

NHS Near Me: Delivering a digital service that patients want

Session agenda

NHS Near Me:
an overview

Clare Morrison
NHS Near Me Lead, NHS Highland

Co-design approach:
Perspectives from the
whole team

Patient view
Administration view
eHealth view
Two clinical views: respiratory and psychiatry

Demonstration

Video consulting:
Scotland-wide perspective

Hazel Archer
Technology Enabled Care VC Workstream Lead,
NHS Scotland

Video consulting:
international perspective

Brian Wayling
Executive Director, Telehealth Services,
Intermountain Healthcare, USA

Q&A

NHS Near Me: Overview

Clare Morrison

NHS Near Me Lead, NHS Highland



Healthier
Scotland
Scottish
Government

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



**Healthier
Scotland**
Scottish
Government







Patient



At home



At local NHS
premises

Consultant or
Specialist by video



On a tablet,
smartphone or
computer with
webcam



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	<p>Scale up agreed by NHS Highland</p>
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 scale up programme</p>

https://nhsh.scot/nhsnearme





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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):

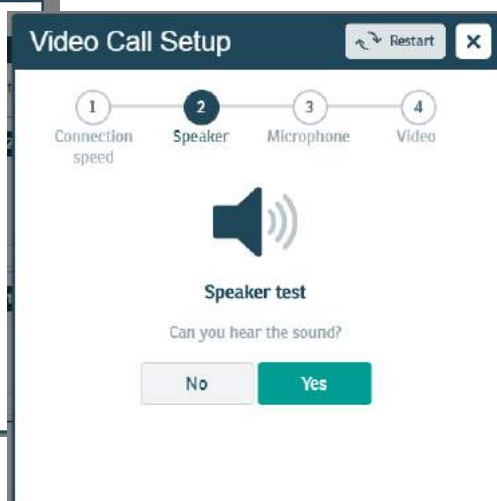
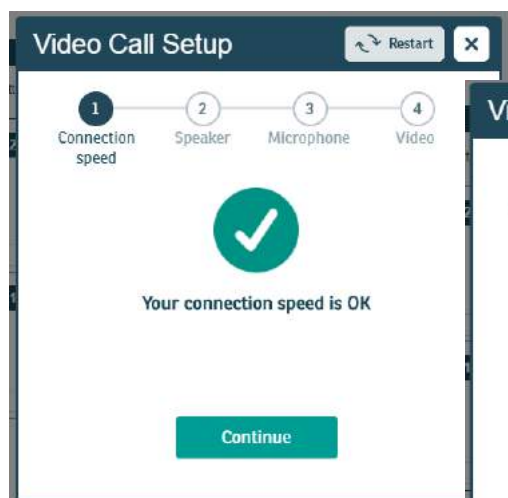
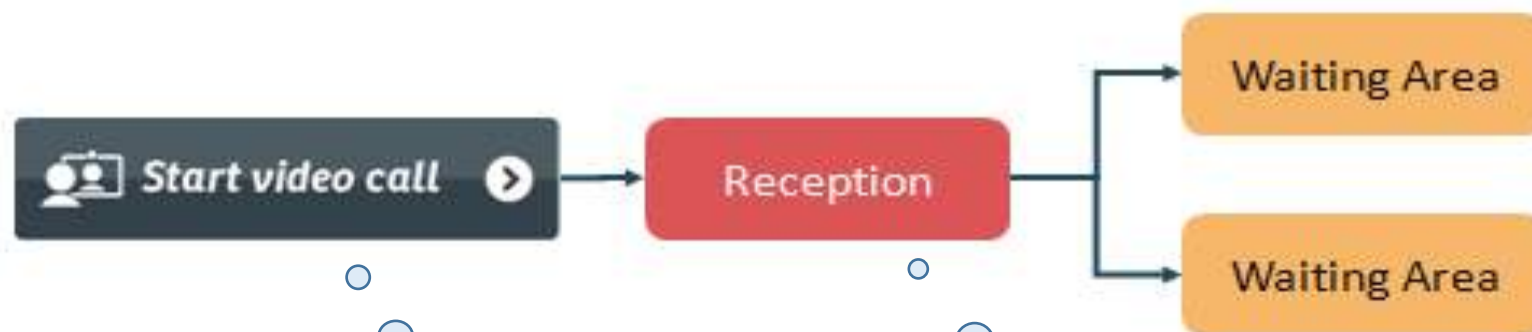


More information about NHS Near Me

[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:

