

Near Me Tayside

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What is Near Me Tayside?



Go to www.nmt.scot.nhs.uk



! What do I do if something is not working?
• Go to <https://nhs.attendanywhere.com/troubleshooting>

More information

For more information please see contact details on your appointment letter

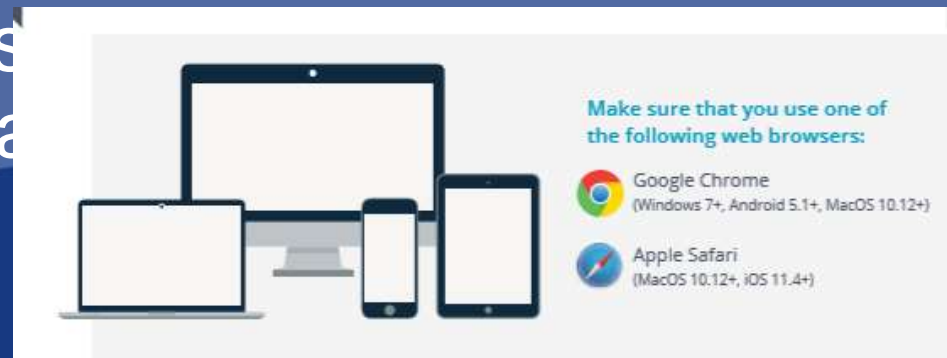


- Virtual Consultation using technology

- The software used is called Attend Anywhere.

Technical Enablement (Requirements)

- A device that has the ability to connect to the internet
- Apple Devices – safari browser
- PC/Tablet device – Google Chrome browser V69 or above.
- Camera
- Sound (headset or speakers/microphone)
- NHS Tayside are using headsets and HD cameras



How does Near Me Tayside work?

- Instead of a patient travelling to a hospital or clinic they can have their consultation **anywhere** using a device with internet connectivity.
- Patient enters the clinic's waiting area online using the www.nmt.scot.nhs.uk web address.
- The patient will be greeted by a “virtual receptionist”

Patient Correspondence



(Patient Name)
(Patient Address line 1)
(Patient Address line 2)
(Patient Address line 3)
(Patient Address line 4)

Date: (Date Today)

Your Ref: (0000000000000000)

Dear (Patient Name)

Outpatient Appointment Using Near Me Tayside (Video Consultation)

A video appointment has been made for you with:

Specialty: **(General Medical Example)**

Clinician: **(Dr Example Example)**

Date & Time: **(Tues 14th May) at (15:00)**

You will not be required to attend a hospital location, but please have this letter available for your video appointment.

Instead of travelling to your appointment, you enter the clinic's waiting area online using the following web address - www.nmt.scot.nhs.uk

Further information is available on the enclosed leaflet.

If you wish to change or cancel the above appointment, please telephone (0000000000).

(Additional Text Example)

Yours sincerely

On behalf of NHS Tayside

Attending your appointment via a video call



NEAR ME TAYSIDE

Where appropriate, you can have your consultation online via a video call

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and bring your care closer to home.



Where do I go to attend my appointments?

To attend your appointment, go to www.nmt.scot.nhs.uk

Instead of travelling to your appointment, you enter the clinic's waiting area online.

The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

What do I need to make a video call?

- A good connection to the internet if you can watch a video online (e.g. YouTube) you can make a video call
- A private, well-lit area where you will not be disturbed during the consultation
- One of these:
 - Google Chrome web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone
 - Safari web browser on an Apple desktop or laptop (MacOS), or iPad or iPhone
- Web-camera, speakers and microphone (already built into laptops or mobile devices)

See over for more information on how to make a video call.

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

How much does a video call cost?

The video call is free (except for your internet usage).

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition.

Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.

