

NHS Near Me: Evaluation of our rapid implementation support 23 March – 30 June 2020

Executive Summary

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Background

In response to the COVID-19 pandemic, Healthcare Improvement Scotland reprioritised some national improvement support towards COVID-19 resilience.

This report describes our response to support the rapid implementation of NHS Near Me (Near Me) – the national video-conferencing platform – in a range of healthcare settings and our evaluation of the way we delivered this support.

Our aim

To support the rapid implementation of [Near Me](#) in primary care, mental health, maternity and paediatric services, in partnership with the Scottish Government's Near Me team, and evaluate the learning from our response to the pandemic.

What we did

We used standard programme management and quality improvement methodology, combined with an evaluation approach.

We captured learning from working at pace and scale, the successes and the challenges. (see next page).

Our impact

Engagement



- **Primary Care:** 652 practices, in 10 NHS boards
- **Mental Health:** all 14 NHS boards offered learning system support and 10 NHS Boards received direct support.
- **Maternity:** 8 NHS boards
- **Paediatrics:** all 14 NHS boards offered learning system support for Near Me implementation

Consultations increase



- **Primary Care:** 877%
- **Mental Health:** 521%
- **Maternity:** 322%
- **Paediatrics:** 311%

Consultations increased overall across all the services we engaged with during that period, but that is not all down to us.

Learning Systems

> 1,400 attendees



- 17 Introductory webinars
- 10 National learning webinars
- Enablers and barriers to Near Me implementation identified for all four services
- Paediatric clinician 'top tips' for using Near Me shared nationally via Twitter campaign

Case Studies and Q&A



We developed:

1 Primary Care Q&A document

- [Q&A on NHS Near Me](#)

2 Mental Health case studies on:

- [Eating Disorders](#)
- [Service for Deaf People](#)

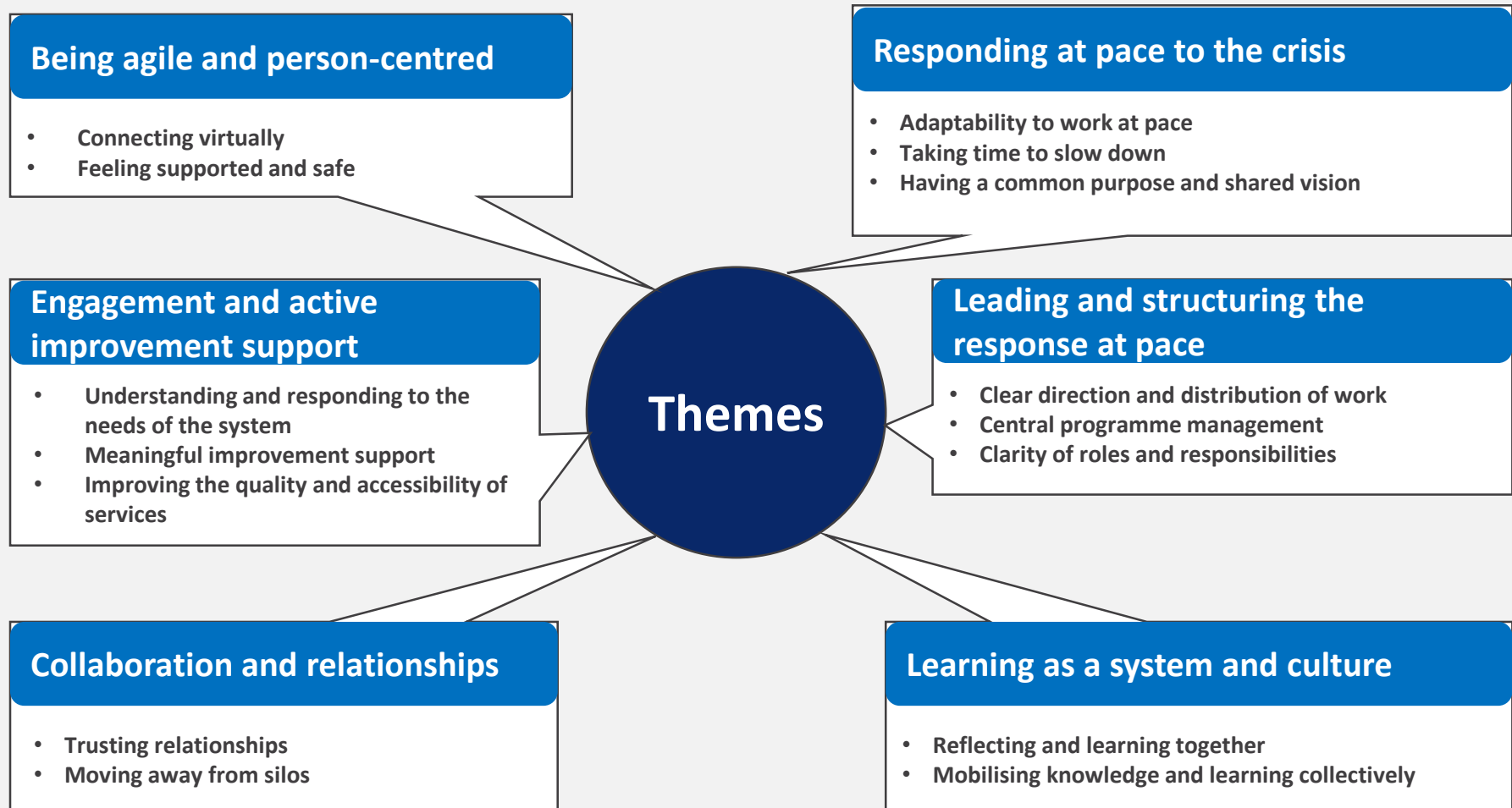
2 Maternity case studies on:

- [NHS Lothian](#)
- [NHS Highland](#)

These case studies share successes and experiences of the accelerated implementation of Near Me within a COVID-19 context.