The patient journey

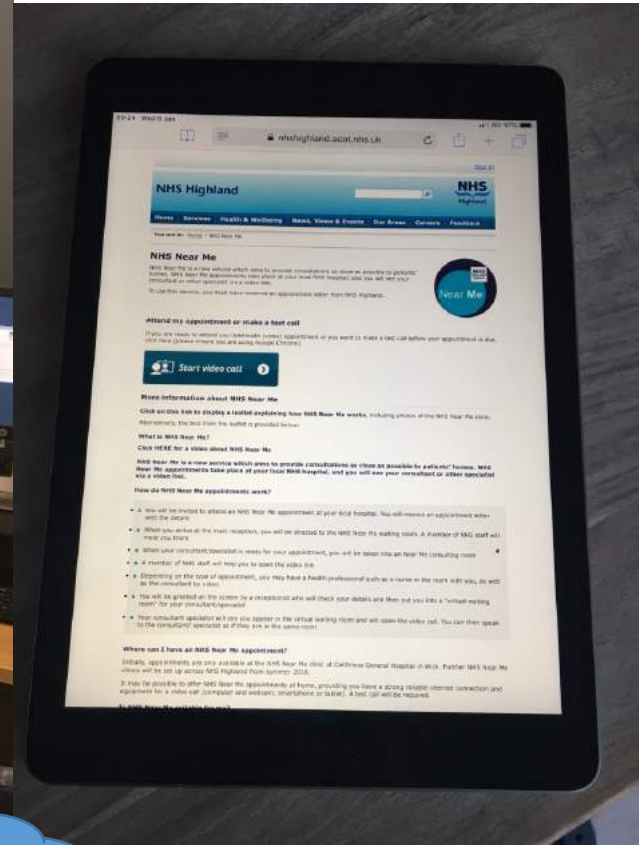


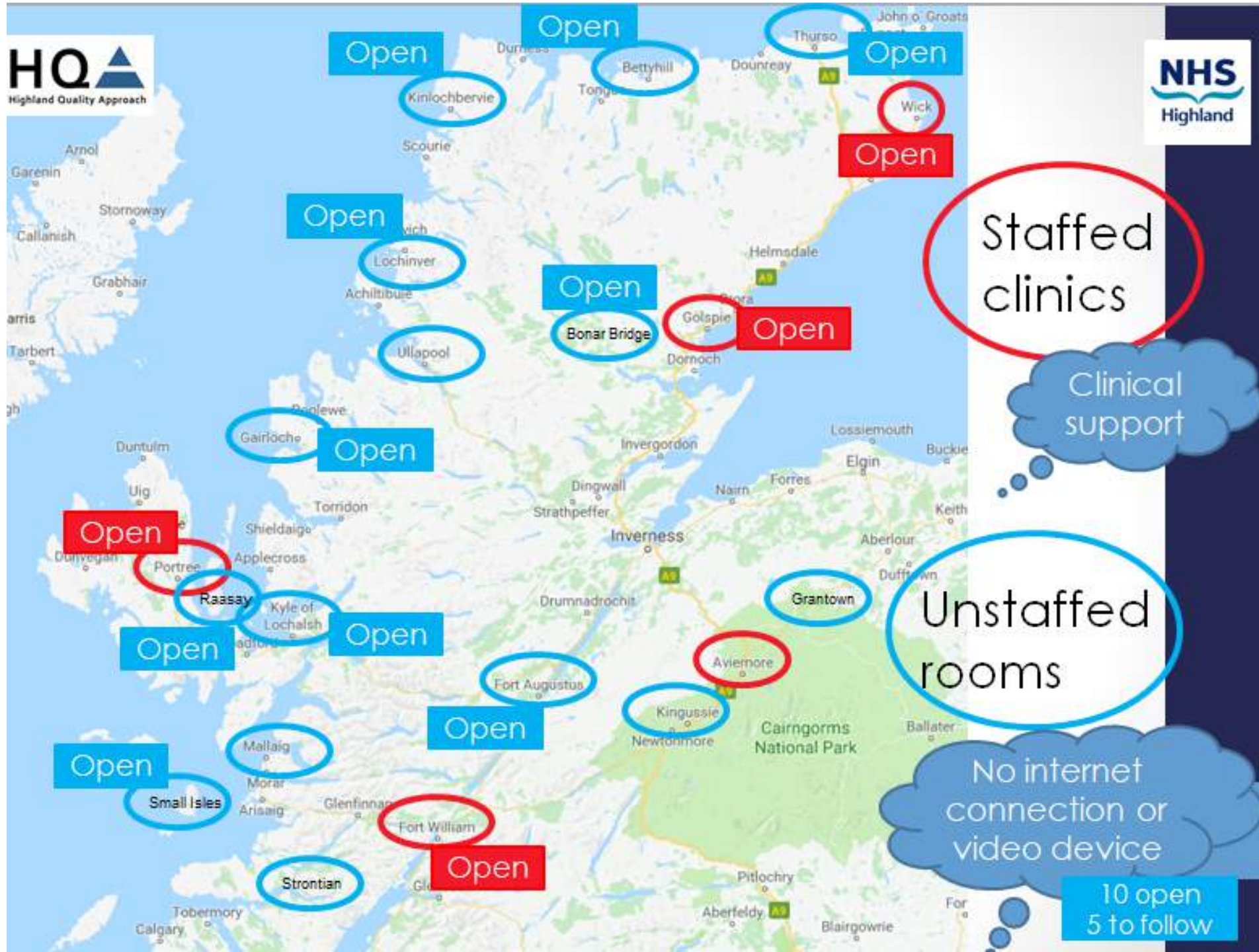
Equity of
access



Clinical
support

Internet
connectivity







NHS Highland Reception Waiting Area

NHS Highland Near Me

Status	Caller	Participants
Waiting	1 min	Test Patient


Join Call



Notify...