Smartphone & tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

• There's about 200 MB on a mobile device, and 400 MB on a PC (for a 20 minute call which is similar to 30min* on YouTube)



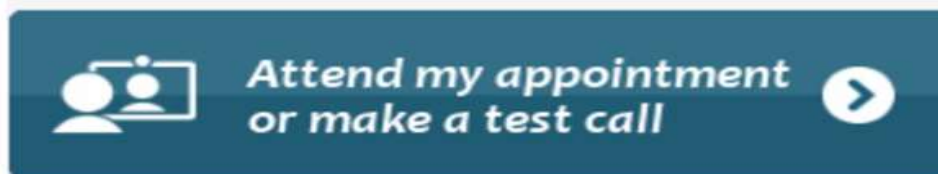
What do I need to use this service?

- A Computer, Android Smartphone or Tablet with Google Chrome (V69 or above) Browser installed (download free from the internet or Google Play Store)
- iPad or iPhone with latest version of Safari Browser
- An Internet/WIFI Connection or Mobile Data
- A webcam or front facing camera

What do I need to do on the day of my appointment?

- Make the call from somewhere quiet and private
- Try to limit background noise (like children or pets)
- Start connecting your call at least 5 minutes before your scheduled appointment
- Click on the box below to start your call
- The telehealth service will check your connection and then connect you to a waiting room
- Wait for the health professional to connect your call at the appointment time
- You will be asked to confirm your address and date of birth


It really helps to try this out before your appointment by making a test call. Please use the test option below.



Video Call Setup

Restart X

1 2 3 4
Connection speed Speaker Microphone Video



Your connection speed is OK

Continue

Video Call Setup

Restart X

NHS Tayside Outpatients

Waiting Area: NHS Tayside Outpatients

The person this call is about:

First Name*


Last Name*

Phone*

*Where can you be reached?
(Landline is preferred)*

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

Continue >

 Your details are being transferred securely.

Video Call Setup

 Restart



Important information

- This is **not** an emergency service. If you need emergency care, telephone 999
- No one is permitted to record the call without consent
- Everyone attending the consultation with you will be introduced

During your call...

- If you experience any issues, click the **Refresh** button

Click **Start Call** to proceed.

Cancel

Start Call



00:00:20



Refresh

End

You are 1st in the queue for NHS Tayside Outpatients

Thank you for your call. Someone will be with you shortly. If you have any issues please call 01382 632920.



The Journey so far.....

- TEC funding allocated to NHS Tayside for a 1 year scale up challenge. 1st April 2019 to 31st March 2020 – Transforming Outpatients Programme.
- Programme – Efficient and Effective workstream
 - Text Reminders.
- Resources and equipment
- 3 pilot departments:
 - OPAT Service (home anti-biotics) – Mon 22nd April
 - Nutrition & Dietetics (Coeliac, Renal and Oncology) – Date to be confirmed
 - Neurology (Epilepsy) – Wed 24th April

Benefits and Measures

- Improved patient experience (measured by bespoke and existing patient experience mechanisms)
- Reduction in outpatient consultation slots lost to DNA (DNA rates)
- Reduction in outpatient consultation slots lost to cancellation (Cancellation rates)
- Reduction in staff travel costs associated with outpatient clinics (expenses data)
- Reduction in patient travel costs associated with outpatient clinics
- The ability to invite others to join the consultation – eg interpreters, a care home nurse, family member.

Challenges

- Ensuring the right infrastructure is in place including browsers and cameras
- Training is provided to all clinicians using Near Me Tayside
- Supporting the operational change using Near Me – *Improvement Team*
- Ensuring a fair and consistent approach to the use of Near Me – *Offering Near Me to all return appointments that would fit with a virtual appointment.*

Future...

- Roll out over the coming 12 months
- Prison Service
- Sexual Health Services
- Speech & Language Therapy
- Plastic Surgery
- Aberfeldy model of care
- We believe that between 5% and 20% of appointments will be conducted via Near Me Tayside by the live services over the coming year.

Thank you



- Questions??