




## Development of Near Me: establishing a Near Me Network



Rapid learning on a specialty by specialty basis, with peer support across all specialties





Early use

**Aim:**

Gain familiarity with Near Me

**Process:**

Wide engagement across specialty

Initial best practice process in place

Low levels of use in large number of locations



## Rapid learning

**Aim:**

Understand how to maximise use of Near Me

**Process:**

Small number (3-5) of teams within specialty engaged for 4-week rapid learning process

Provide focused support to maximise use within the team

Develop detailed best practice guidance for use, and on how to scale up within specialty

Near Me Network

**Near Me Improvement Projects**

- Support rapid learning in a small group of teams, taking an improvement approach
- Provide data to enable visual management
- Produce outputs from learning teams (eg, best practice guides)



Spread and embed



**Aim:**

Maximise use of Near Me across specialty

**Process:**

Share outcomes from rapid learning phase across the specialty/country

Provide support to maximise use of Near Me and embed as business as usual through:

Best practice guidance

Learning events

Data system

Near Me Network

**Near Me Sharing Network**

- Host a peer support network and website for shared learning resources & best practice guides
- Provide learning events for spread of Near Me Improvement Group's output within each specialty
- Host regular learning sessions across specialties to drive ongoing development of Near Me
- Provide data system



# Connecting expertise to learning needs

Delivering resources to enable staff to  
use Near Me in practice



# VIDEO CONSULTING WITH NEAR ME

[What is Near Me?](#)

[What do I need?](#)

[How to make a Near Me call](#)



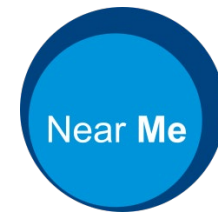
[Public & Staff Survey](#)

[Make a test call](#)

[Frequently asked questions](#)

[Info for professionals](#)





## INFORMATION ABOUT NEAR ME FOR PROFESSIONALS

Educational resources about using Near Me video consulting are available on the NHS Education for Scotland Turas platform in the coronavirus section under “remote consulting”

[Link to Turas](#)

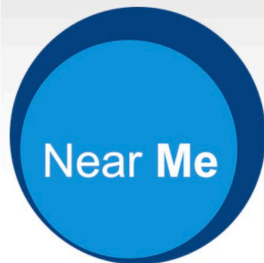


Implementation guidance on Near Me in different care settings – including primary care, outpatients, ICU and care homes – is available on the Technology Enabled Care website

[Link to TEC](#)



## Near Me Toolkit



This resource supports Clinicians in the use of Near Me video consultation tools to enable people to remotely access their services.

You will need to request an Near Me account from your local IT Dept.

You can log on to your Near Me clinic anywhere you have decent access to the internet and a space that maintains confidentiality using

<https://nhs.attendanywhere.com/>

We are also able to responsibly use a range of digital communications with patients during the COVID19 pandemic.

### Videoconferencing

We encourage the use of videoconferencing to carry out consultations with patients and service users.

Our main service is Near Me, powered by Attend Anywhere which should always be considered in the first instance. It is however fine to use other tools such as Skype, WhatsApp, Facetime as well as commercial products designed specifically for this purpose – and of course the telephone.

The consent of the patient or service user is implied by them accepting the invite and entering the consultation, but you should safeguard personal/confidential patient information in the same way you would with any other consultation.

#### ▼ Tools for Clinicians and Students

- › [How do I get Started?](#)
- › [Training Videos](#)
- › [Online Training Drop in sessions](#)
- › [Organisational Guidance/Standard Operating Procedures](#)
- › [Additional User Resources](#)
- › [What if I or my patients need more help?](#)
- › [Can I use this for Groups?](#)
- › [Can I add another person to the call?](#)

#### ▼ Information to share with Patients

- › [What is NHS Near Me?](#)
- › [How do I use it?](#)
- › [Patient Guide](#)
- › [How do I flip my phone camera?](#)

## Near Me Webinars

Here are the video recordings of the webinars featuring real life stories of how AHP's have used Near Me in practice.

- › [Occupational Therapy](#)
- › [Dietetics](#)
- › [Speech & Language Therapy](#)
- › [Physiotherapy](#)
- › [Podiatry](#)
- › [Running MDT Clinics using Near Me](#)
- › [Orthotics](#)

## Near Me Webinar Powerpoint Slide Handouts

Here are the powerpoint slides from above webinar series.