Participants






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



Services providing NHS Near Me appointments

CAMHS

Cardiology

Colorectal

Cystic fibrosis

Dermatology

Diabetes

Dietetics

Gastroenterology

Haematology

Infectious disease

Neurology

Obstetrics

Oncology

Orthopaedics

Paediatrics

Paediatric physiotherapy

Psychiatry

Psychology

Renal

Respiratory

Rheumatology

Sleep Service

Speech & Language therapy

Stroke & Rehabilitation

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

NHS Near Me: co-design

Perspectives from NHS Highland

Making it work: systems

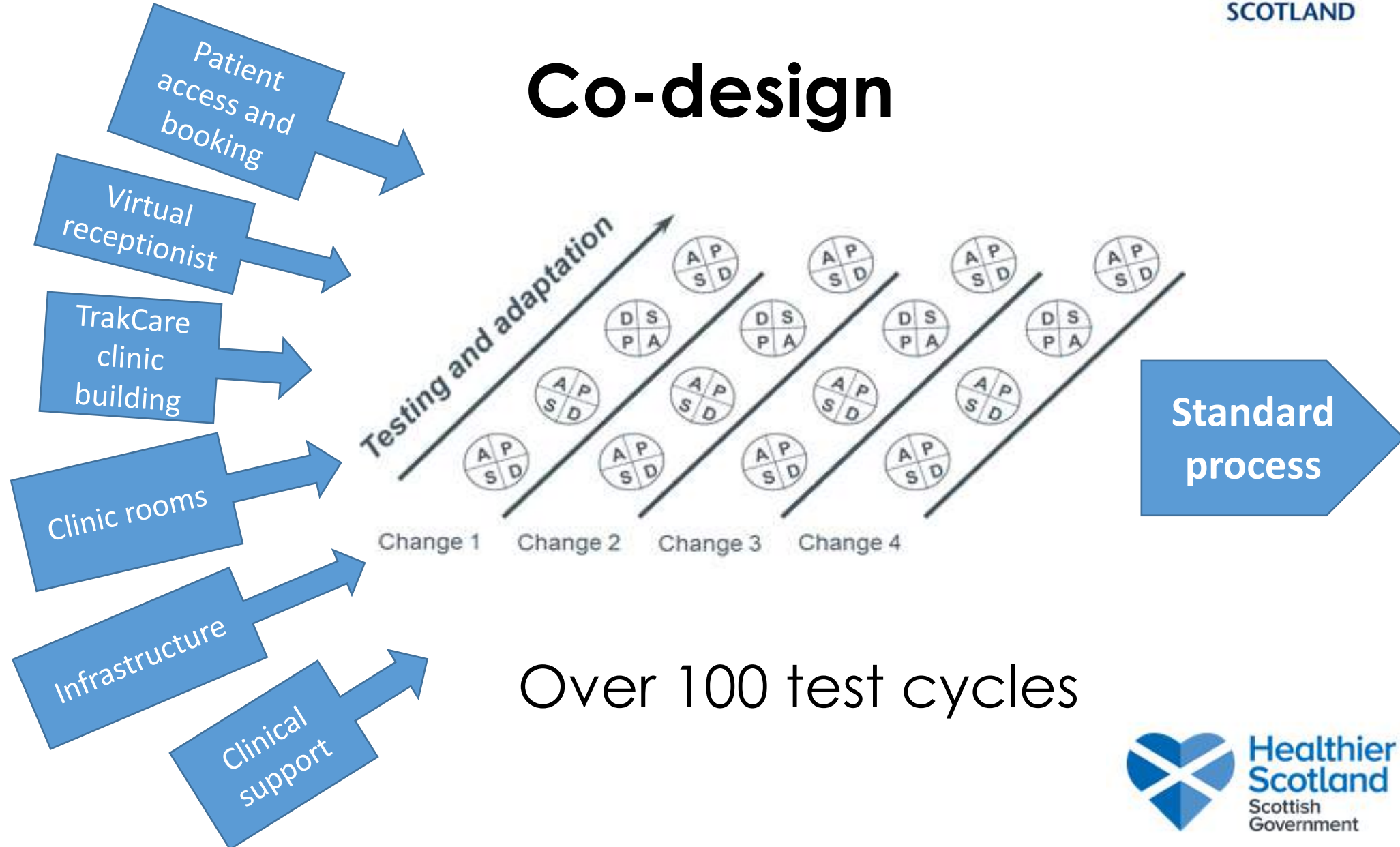
- **Co-design** with **patients and clinicians**

- Feedback after every appointment

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

- Meetings, discussions, testing

Co-design



Patients

- *Make it easy:* single point of access
- *Make it familiar:* receptionist role



Near Me

Administration

- Coding appointment types
- Clinic building
- Booking clinic rooms
- Booking patient appointments

Oncology Team, NHS Highland

NHS Near Me: Oncology Admin Team

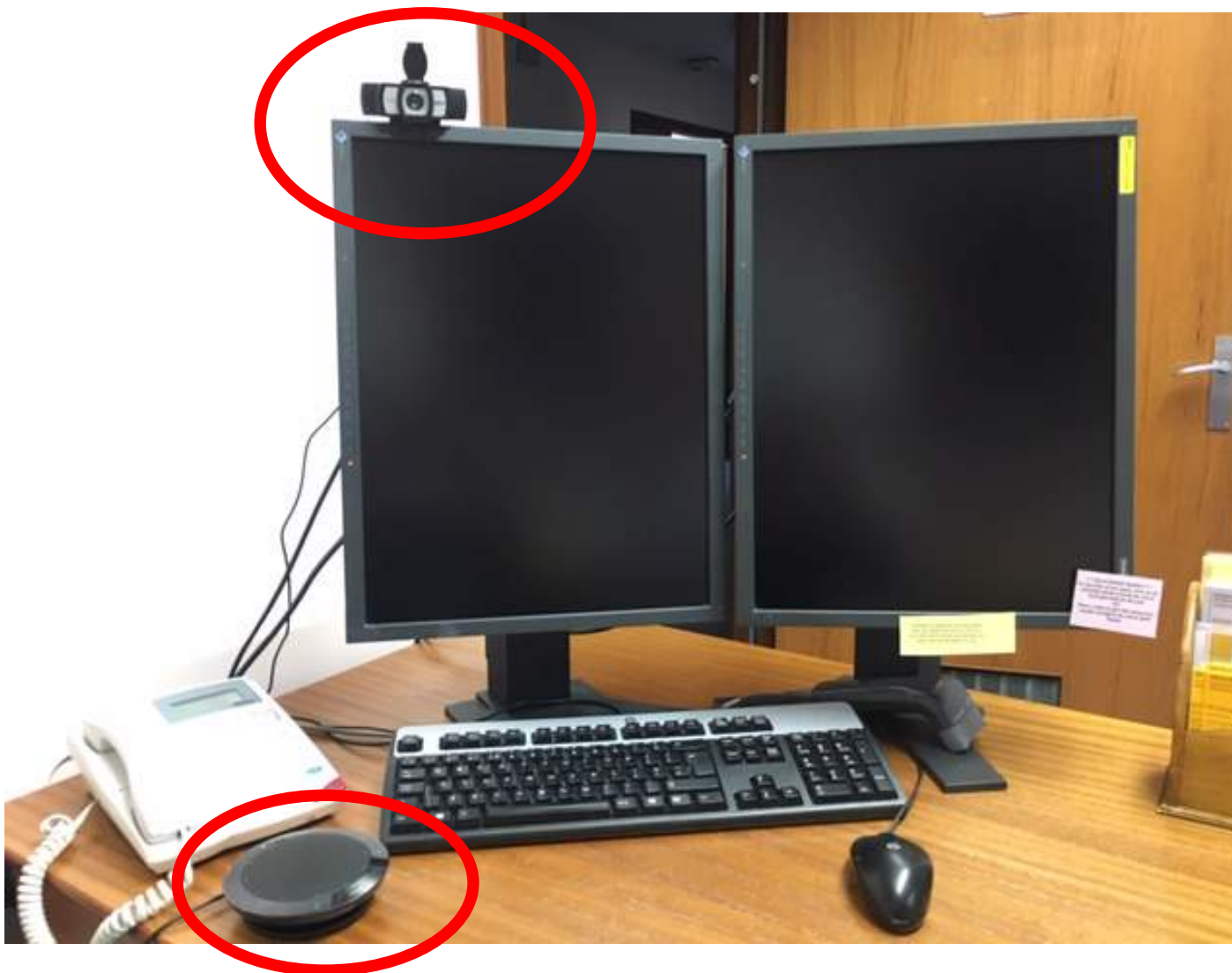
To play the video please click here:
<https://vimeo.com/347460219/fb407d6617>

