



Healthcare
Improvement
Scotland

|ihub

Near Me Learning Session

Sharing good practice in Mental Health Services

Improvement Hub

Enabling health and
social care improvement

Michelle Miller

Portfolio Lead for Mental
Health Improvement
Healthcare Improvement
Scotland



Agenda	
Topic	Presenter
Introduction	Michelle Miller Portfolio Lead for Mental Health, Healthcare Improvement Scotland
Near Me	Clare Morrison National Near Me Programme Lead, Technology Enable Care Programme Scottish Government
Near Me in Mental Health Services	Chris Wright National Advisor for Digital Mental Health, Scottish Government
NHS Grampian	Dr Lynne Taylor and Amanda Farquharson Director of Psychology and CAMHS Support Manager
NHS Highland	Dr Idris Thomas Consultant Psychiatrist
NHS Lothian	Dr Rob Waller Consultant Psychiatrist and Digital Mental Health Lead
NHS Orkney	Tony Miller Social Care Worker
NHS Lanarkshire	Dr Heather Bullen Consultant Psychiatrist
Questions and Answers	April Masson to lead Improvement Advisor, Healthcare Improvement Scotland
End	Michelle Miller

Clare Morrison

National Near Me Programme Lead,
Technology Enabled Care Programme
Scottish Government