- › [Dietetics Near Me](#)
- › [Occupational Therapy Near Me](#)
- › [Orthotics Near Me](#)
- › [Physiotherapy Near Me](#)
- › [Podiatry Near Me](#)
- › [Running MDT Clinics using Near Me](#)
- › [Speech & Language Therapy Near Me](#)

## TURAS Remote Consulting Resources

- › [TURAS Remote Consulting Resources](#)
- › [TURAS Remote Working and Communication Tools and Governance](#)

## Professional Body Guidance

Professional bodies have developed guidance for their members on using digital resources to deliver services. Please see below

- › [Royal College of Speech & Language Therapy](#)
- › [Chartered Society of Physiotherapy](#)
- › [CSP Digital Physiotherapy Resources](#)
- › [Royal College of Occupational Therapy](#)
- › [British Association of Prosthetics and Orthotics](#)
- › [British Dietetic Association](#)
- › [College of Podiatry](#)
- › [British Association of Music Therapists](#)

## Local Near Me Example Pages

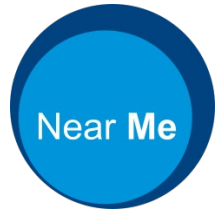
Here are some examples of how Health Boards have made Near Me accessible to the public

- › [NHS Shetland](#)
- › [NHS Shetland Attend Anywhere Clinics](#)





# Webinars



- Real life accounts from clinicians
- GoTo Meeting Platform
- Team effort



# Overview

Filters

Feb 18, 2020 - Aug 15, 2020

?

## 16

Selected Sessions

16 of 134 sessions selected

?

## 8.98k

Registrants

▲ 128200%

?

## 6.25k

Attendees

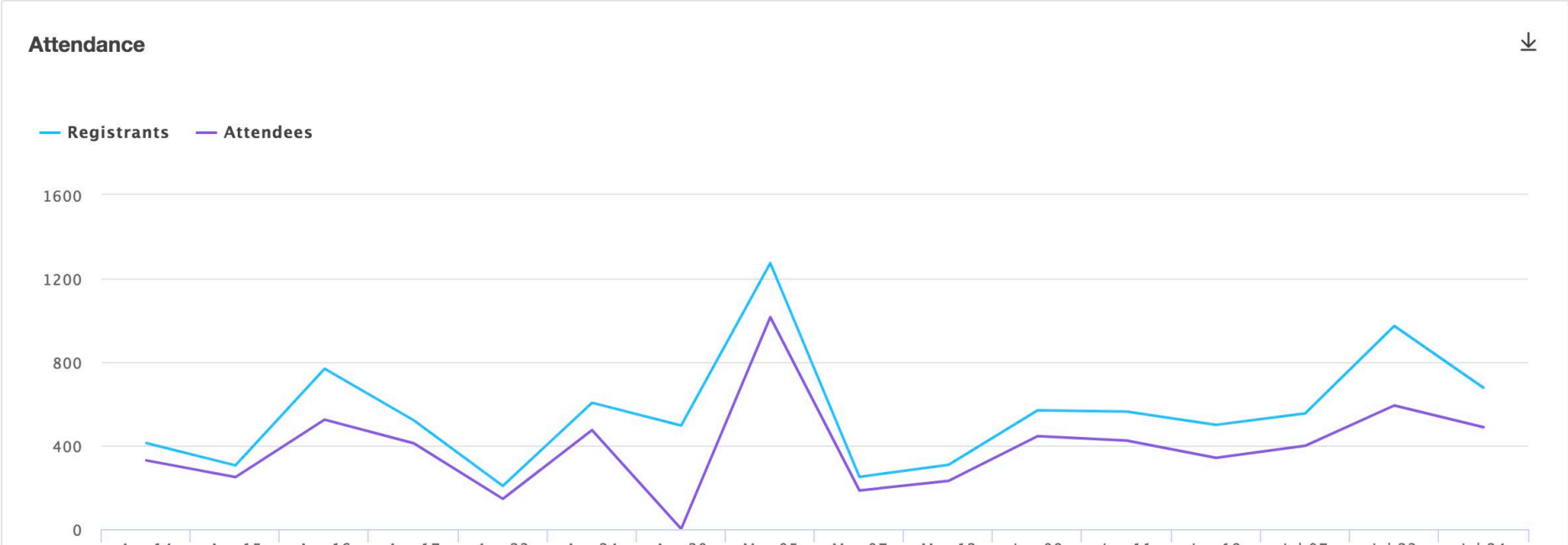
▲ 312550%

?

## 70%

Attendance Rate

▲ 141%





# Impact

- 4 week and 8 week post webinar surveys
- 94% said webinar had increased knowledge of Near Me
- Toolkit viewed by 75% of respondents
- 300% increase from no access to access and use of Near Me in 4 weeks
- 8 weeks use increased to 76%

# Getting the message to clinicians

- Social Media
- Hashtags #NearMe
- Professional Clinical Networks
- Managed Knowledge Network
- Peer to Peer publicity
- Flyers





## Near Me Webinar Series

### *Using Near Me in Minor Injuries Units (MIU)*

**Date & Time**  
**Thursday 15<sup>th</sup>**  
**October 2020**  
**12:00pm-1:00pm**

### **Target Audience**

Clinicians and Leaders from Minor Injuries Units across Scotland

### **Joining info:**

By clicking on this Teams Meeting Link  
here: [\*Join Microsoft Teams Meeting\*](#)

Near Me has been piloted in Lothian and Forth Valley MIU's with support from the Technology Enabled Care team using a Quality Improvement approach in response to the Scottish Government (July 2020) ambition of "Helping people to get the right care in the right place". This work supports the broader Redesign of Urgent Care programme, by providing person centred care and reducing footfall in line with social distancing requirements.