eHealth

1. Clinician set-up
2. Patient access

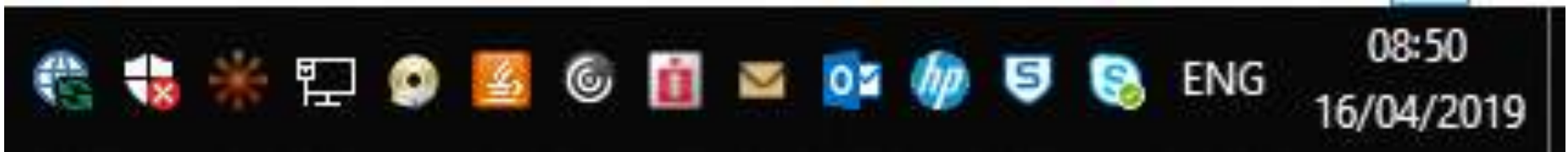
Kevin Greig

IT Systems Specialist, NHS Highland

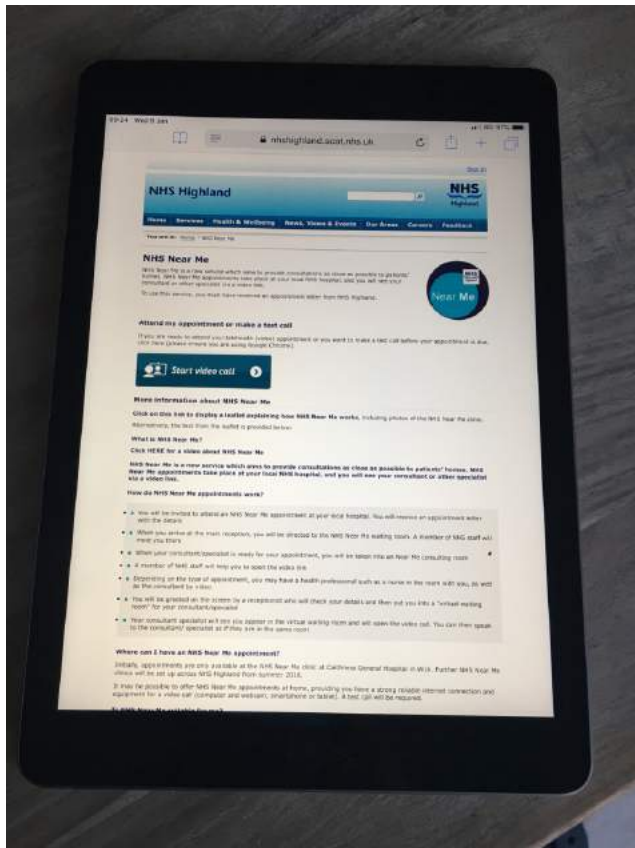


Clinician equipment

Clinician policies



Patient equipment



Property of NHS Highland



NHS NearME

Welcome

Patient
access

Systems



epage.nhsh.scot.nhs.uk

Intranet NHS Near Me main



THIS BROWSER MUST NOT BE USED FOR ACCESSING NHS SCOTLAND CLINICAL WEBSITES*

***please note the following exceptions**

System / Application	Firefox	Chrome
NaSH	Access System	✗
NHS Near Me	✗	Access System

If you have been advised to use an alternative browser to access a non-clinical application, [click here](#)



NHS Highland

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More information about NHS Near Me

Click on this link to display a leaflet explaining how NHS Near Me works, including information on how to use the service.

Alternatively, the text from the leaflet is provided below:

Respiratory: clinical view

Michelle Duffy

Advanced Nurse Respiratory

and

Lorna Murray

Respiratory Consultant

NHS Highland



Near Me- Respiratory Service
Michelle Duffy
Advanced Practice Respiratory Nurse
NHS Highland



Why Near Me?

- Good experience with VC
- Wanted to continue and improve
- Patients and carers liked it



Before we started



- Lighting
- Paint
- Noise reduction
- Microphones
- Speakers
- Screen
- Webcam
- Phone
- Chairs
- Desk
- Exam couch

Getting started

- People, people, people - including staff in planning was so important
- Help staff try it out - they look good on camera!
- Confidence building
- Testing the system



Systems

Who would-

- make appointment
- "arrive" patients?
- complete the outcome form?
- make the return appointments?



First Near Me- Jan 2018

- Saved 2000 miles at first clinic
- Feedback was 100% positive



Lessons learned

- Hard work but fun
- Team work made it easy - trust in each other helped confidence
- As long as we include them - patients are more patient than we might assume

Case story

- Sarah 73 year old woman with Interstitial Lung Disease using home oxygen.
- Attended Near Me nurse clinic along with daughter
- Had anxiety/breathless episode in clinic room.
- self management rescue measures
- Episode passed after few minutes.
- Sarah and her daughter felt comfortable with the situation.