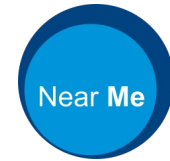


Near Me: update

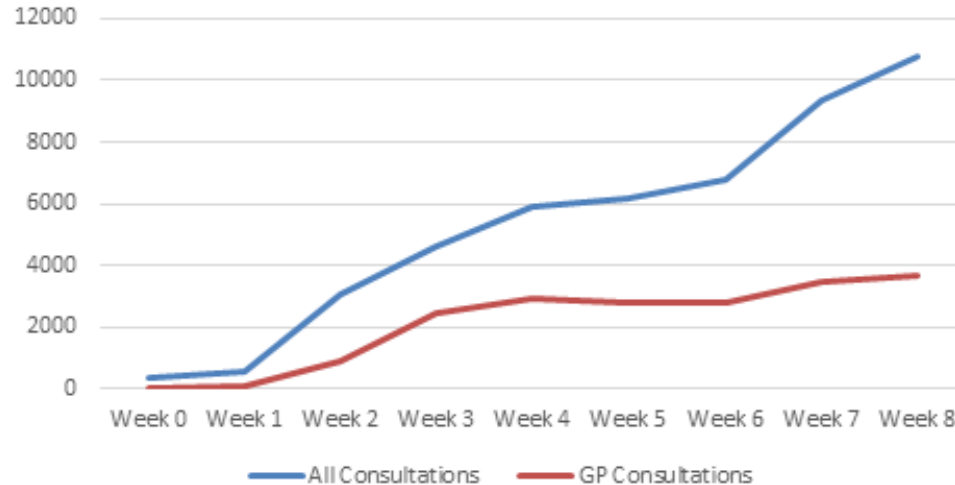


Clare Morrison, National Near Me Lead, TEC Programme

Covid response: rapid scale up



Near Me Consultations From 1st March



February
300 calls/week

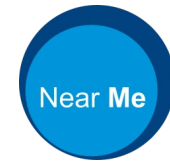
Technical
set up

Service
processes

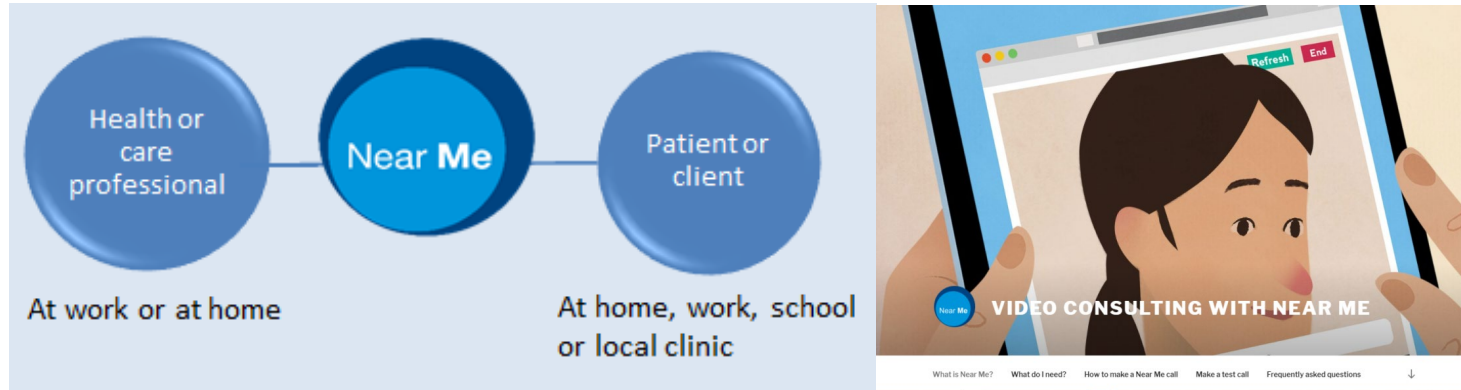
Individual
training

End April
10,700 calls/week

Near Me in new norm?



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



- Enables physical distancing
- Delivers person centred and convenient care
- Addresses environmental imperatives

Chris Wright

National Advisor for Digital
Mental Health
Scottish Government





Scottish Government
Riaghaltas na h-Alba
gov.scot

DIGITAL MENTAL HEALTH



Healthier
Scotland
Scottish
Government



TEC
Technology
Enabled
Care



Organisation of Digital Mental Health

<i>Digital Therapy</i>	Face to Face, Group Therapy and CBT treatment delivered with the use of technology
<i>Online Self-management & Self-care</i>	Self-management, self-care and self-help tools, information and resource made available through digital channels
<i>Video Conferencing</i>	Video Conference assisted therapy and operational support
<i>Ongoing Evaluation</i>	Evaluation of service effectiveness and outcome
<i>Innovation</i>	The continued process of identifying and testing new technologies and service approaches