#### **This webinar will:**

- Describe how Near Me is being used in the MIU
- Demonstrate the value of Near Me in MIU
- Support those in taking the next steps in using Near Me in their MIU
- Contain a Q&A session with presenters

#### **Our presenters include:**

Rachel Bourke TEC Programme Manager
Gillian McAuley Nurse Director Acute Services NHS Lothian
Keren Tipton Service Improvement Manager – WGH: NHS Lothian
Donna Clark Operational Manager Emergency & Inpatient Services NHS Forth Valley



# Reflections



- Teamwork
- Practice session
- Open early
- De-brief
- Refine and Reflect





# Ken Monaghan Project Manager

## Wider Public Sector Rollout



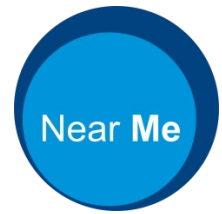
# Digital Presence



- GP Websites – link to relevant Near Me Waiting Area (WA)
  - Engage with 3rd party website providers & NHS24 to provide template
- Health Board (HB) Websites
  - Review how HB websites provide access to WAs
  - Compare/contrast & best practice – encourage cross HB learning
- Group Therapy
  - Engage with Secondary Care & 3rd Sector organisations to get feedback on users' experiences (pros/cons) of common multi-user video-conferencing systems



# Digital Presence



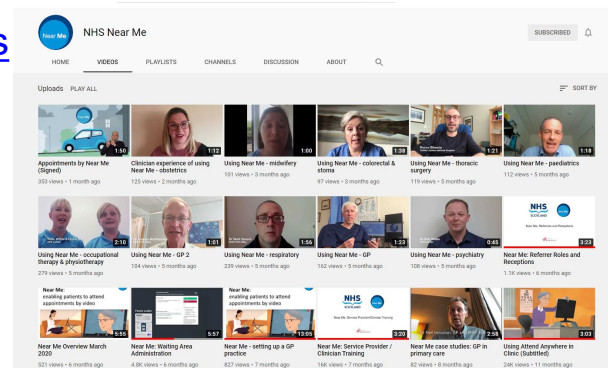
- Twitter

- [@NHSNearMe](https://twitter.com/NHSNearMe)



- Youtube

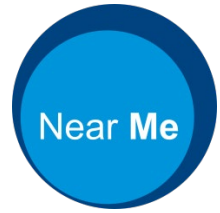
- <https://www.youtube.com/c/NHSNearMe/videos>



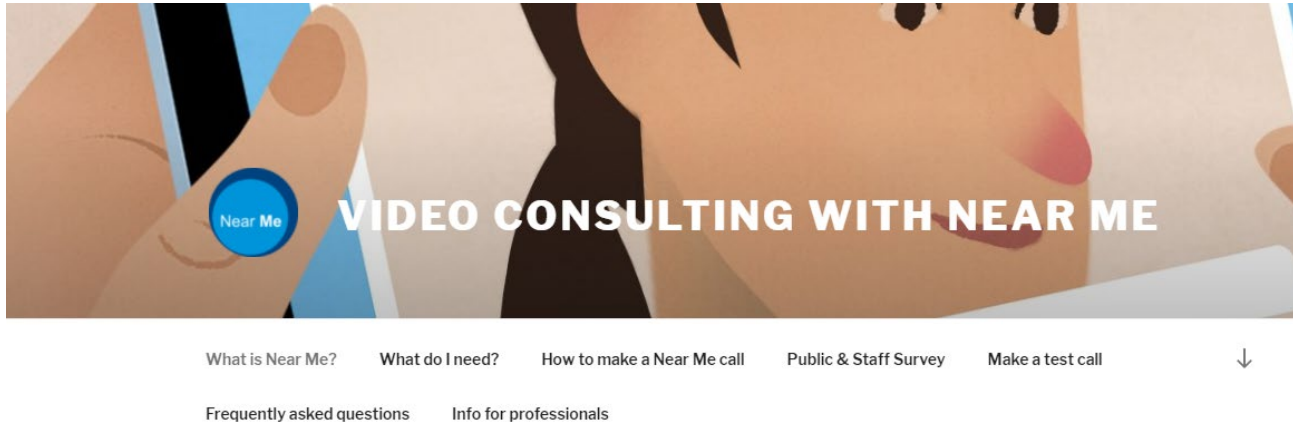
- Webinars

- Recorded and shared

# Digital Presence



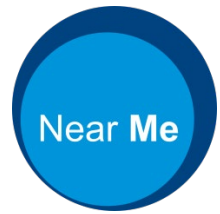
- Patient focussed website - <https://www.nearme.scot/>