Next steps

- Develop clinics in more areas
- Wick Near Me nurse clinic saves 220 miles and 5 hours travel
- Develop Near Me at home
- Use in conjunction with [mycopd](#)
- Make Near Me business as usual

What I wont miss



NHS Near Me: Respiratory Clinical View

To play the video please click here:

<https://vimeo.com/347460165/4f12daad1b>

Psychiatry: clinical view

Idris Thomas

Consultant Psychiatrist, NHS Highland

NHS Near Me: Psychiatry Clinical View

To play the video please click here:
<https://vimeo.com/347460115/21818559c3>

NHS Near Me: demonstration



1

Video calling device:
Smartphone
Tablet
Computer

2

Internet connection

3

Browser:
Chrome
Safari (Apple)

<https://nhsattend.vc/stafftest>

Video Consulting: What's Happening Across Scotland

Hazel Archer
Technology Enabled Care VC Workstream
Lead, NHS Scotland

Aims

- Results to Date
- Scale up Programme
- Getting Started



Results to Date

Usability

* 1. How easy was it to use the video consulting system?

Easy Hard

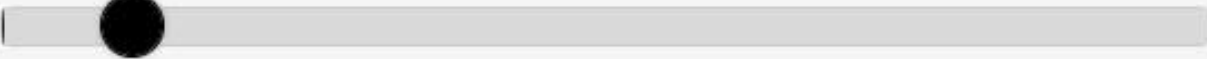
12 Clear



* 2. In your experience, was the video consultation

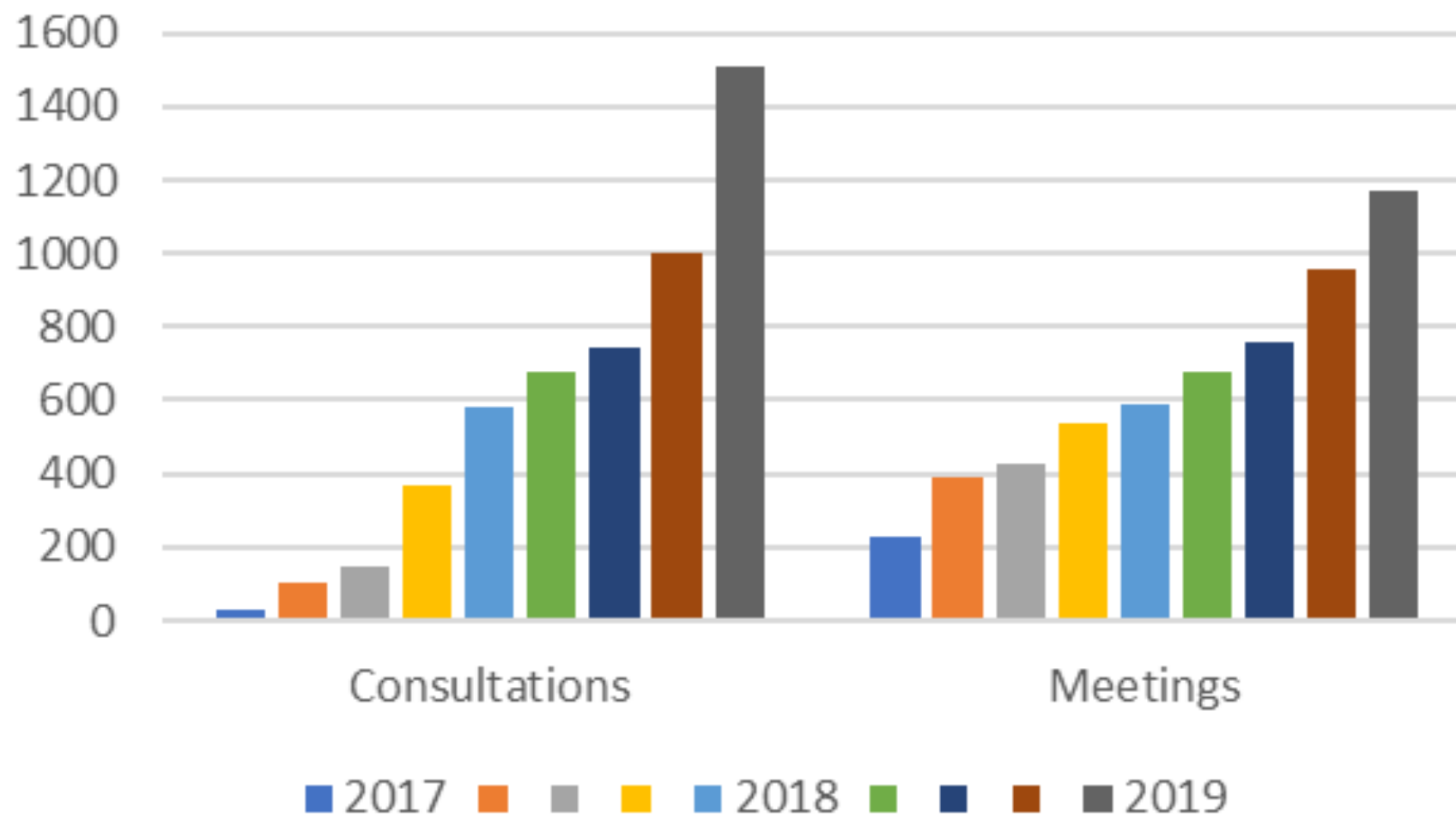
Very successful, we did all we needed Very unsuccessful, we need to reschedule face to face