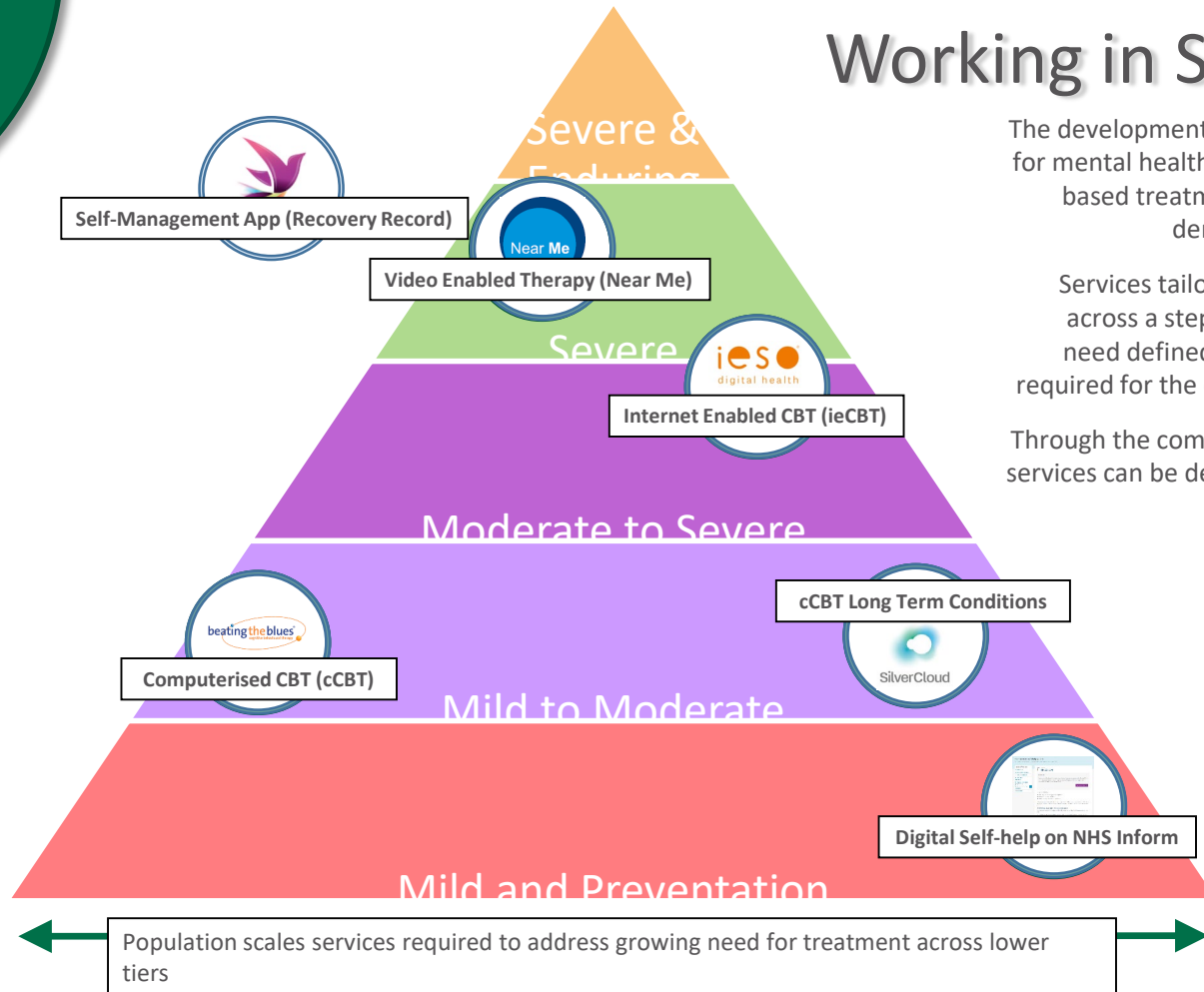
Programme of digital work developed, co-designed and driven by partnership working

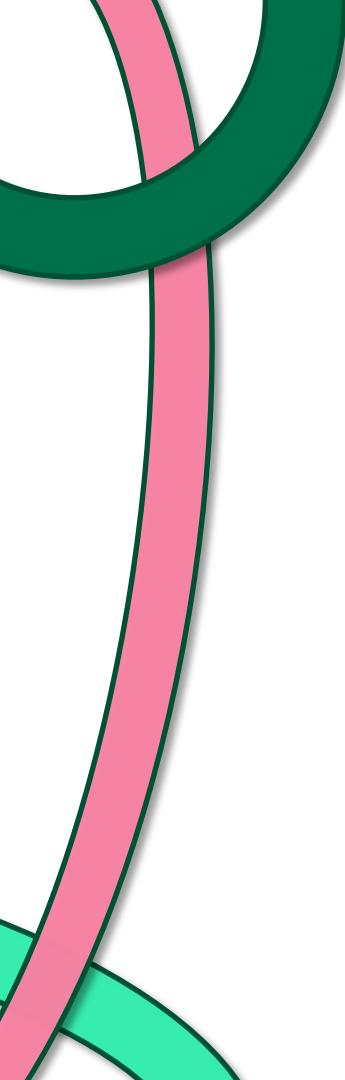
Working in Stepped Care

The development of technological enabled services for mental health conditions by providing evidence based treatment while addressing the growing demand for services across Scotland.

Services tailored to the different levels of need across a stepped or matched care model, with need defined by the type or style of treatment required for the different levels condition severity.

Through the combination of technologies specialist services can be delivered effectively and efficiently.