- Informational videos
- FAQ
- Ability to make test calls

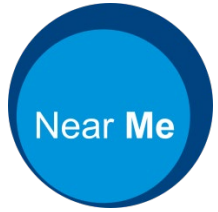


# Digital Presence



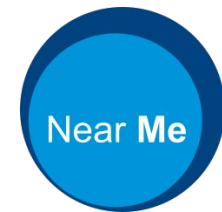
- Clinician/Implementation focussed website - <https://tec.scot/>
  - Near Me delivers as part of the overall Technology Enabled Care (TEC) programme
  - Rapid response to COVID19 mean that information uploaded ad hoc
  - <https://tec.scot/digital-health-and-care-in-scotland/video-enabled-health-and-care/covid-19-implementing-near-me/>
  - Need to restructure website to make information easier to find
    - Started as just Near Me section but grew
  - Take opportunity to setup 'flows' through the website
    - i.e. I'm a GP so go to page X & then guided through relevant information
  - Change of platform (WordPress>Drupal)
    - Tagging/views

# Digital Presence



- Technically focussed website <https://www.vc.scot.nhs.uk/>
  - National Video Conferencing Service
  - Review/redesign again started with just the Near Me sections but grew to encompass full website

# Digital Presence



- Local Government/wider Public Sector engagement
  - Use Clinical engagement work as starting point
    - Rewrite documentation
      - Clinician becomes Service Provider, Patient becomes Citizen
  - Re-branding of Near Me – making it less NHS specific
  - Engage with Local Government Digital Office (LGDO) -  
<https://www.digitaloffice.scot/>
    - Joint Communication Strategy
    - Local Government use cases to tailor guidance



# Near Me: public engagement the benefits, the barriers and the surprises

Hazel Archer

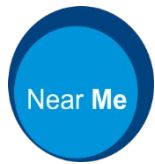
Head of Programme – Near Me





# Objectives

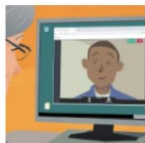
- Understand benefits and barriers
- Understand views of people who had never used Near Me
- Co-produce an Equality Impact Assessment and gain insight into potential exclusions
- Identify improvements
- Raise awareness



# The vision for Near Me

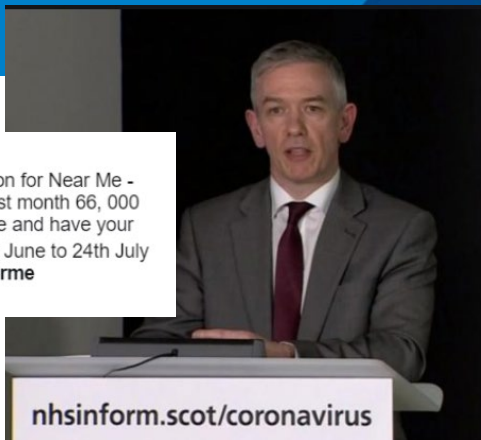
Public Engagement  
29 June – 24 July 2020

Tell us your views by going to:  
**nearme.scot/views**



**NHSNearMe** @NHSNearMe

.Today we launch our public survey on the Vision for Near Me - health and care appointments by video link. Last month 66,000 appointments were carried out. To find out more and have your say <https://www.nearme.scot/views> 29th June to 24th July #Nearmeviews #Hearmenearme #Seemenearme pic.twitter.com/FoGSbuG1yZ



**Daily Record**

NEWS - POLITICS - FOOTBALL - SPORT - TV & CELEBS - LIFE & STYLE - MORE -



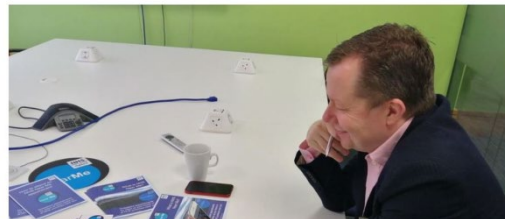
## Patients consulted over views on video technology for appointments

The number of video consultations by NHS Lanarkshire medics has risen from just a handful earlier this year to nearly 2000 per week following lockdown.