11 Clear



98% would use again

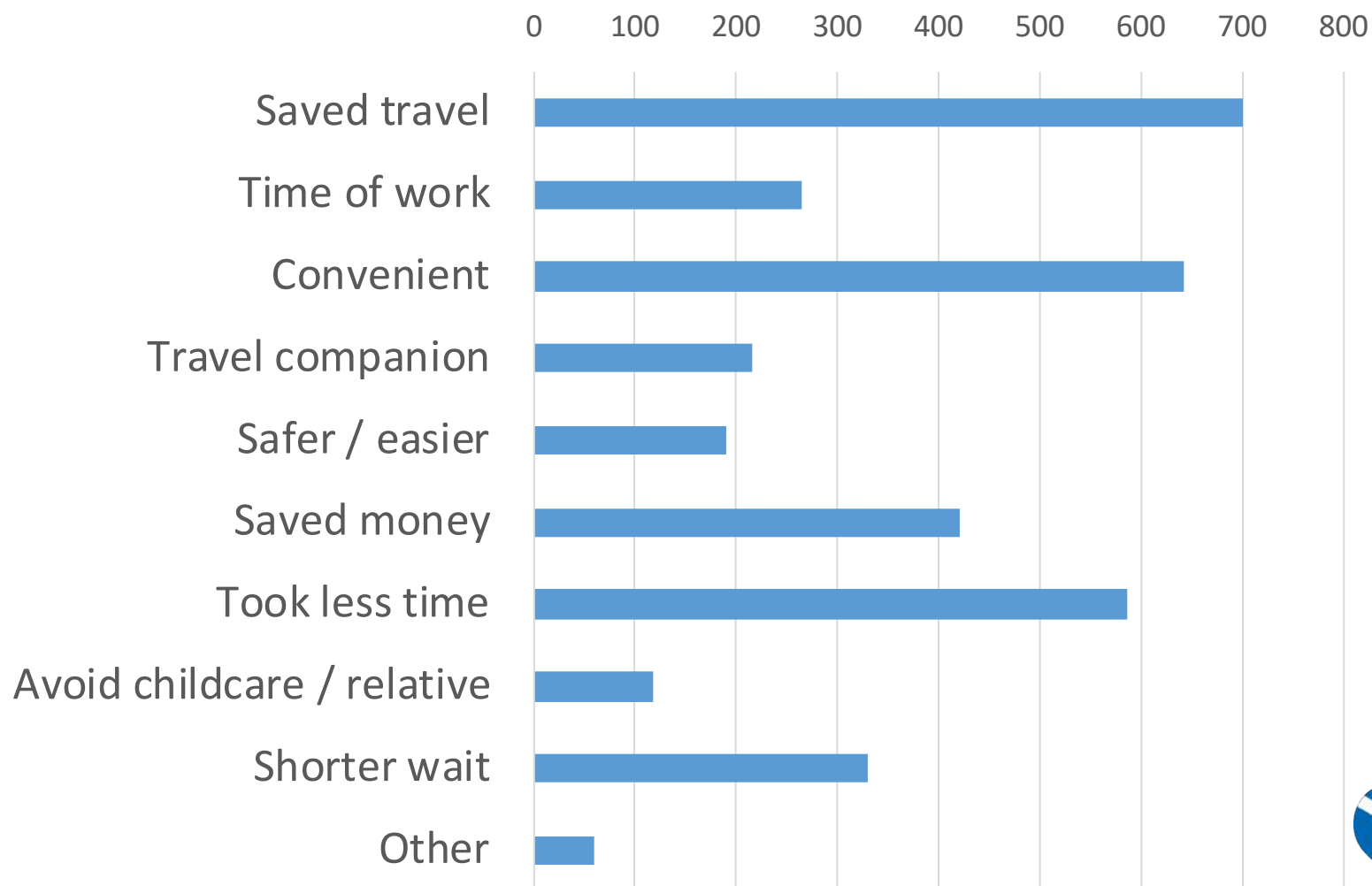
Attend Anywhere Activity



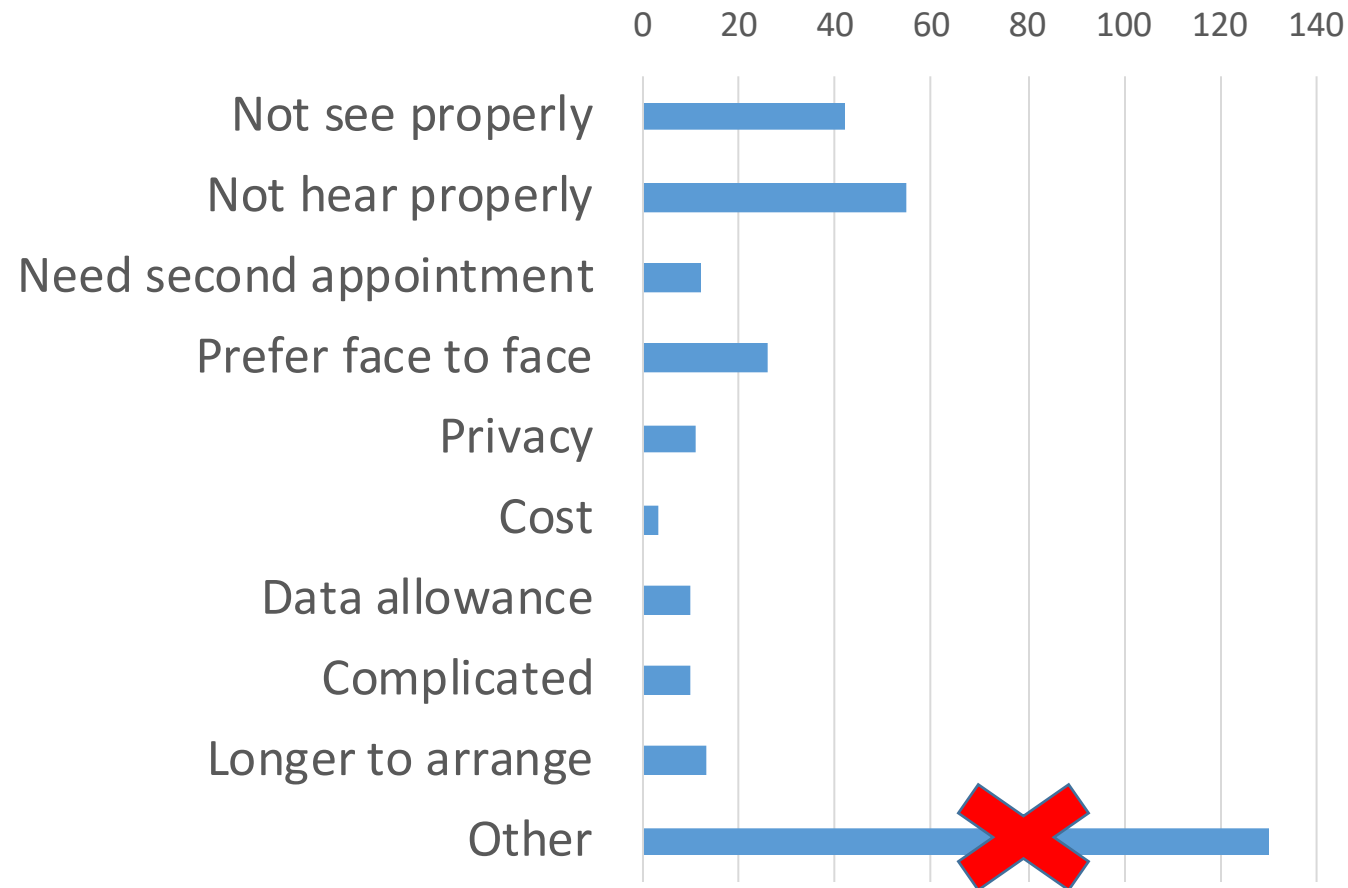
Avoided Travel n=954

- 94 bus / train journeys
- 49 taxi rides
- 562 car journeys
- 56 flights
- 71 ferry crossings
- 34 patient transports
- 14 of journeys paid for by the NHS

Benefits



Disadvantages



Scale up Programme

Attend Anywhere Scale-Up

- Launched October 2018
- Focus on developments to reduce waiting times
- Funding of up to £150k per organisation
- 14 awards made covering 11 boards + GJNH
- Approx £1.5m awarded this year and next

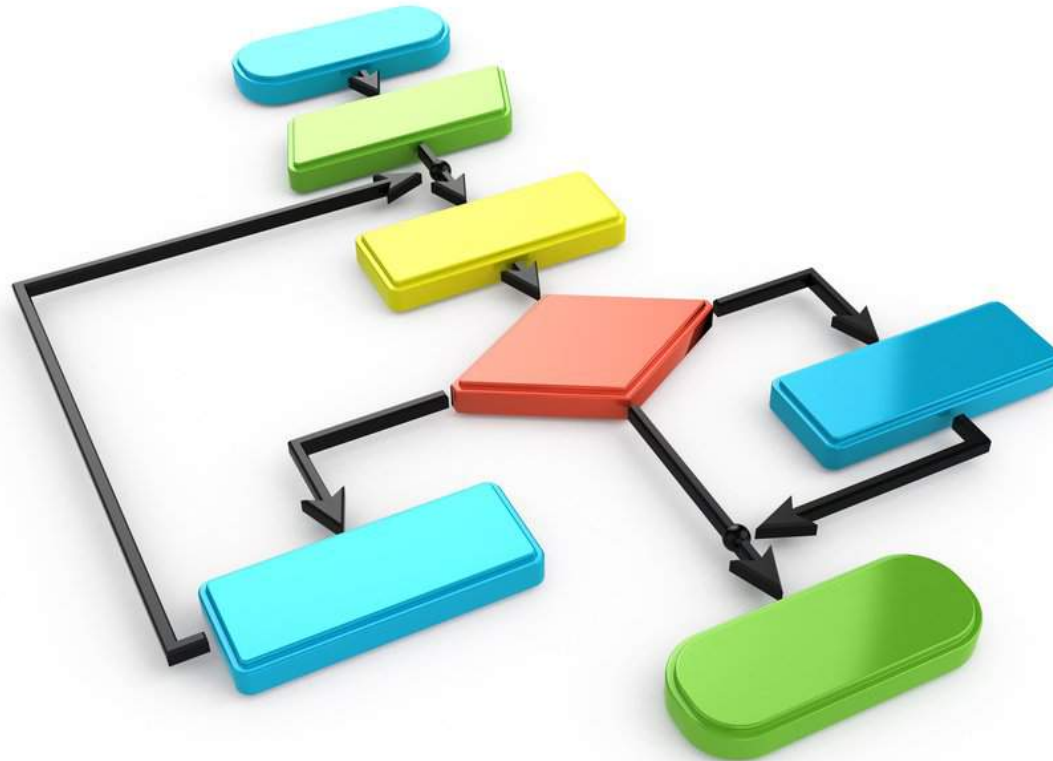
Scope



NHSG Digestive Disorders	Rheumatology	Speech & Language Therapy Service	Howden Health Centre
Alternative Therapy	CARE-MND	Oncology Service	NHSG Neurology Clinic
Haematology Service	Demo Waiting Area	Psychiatry Service	FV Diabetes Clinic
Rape Crisis Grampian	Stroke & Rehabilitation Service	Cardiology Service	NHSG Aberdeenshire Speech and Language Therapy
Respiratory Service	Forth Valley Ophthalmology	Orthopaedics Service	NHSGGC - Epilepsy Outpatient Service
Respiratory Waiting Area for Western Isles	Borders Out of Hours GP Service	Sleep Service	Psychology Service
Occupational Therapy - Children and Young People	General Surgery	NHSGGC - LD Epilepsy	Delivering Asthma Action Plans in a Digital Era