With increasing demands on service,
**integration and use of evidence based
technology has to be part of the solution**

Dr Lynne Taylor and Amanda Farquharson



Dr Lynne Taylor

Dr Lynne Taylor is the Director of Psychology for NHS Grampian and Clinical Director for CAMHS. Qualified as a Consultant Clinical Psychologist and background of clinical care was within CAMHS. Now leading on psychological care for NHS Grampian for staff and public for all areas of clinical care. In the context of Covid-19 set up a new virtual hub for all staff and public (any age) within NHS Grampian and Orkney and the Scottish Ambulance Service.



Amanda Farquharson

Amanda Farquharson is the Support Manager for Child and Adolescent Mental Health Services within NHS Grampian. Working closely with the Service Manager and Professional Leads supporting the effective and efficient service delivery for CAMHS and also the wider MH&LD Services. In collaboration with the Near Me project team, directly involved with rolling out Near Me for both CAMHS and Mental Health within Grampian during this period of COVID-19.

Dr Lynne Taylor and Amanda Farquharson

NHS Grampian

We have implemented Near Me within CAMHS for some time, and more recently in MH&LD services due to Covid-19

What's worked well?

- Patient engagement and feedback
- Reduction in missed appointments
- Options for flexible working due to Covid-19

What have been the enablers?

- Providing families with more flexibility
- Early adopters and champions
- Increased IT within the service

What have been the challenges?

- Lack of IT Equipment throughout MH&LDS
- Patient's own IT can be limited
- Encouraging staff to try something new

We overcame our challenge by:

- Providing the equipment needed
- Making it a core task of clinical care
- Clear guidelines and ways to access Near Me

Any top tips?

- This will be the new norm for many due to Covid-19
- Be enthusiastic about it as managers and leaders
- Positive patient feedback

Dr Idris Thomas – NHS Highland



Dr. Idris Thomas is locum Consultant Psychiatrist working in NHS Highland, and has been involved in establishing telepsychiatry clinics since 2018. He has been the lead author on a national policy for telepsychiatry, and has worked with TEC to develop quick reference guides in this field.

Dr Idris Thomas – NHS Highland

Setting up a specific Near Me mental health system with waiting rooms for various specialties across mental health including CAMHS, inpatients, assessment teams, CMHTs.

What's worked well?

- Ability to assess patients in general hospitals
- New patient and urgent assessments.
- Ability to maintain reviews.

What have been the challenges?

- Patients with a lack of technology.
- Some staff reluctance/uncertainty.
- Staff technology.
- Capacity of Near Me. Groups.

What have been the enablers?

- Access to guidance.
- Drive from managers and staff to continue to offer mental health services.
- National team and colleagues.

We overcame our challenge by:

- Opening Near Me hubs.
- iPads for staff and teams.
- Near Me updates.

Top Tips

- Inviting other professionals into Near Me meetings as part of MDT reviews of patients.
- Small tutorials to staff on its use from both the clinician and patient perspective.

Dr Rob Waller – NHS Lothian



Dr Rob Waller is a Consultant Psychiatrist for NHS Lothian and their Digital Mental Health Lead

Dr Rob Waller – NHS Lothian

We have set up Near Me waiting areas for each of the main mental health specialities?
The next stage is integration with TRAK for ongoing scheduled care [letters, clinics]

What's worked well?

Unscheduled Care [IHTT, Assessments]
National Deaf MH Service and Art Therapy

What have been the enablers?

Support from Senior Managers
Digital Mental Health Team & Intranet

What have been the challenges?

Hardware and Bandwidth
Different way of working

We overcame our challenge by:

Video is better than phone
Video is a patient choice

Any top tips?: Champions, Junior Doctors, Teams Tutorials, Piggy-back Digitisation

Tony Miller – NHS Orkney



I have been a social care worker with the Orkney CMHT for 18 years working with all aspects of our service, specialising in substance misuse, for my sins I have also been involved as a digital champion in the new electronic systems being used today.

Tony Miller – NHS Orkney

Implemented Near Me in Community treatment in Psychology, Psychiatry, CAHMS, Generic mental health, Older age adults, Substance misuse service, Mental Health OT In the assessment, treatment and review processes

What's worked well?