SHARE   

By **Judith Tonner**  
11:03, 1 JUL 2020

NEWS

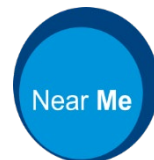


MOST READ

# Engagement

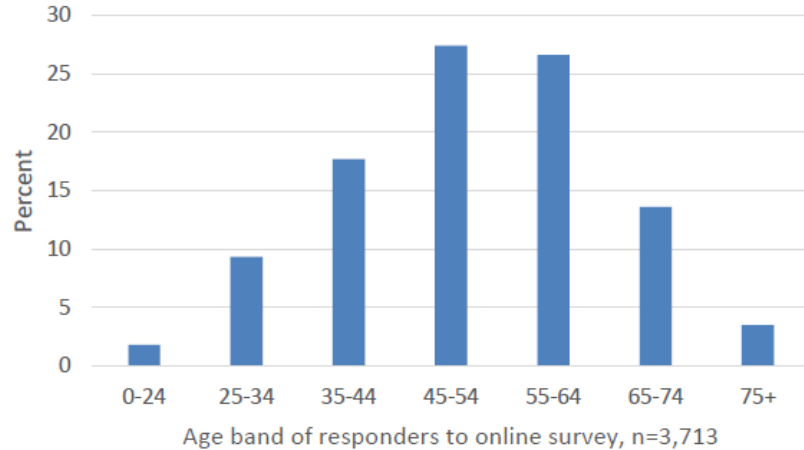
## 5,400 responses

Group	Type of feedback	Number of responses
General public	Online survey	4,025
Individuals	Survey by phone/ writing	47
Individuals	Written	16
Marie Curie service users	8 focus groups	37
People with learning disabilities	Focus groups	25
People with disabilities	Various	12
People whose first language is not English	Phone	30
Carers	Virtual group	5
Organisations (public)	Written	38
Healthcare professionals	Online survey	1,147
Healthcare professionals	Written	14
Professional bodies	Written	4
<b>Total</b>		<b>5,400</b>



