

RESPONDING TO QUERIES FROM PRIMARY CARE RESILIENCE WEBEX 1 – 13 MAY 2020

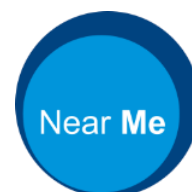
Introduction

The first of our Primary Care Resilience National WebEx Series took place on Wednesday 13 May 2020. This series aims to share the learning from the rapid change in how general practice operates that has occurred in response to COVID-19.

Discussions on each WebEx are led by colleagues from Scottish Government, Royal College of General Practitioners (RCGP) and Healthcare Improvement Scotland.

You can find the recording of the WebEx and a copy of the slides on our '[Primary Care Resilience WebEx Series](#)' page on Improving Together interactive- our one-stop-shop library of resources for primary care.

One of the topics covered on the first WebEx was, **What have we learned from managing patient care with technology?**, with a focus on the use of Near Me in general practice.



Queries in relation to Near Me were raised by colleagues during the first WebEx. Some were responded by participants on the WebEx. We have compiled the questions and responses provided during the WebEx and, when possible, complemented them with information available online (e.g. Near Me website, policy documents) to facilitate the sharing of information and learning.

You can read the Near Me guidance for primary care in the [Improving the use of Near Me video consulting in GP Practices](#)

You may also be interested in the [Frequently Asked Questions page](#) on the [Near Me website](#).

Queries raised

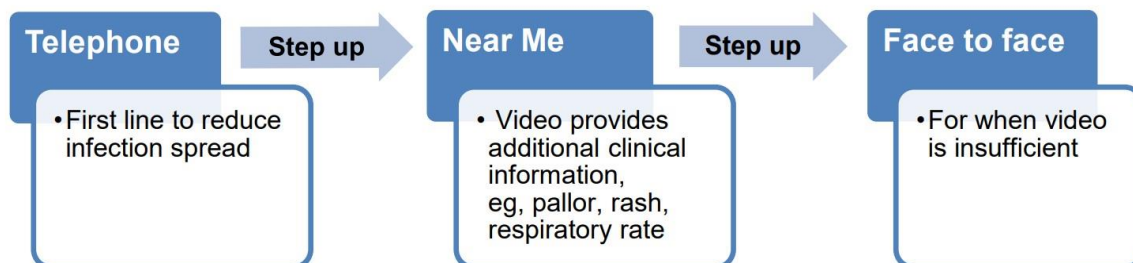
1. How do we ensure that patients are not disadvantaged by changes to how they can access care?
2. Any word on rolling out Near Me to community pharmacies?
3. What is being done to engage with the public about the increasing use of remote consultations as a method of accessing care?
4. Any tips for getting people successfully using Near Me?
5. How do I amend my Near Me Waiting Area opening hours?
6. Is Attend anywhere the same as Near Me?
7. What Internet Browser should I use to access Near Me?
8. When using Near Me, can you view the patient record at the same time?
9. Is there any guidance on consulting from home, by phone or Near Me – confidentiality, etc.?
10. Has anyone been using Near Me in interpreted consultations? Are patients still attending remotely if they usually need an interpreter?
11. I would be grateful for thoughts of how to use near me for training the GPSTs and providing evidence for their e-portfolio?
12. What is the maximum number of people per session? Could this be used for group consultations to support long term conditions education/group review?

Responses to queries

1. **How do we ensure that patients are not disadvantaged by changes to how they can access care?**

Near Me is an additional option to be used whenever it is clinically appropriate to do so (see graphic below). Also, video-consultations offer an alternative option to people who may experience challenges in accessing face-to-face appointments due to their circumstances, such as caring responsibilities, the financial implications of travel, requirement to protect themselves by shielding, or difficulties in agreeing time off with their employer.

Consultations: place of Near Me



The [Connecting Scotland initiative](#) will connect 9,000 more people on low incomes who are considered at clinically high risk themselves so they can access services and support and connect with friends and family during the pandemic.

2. Any word on rolling out Near Me to community pharmacies?

All Health Boards are being asked to roll out the use of Near Me to community pharmacy.

Guidance for how to implement Near Me in a community pharmacy setting can be downloaded from the [Technology Enabled Care website](#).

ONGOING RESILIENCE FOR CORONAVIRUS:

USE OF NEAR ME VIDEO CONSULTING IN PHARMACY

THIS DOCUMENT IS PRIMARILY INTENDED FOR COMMUNITY PHARMACIES IN NHS SCOTLAND



3. What is being done to engage with the public about the increasing use of remote consultations as a method of accessing care?