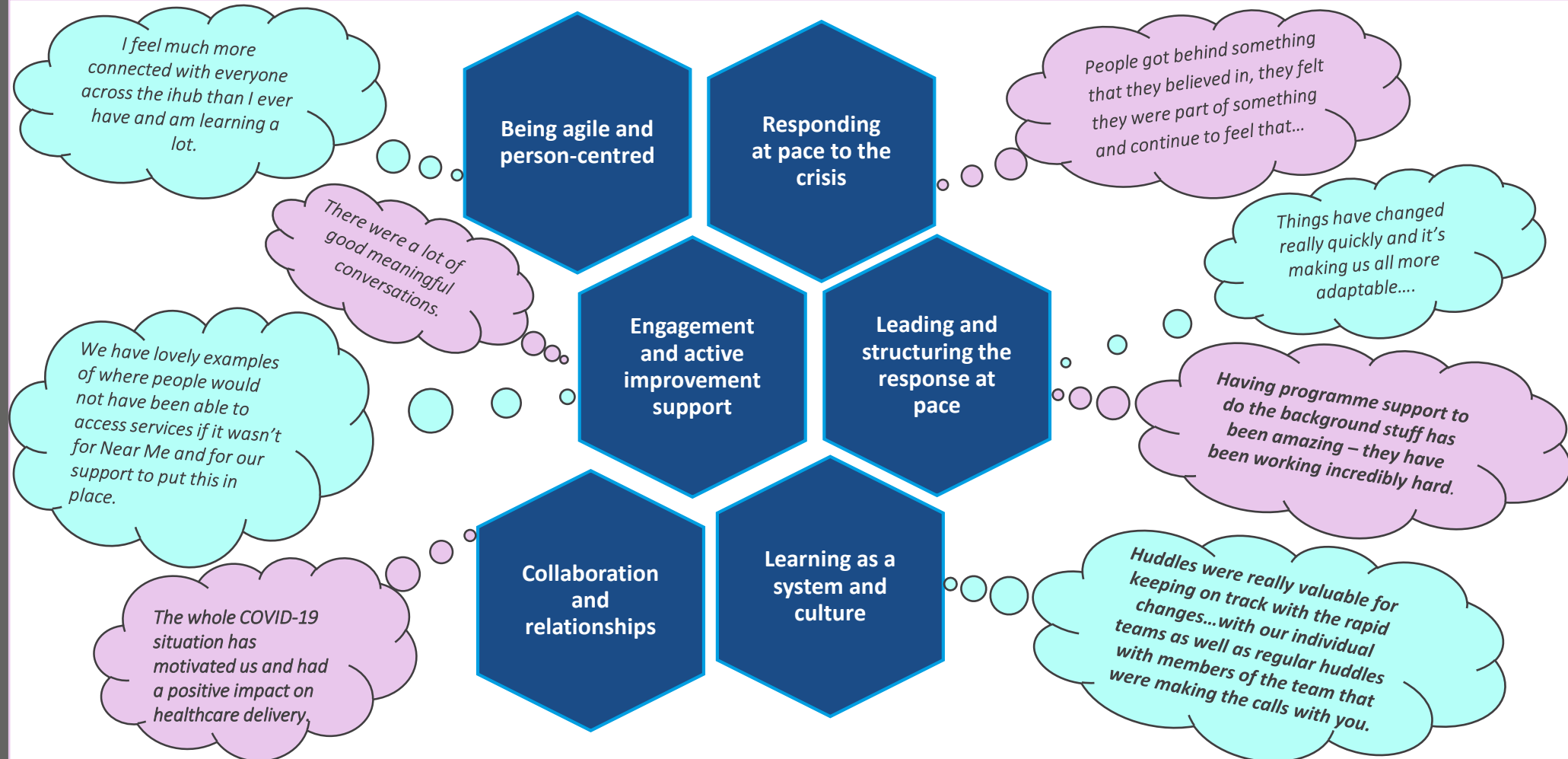
Learning from improvement at pace and scale

A wide range of reflections and insights have been gathered as part of the evaluation. This includes learning from improvement and implementation at pace and capturing what was felt to have been successful and what was more challenging, and implications for new ways of working. This learning has been synthesised into the following themes.



Learn more about these findings in our [interactive report](#)

Learning themes identified through surveys, feedback and reflections



CONCLUSION: The speed and scale of improvement work carried out by Near Me is unprecedented. To achieve so much during a global pandemic should be celebrated. As we move back to a more 'normal' way of working we must learn from these experiences and continue to build on this.