# Public respondents

## Age band



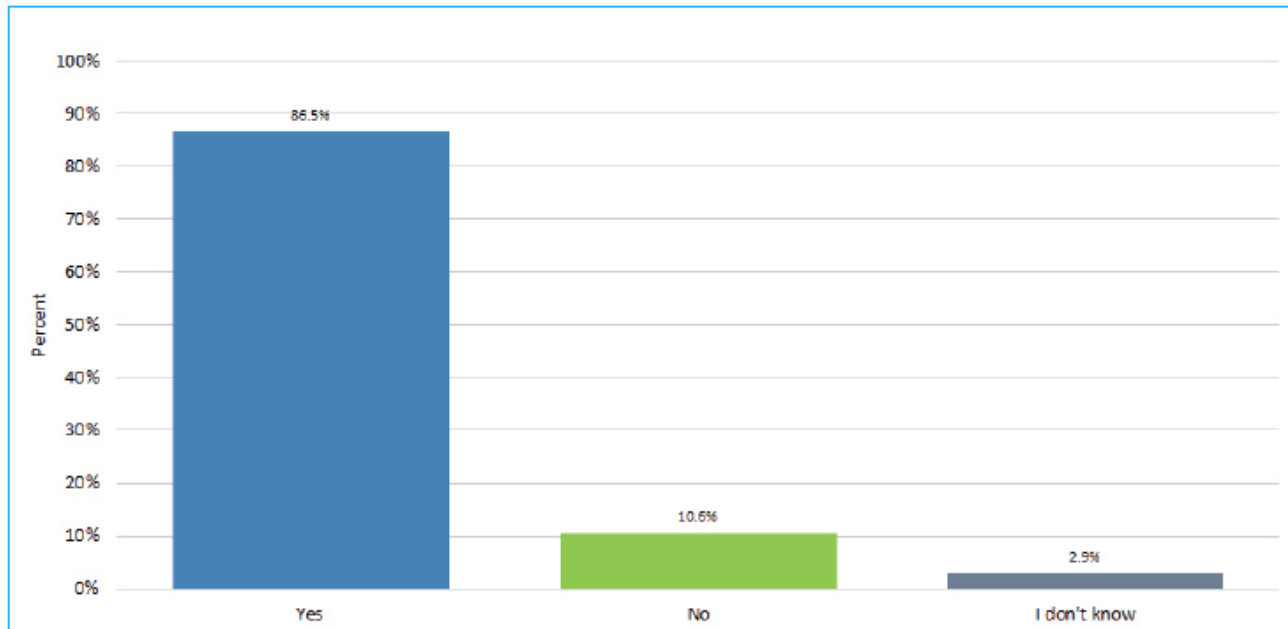
81% female

18% disability

97% white

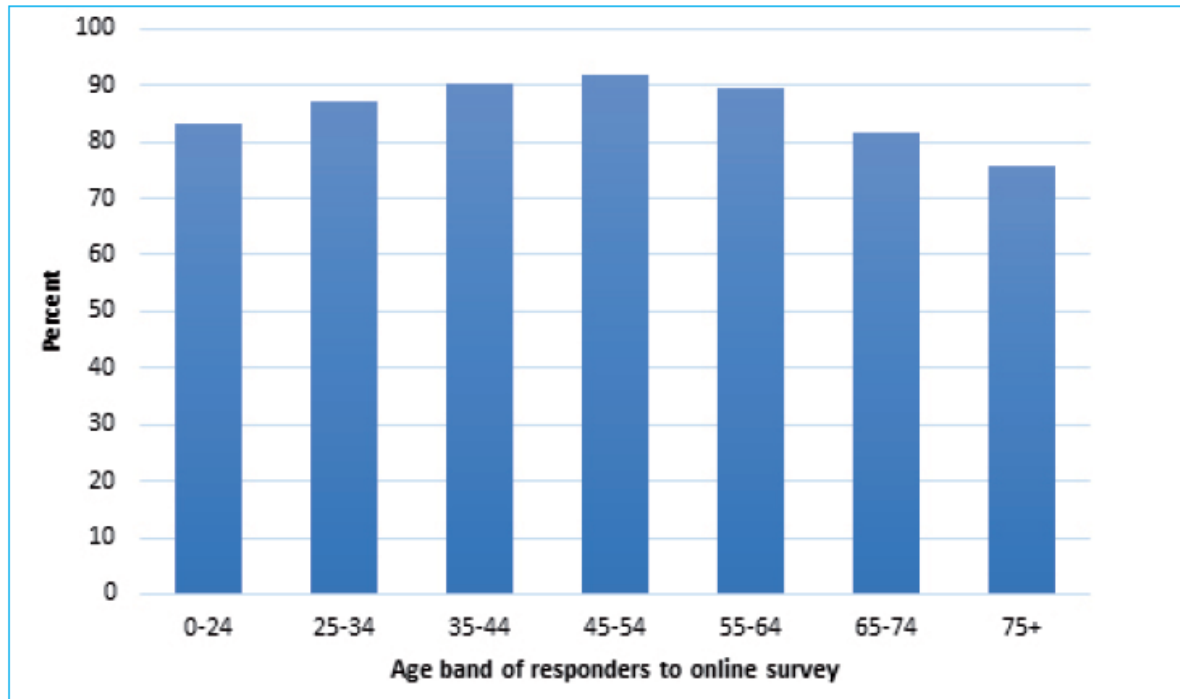
All NHS boards

# Should video be used? Public



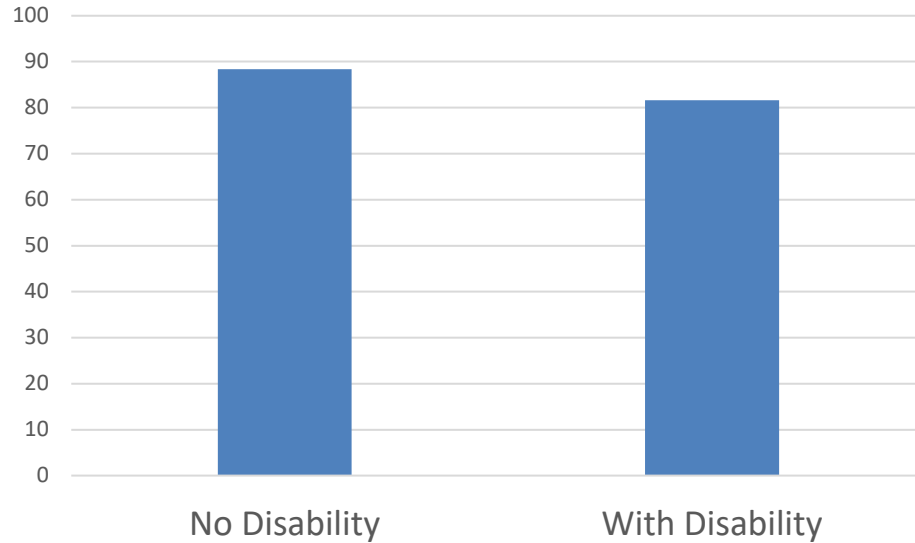
***Figure 1: Public views - should video consulting be used for health and care appointments?***

# Public: Age breakdown

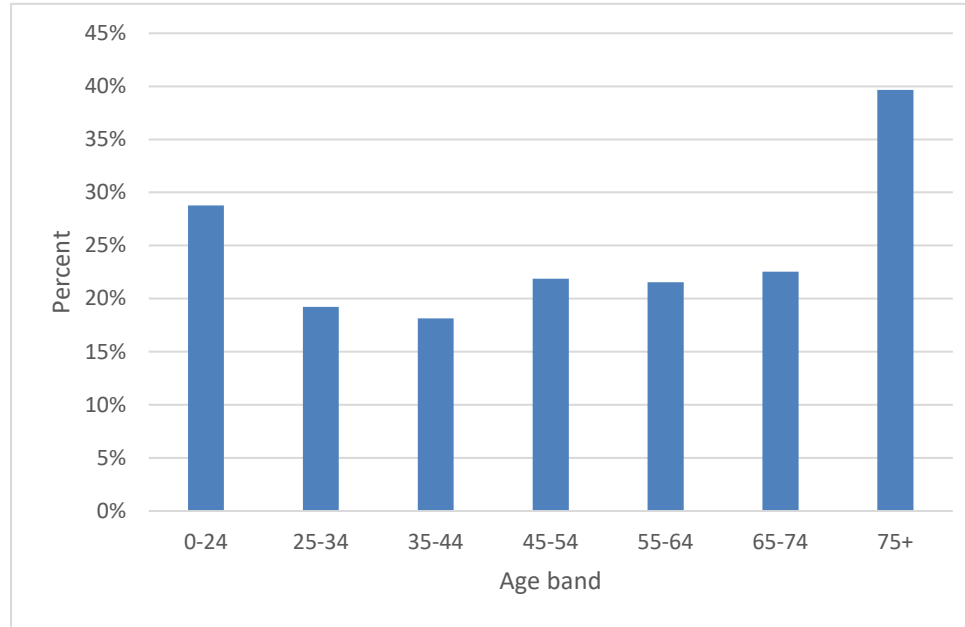


***Figure 2: Public views on whether video consulting should be used for health and care appointments, broken down by age group***