There is currently a public engagement exercise taking place between Monday 29th June and Friday 24th July. As part of this, a survey on Near Me is underway to gather views that will help improve the Near Me video consulting service across Scotland. The results from the survey will be published at www.tec.scot in August.

There is also a survey at the end of each Near Me consultation. This data is currently only available at a national level to inform future developments.

4. Any tips for getting people successfully using Near Me?

- *Making a test call before real use builds confidence.*

It is recommended that people try making a test call at www.nearme.scot – on the website there is also a patient information about the platform.

- *Getting the link to the patient before the appointment is vital. Also it is recommended to provide patient information.*

Many practices have the entry point to their Near Me Waiting Area on their practice website front page, and it is also helpful to host patient information booklets there as well. (These can be accessed from your Waiting Area and they provide information relevant to your practice, such as your Waiting Area URL).

Practices have been using different ways of communicating the link to enter the Waiting Area of the practice directly with the patient. Some have set up a text to be sent out to patients once it is identified that they would benefit from a Near Me consultation. Within the platform there is the option to text patients directly. Others have been sharing the link patients via email or telephone, although the latter option is not recommended due to the potential for typing errors.

It is also possible to send your patients the patient information leaflet as an attachment, or post them out to patients, although be aware of the cost implications of this latter option.

- *Ensure patients can be supported in the use of Near Me if needed.*

It is useful if administrators within practices are familiar with the platform and therefore can guide users through the process of accessing the Waiting Area, troubleshoot any issues they encounter and offer to do test calls with patients so that they understand how to use Near Me.

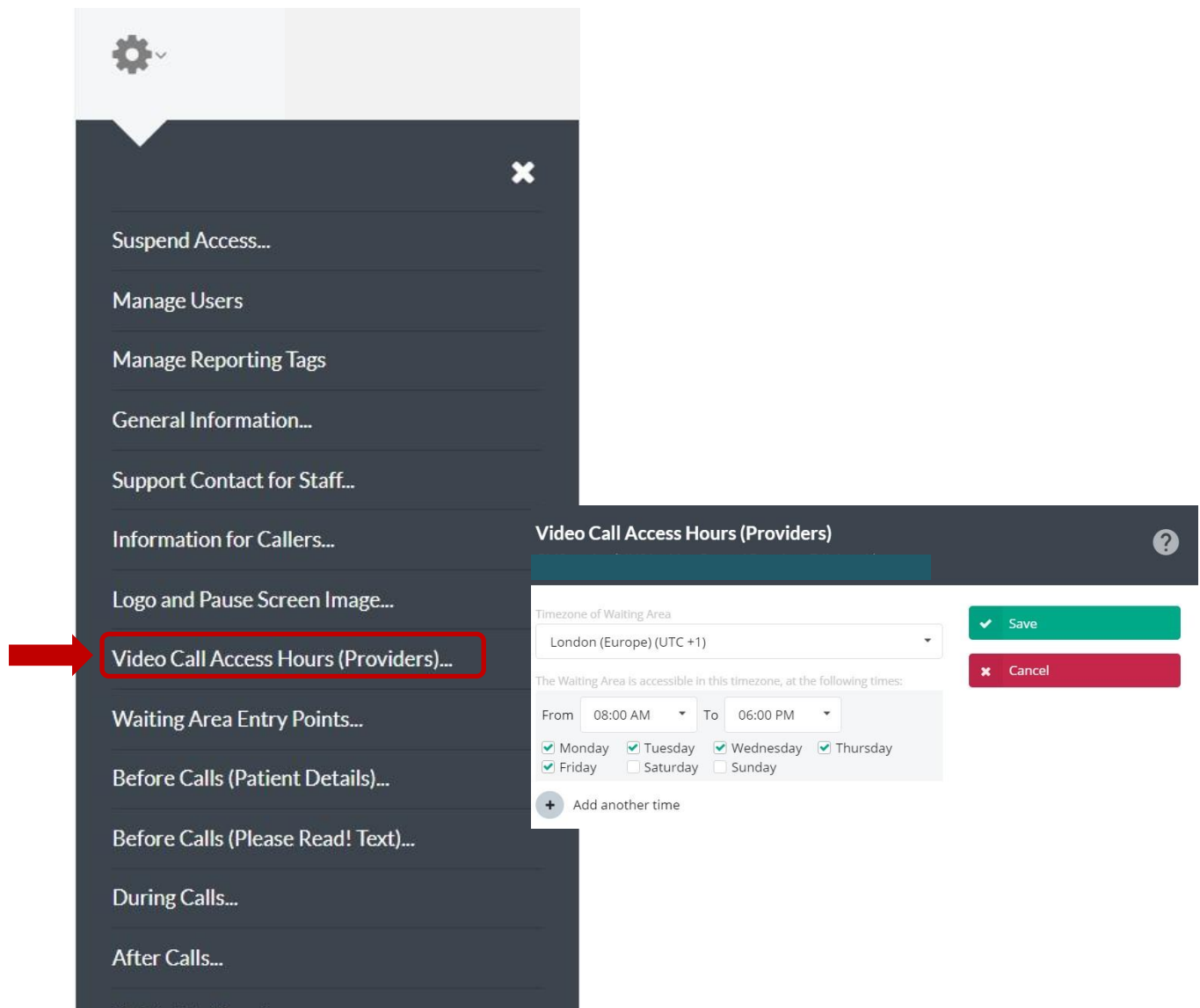
Community navigators and link workers have also been offering additional support to patients who may require it.