- Maintains contact with patients who are quite isolated at the best of times
- Reducing the risk of transmission of Covid 19 in outlying islands
- Enables good non verbal insight into patient's health.
- Saves travel time and cost for patients and staff particularly in the isles.
- Increases capacity for work and reduces duplication of work
- Lessens time taken to reduce anxieties in patients,
- Near me has reduced the need to attend health care facilities to use VC equipment.
- Excellent links with outer island health practitioners
- Excellent links with specialist services in Grampian
- Psychology still able to offer treatments such as EMDR
- Psychology department are routinely offering near me at initial and subsequent appointments as part of their appointment process

What have been the challenges?

- Not all patients willing to use this platform for contact for various reasons, lack of access to suitable equipment, not being computer literate or are too mentally unwell.
- In recent weeks our broadband infrastructure in the islands has not been sufficient to cope with the sudden increase in public and staff usage at all times of day.
- Picture drop out is an issue due to poor connection speeds across Orkney.

Any top tips?

- Good support for staff and patients in the use of Near Me
- Encourage the use of near me at first and subsequent appointments.

What have been the enablers?

- Patients willing to embrace such a drastic change in how services are delivered to them.
- Excellent commitment from the organisation, providing the equipment, software and support.
- Staff that are motivated and accepting of change, the organisation had previously recruited digital champions from the workplace so good peer support has been invaluable
- Perseverance by patients and practitioners.
- We are offering Near Me as a means of communication at every offer of appointment.
- Overall the system works well within the connectivity restraints locally.
- Additional near me links are available to patients on health board website

We overcame our challenge by

- Being proactive, good positive reinforcement of Near Me
- Providing encouragement and appropriate support to users of Near Me prior to and during use.
- Being creative with IT solutions (such as using telephone alongside near me instead of using mic when internet link is poor)

- Inform and encourage existing patients of the benefits of near me
- Use the refresh button if link is poor.

Dr Heather Bullen – NHS Lanarkshire and NHS Western Isles



Dr Heather Bullen has been a consultant child and adolescent intellectual disability psychiatrist for 10 years. She works in the CAMHS Learning Disability Team for NHS Lanarkshire and in CAMHS for NHS Western Isles. Heather's work interest is focused on clinical work with patients and their families as a community psychiatrist. She has recently found additional intellectual satisfaction in the geographical challenges of service delivery in a remote and rural area of Scotland.

Dr Heather Bullen – NHS Lanarkshire

Implemented Near Me in Child and Adult Psychiatry

Worked Well

- More clinical time to enable patient choice.
- Positive Patient Feedback.
- Specific groups/symptoms with good response: Adolescents, Hyperactive children, Autism spectrum disorders, psychotic symptoms
- Access to pets and medicine
- Universal topic for humour
- Differences in counter transference, possibly transference

Challenges

- Communication errors
- Missing clinical sighs
- Managing distressed patients
- Inability to undertake physical examination
- Not working due to slow internet speed
- Annoying feedback questionnaire
- Access to written information

Enablers

- Community attitudes to healthcare
- Management support
- Personal interest in developing service, flexible approach

Overcoming Challenges

- Being realistic
- Being flexible
- Accepting risk
- Relishing the challenge
- Asking silly questions sometimes
- Changing appointment time/frequency

Top tips:

- Remember it's just people connecting, an additional tool to use to deliver psychiatric care
- Expect communication problems & delays, have a telephone number as back up
- Email attend anywhere link to patients
- Schedule breaks in between meetings & difficult appointments
- If working from home, prepare for practicalities

Email: hcis.mhportfolio@nhs.net

Clinical Guidance Summaries for Near Me:
<https://tec.scot/digital-health-and-care-in-scotland/video-enabled-health-and-care/covid-19-implementing-near-me/>

Thank you!

That is the end of the webinar, thank you for your attendance and participation.

Any questions please email
hcis.mhportfolio@nhs.net

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