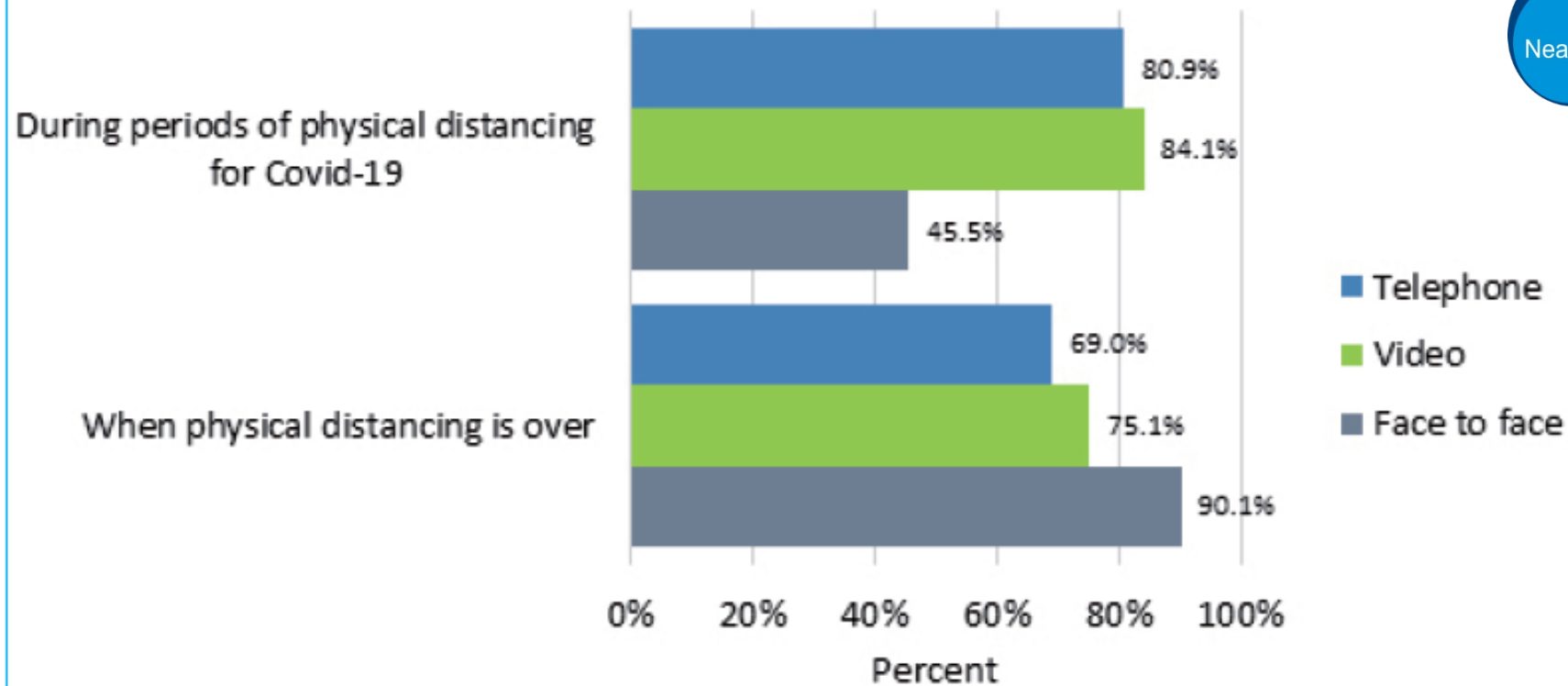
# Should video be used? By Disability



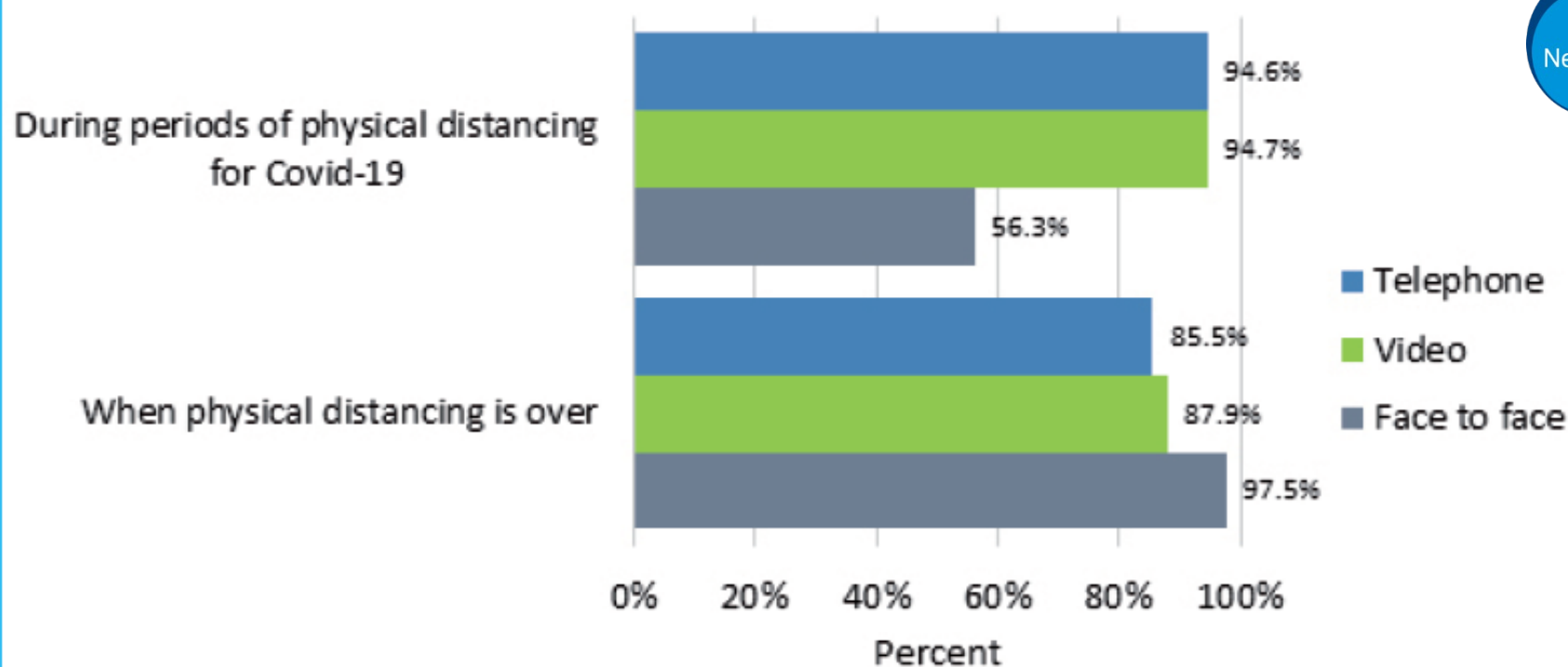
# Would benefit from support







***Figure 3: Public acceptability of different consultation types (respondents were asked to tick all they were comfortable with)***



**Figure 4: Health care professional acceptability of different consultation types (respondents were asked to tick all they were comfortable with)**

# Benefits

## Top five benefits of Near Me video consulting (in descending order, biggest benefit first)

Public views	Health professionals' views on benefits for their patients	Health professionals' views on benefits for themselves
<ol style="list-style-type: none"> <li>1. Lower infection risk</li> <li>2. Improves access to services</li> <li>3. More convenient</li> <li>4. Saves time</li> <li>5. Better for the environment</li> </ol>	<ol style="list-style-type: none"> <li>1. Lower infection risk</li> <li>2. Reduces the need for patients to travel</li> <li>3. Reduces the need for patients to take time off work</li> <li>4. Saves patient time</li> <li>5. Improves access to services</li> </ol>	<ol style="list-style-type: none"> <li>1. Lower infection risk</li> <li>2. Enables wider access to my service</li> <li>3. Helps me deliver a service my patients have requested</li> <li>4. Better for the environment</li> <li>5. Frees up resources within my service through reduced travel</li> </ol>

# Barriers

Top three barriers of Near Me video consulting (in descending order, biggest barrier first)		
Public views	Health professionals' views on barriers for their patients	Health professionals' views on barriers for themselves