Wherever possible, family members can also be helpful in getting patients set up to use Near Me and demonstrating how to use the platform prior to the consultation.

5. How do I amend my Near Me Waiting Area opening hours?

The Service Administrators of your Waiting Area (identified when you initially set up your Waiting Area) will be able to amend your opening hours.

When in your Waiting Area, if you click the cog in the upper-right of the screen, and click into Video Call Access Hours (Providers), you will be able to input the hours that you want your Waiting Area to be accessible and then select Save.



For further information on setting up Near Me, [download the appropriate guidance](#).

6. Is Attend Anywhere the same as Near Me?

Near Me is the name for video consulting in health and social care in Scotland. The name Near Me was picked by patients who helped co-design the service. It is used by all NHS boards now.

Attend Anywhere is the brand name of the video consulting platform that underpins Near Me.

This is a [Frequently Asked Question](#).

7. What Internet Browser should I use to access Near Me?

Near Me works with Chrome and Safari. It also works with Edge, the new version of Internet Explorer. Unfortunately, Internet Explorer is too old and is not supported.

The [“What do I need?” page](#) on the [Near Me website](#) has more information.

8. When using Near Me, can you view the patient record at the same time?

Feedback from clinicians has indicated that the optimal set up involve dualscreens, with one screen showing the patient record and one screen being used for the Near Me consultation. If you do not have dual monitors, you can split the screen when you are using Near Me then you will be able to view the patient record at the same time

Alternatively, if you do not have dual-screens, and are unable to split screen, then you can use a separate device to act as a dual-screen (e.g. a phone or tablet for accessing the Near Me platform, and your work laptop or computer for accessing the patient record).

9. Is there any guidance on consulting from home, by phone or Near Me – confidentiality, etc.?

Be pragmatic about using equipment you already have during a coronavirus outbreak (as supplies of webcams are limited worldwide). Information governance approval to enable use of own devices (e.g. smartphones) is available at: <https://www.informationgovernance.scot.nhs.uk/covid-19-information-governanceadvice/>

You can see the guidance for using Near Me at this site: <https://tec.scot/digitalhealth-and-care-in-scotland/video-enabled-health-and-care/covid-19implementing-near-me/>

10. Has anyone been using Near Me in interpreted consultations? Are patients still attending remotely if they usually need an interpreter?

Near Me enables 3-way consultations and therefore it is straightforward to invite an interpreter into consultations, and actually increases the accessibility of these services. Interpreters can be brought in as a third party on a 3-way call

It works well with translators or sign language practitioners, using them as the third clinician and potentially where sign language would be required.

11. I would be grateful for thoughts of how to use Near Me for training the GPSTs and providing evidence for their e-portfolio?

GPSTs can video the Near Me consultation using a separate camera, similar to with a face-to-face video. There are discussions currently taking place about the appropriateness of enabling recording functionality within Near Me itself.

12. What is the maximum number of people per session? Could this be used for group consultations to support long term conditions education/group review?

The Attend Anywhere platform is not designed for groups of more than 5 participants, so this is not recommended, as the quality of the video call will deteriorate.

There is ongoing user testing and information governance activity with various platforms to identify the most appropriate one for group consultations.

For the most up-to-date advice, please email the National Videoconferencing Team: vc.support@nhs.net.