Specialist Weight Management Service	Gastroenterology Service	D&G Mental Health Service	Speech and Language Therapy
NHSH Oncology Clinic	Maryhill Gp PracticeMoray	NHSG - Aberdeenshire Physio	Pre-Operative Assessment
Paediatric Occupational Therapy, CCH	NHS A&A, Ayrshire Urgent Care Service	Penicuik Medical Practice	Neurology Service
Nutrition and Dietetics	Riverview Practice Wick	NHSGGC - MND Waiting Area	Dermatology Outpatient Department,
NHSG CAMHS	Perth Adult Psychological Therapies Service	Aberdeen - Maternity Ward	NHSG Diabetes Specialist Nurses YP Service
NHS Orkney Speech & Language Therapy	Tayside Adult SLT	Brunton Place Surgery	Rheumatology Service
Pharmacy Anywhere Service	D&G Psychology Service	Dermatology Service	Speech and Language Therapy Service
Diabetes Service	NHSG - SLT Moray	Langabhat Medical Practice	Oncology, Aberdeen Royal Infirmary
MS Specialist Nurse	Department of Paediatric Psychology	Childrens Occupational Therapy	Adult Speech & Language Therapy
Argyll & Bute, Obstetrics Virtual Clinic	Renal Service	Old Machar Medical Practice Video Waiting Room	Orthopaedic Service
NHSGGC Contact Dermatitis Investigation Unit Pre-Assessment Clinic	Adult Speech and Language Therapy Service	Allied Health Professionals, Highland Council	NHSGGC - Diabetes Outpatient Service
Stonhaven Medical Practice Video			