<ol style="list-style-type: none"> <li>1. Poor internet connectivity</li> <li>2. No private space for a video call</li> <li>3. No or limited access to a device for video calling</li> </ol>	<ol style="list-style-type: none"> <li>1. Risk of poor quality sound/image or call dropping</li> <li>2. Patients not having access to a video calling device</li> <li>3. Patients needing support to connect a video call</li> </ol>	<ol style="list-style-type: none"> <li>1. Risk of poor quality sound/image or call dropping</li> <li>2. Concerns about missing something on video</li> <li>3. Prefer seeing patients in person</li> </ol>

# EQIA: summary of benefits

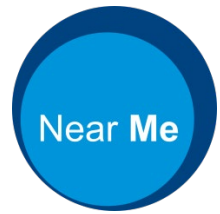
- Enables people to **attend** appointments in a **safe manner**
- **Improved access** to health and care services through removing travel barriers
- **Reduced time off** work or education to attend appointments
- **Supports carers, family members and translators** to be involved

# EQIA: summary of barriers

- Clinicians or organisations make **assumptions** about video appointments not being appropriate
- Lack of a **safe and confidential space** to conduct a video appointments
- Lack of inclusive communication of Near Me information
- People who are **digitally excluded** for whatever reason

*“ I have no problem with this format of communication for those who are happy to use it. I just need to know that choice will be available.”*

# Thank you





WEBINAR



EIP on AHA

Thank you for your attention

Follow us: @eip\_aha

Join: the EIP on AHA LinkedIn group

Visit: [www.eiponaha.eu](http://www.eiponaha.eu)