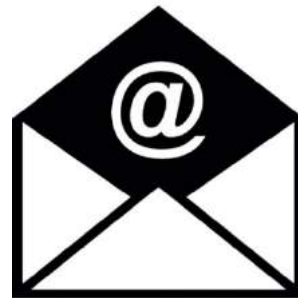
Getting Started

How is it going to work?

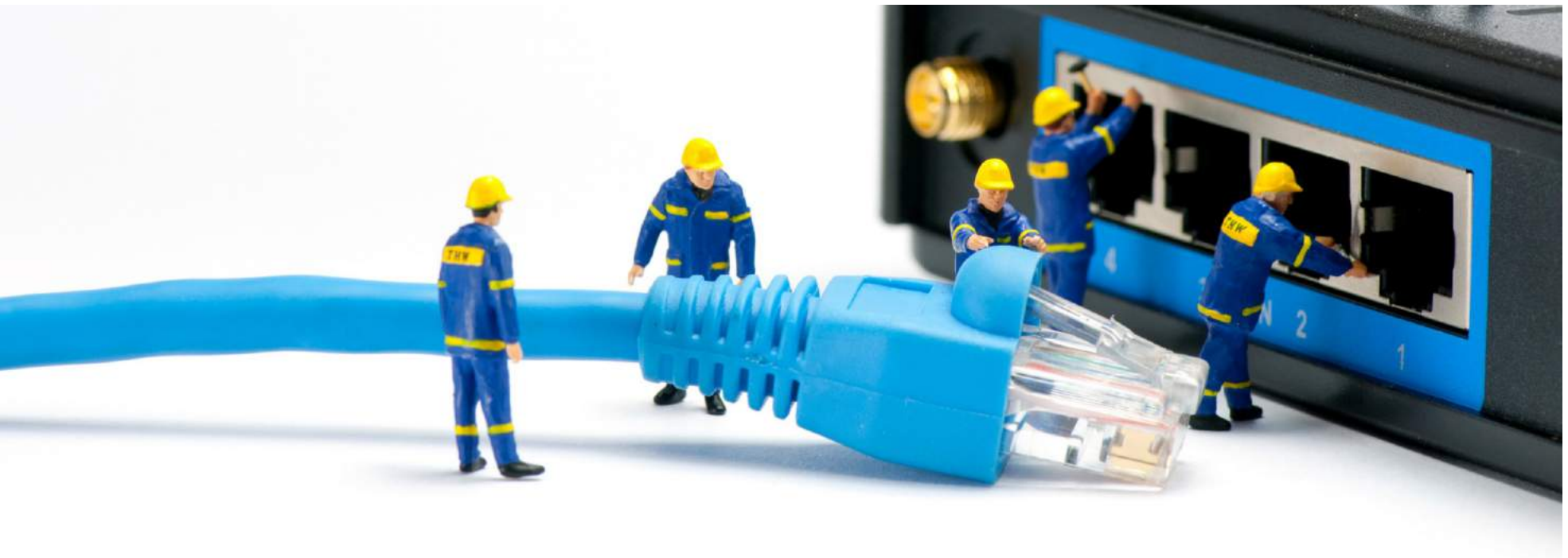


How will the patients get in?

nhsattend.vc/myclinic

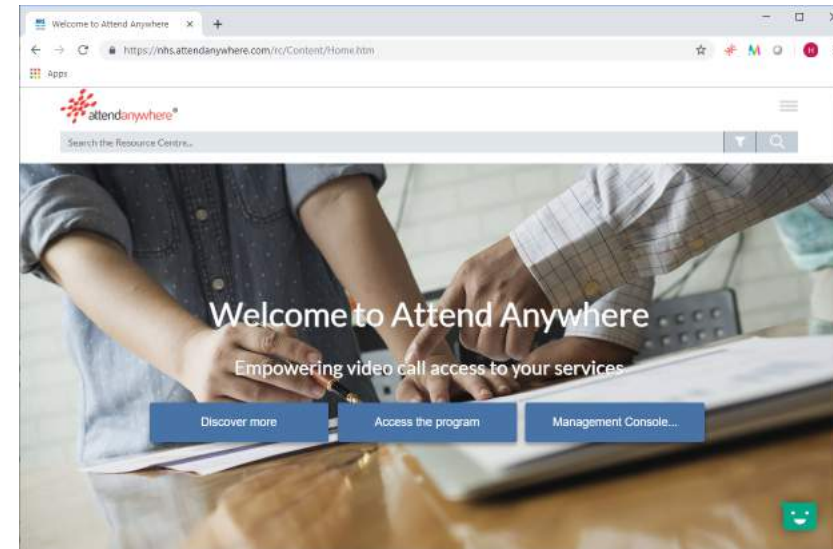


What does the patient do if they can't connect?



Things to Help

- Attend Anywhere Resource Centre
<https://nhs.attendanywhere.com/resourcecentre>
- National VC Team
www.vc.scot.nhs.uk/attendanywhere
vc.support@nhs.net
01224 816666
- TEC Team
www.tec.scot/attendanywhere
hazel.archer@nhs.net



Video consulting: an international perspective

Brian Wayling
Executive Director, Telehealth Services,
Intermountain Healthcare, USA

Intermountain TeleHealth Services

*Brian Wayling
Executive Director*



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Panel Q&A

