



Near Me

Near Me video consultation and Primary Care in Scotland

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Near Me

Introduction
to Near Me



Practice
Administration
Quick Start Guide



Learning from GP
Deep Dive Study



Near Me

Main features

Near Me

Enabled for all
Primary Care
settings

Safe, secure and
free

Access via a
weblink sent to
patients

No log in or
software
download for
patients

Invite other
colleagues or
callers to join

Current Data

Near Me



440k consults in last year



2200 active clinics / services



14k active service providers



100 participating organisations



1.96 millions consults to date



64 million miles of travel saved



8000 group consultation



35,000 group participants

Caller Feedback

92%

Happy with video call

92%

Easy to use video consulting system

97%

Would use it again

Advantages of using Near Me*



79% I saved time



52% I saved money



50% I did not have to take so much time off work / usual activities to attend



43% I had less chance of catching an infection than at a face to face consultation



83% I did not have to travel to a consultations



42% It is better for the environment



14% It was easier to have a relative / carer with me in the consultation



30% Seeing me at home made it easier to explain my situation



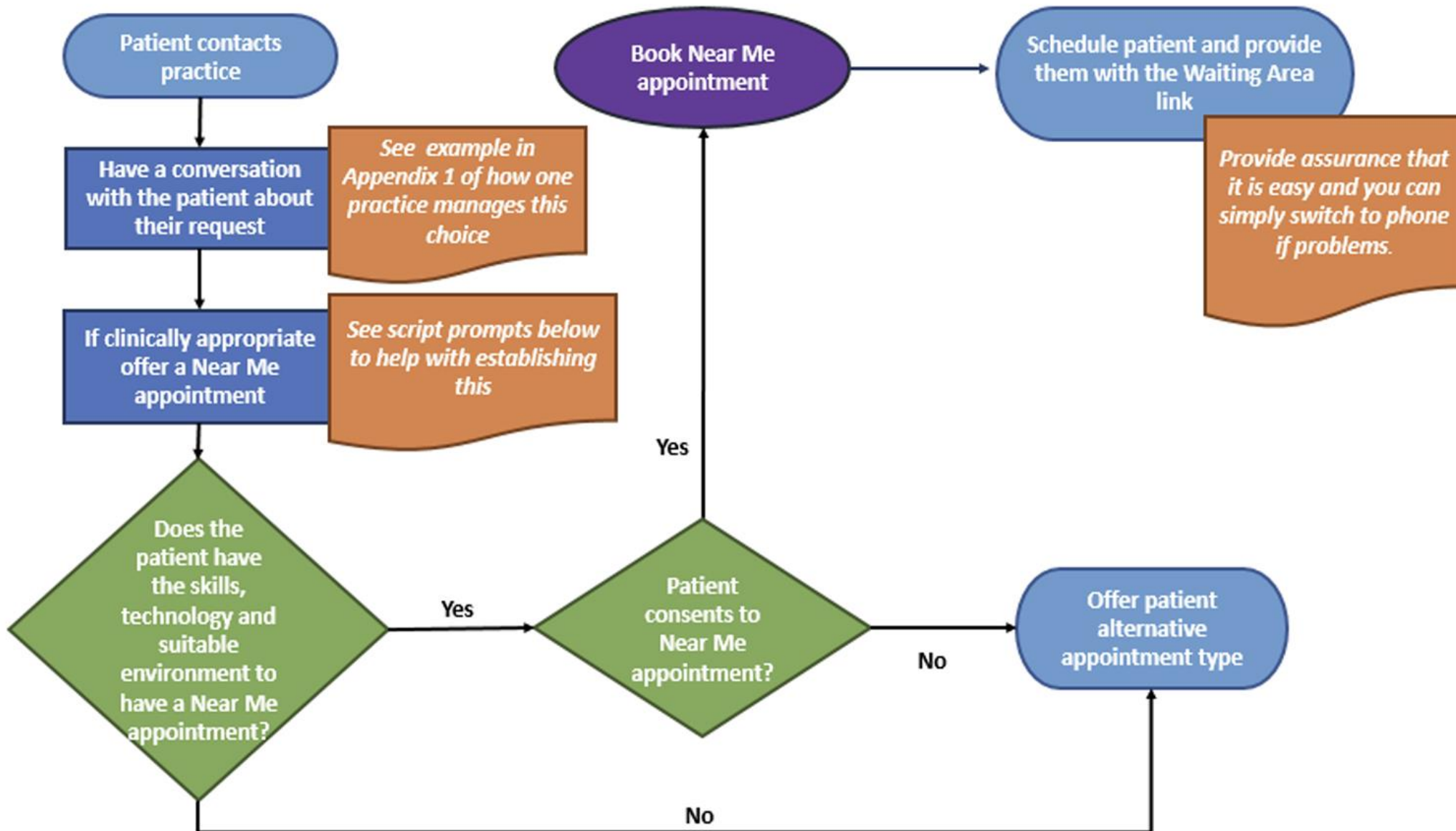
41% It improves my access to services

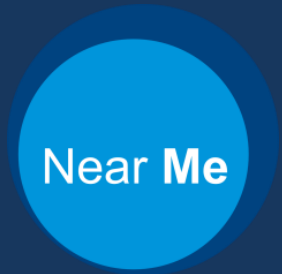
Near Me



Quick Start Guide for Practice Administrative Staff

Is Near Me Appointment Suitable?





Telephone	Video	In-Person
Mental Health	Mental Health	Cancer (initial presentation)
Medication Advice	Skin/Nail Problems	Abdo Pelvic – new onset
Results (X Ray/Bloods)	Cellulitis	Type 1 Diabetes - unwell
Review medication changes	Back pain if seen within last 2 weeks needs Face to Face	Headache – new onset
Memory impairment	Gout	Rectal bleeding
Contraception	Foot pain	Breast lump
BP if have BP monitor	Joint pain	Prostate/Testicular
Menstrual problems	Sore throat	Altered bowel habit
Thyroid issues	Allergies	Post Coital Bleeding
Ear pain – onset, if a returning issue/worsening book face to face	Leg swelling	Abnormal weight loss
Post Natal – contraception advice	Throat symptoms	
D&V – onset if a returning issues/worsening book face to face	Long Term Condition Review	
Blood in Urine	Rashes	
Vaginal discharge	Cough	
Abdo pains – ongoing chronic		
Pelvic pains – ongoing chronic		
Chest pain non cardiac if not 999		



Near Me

General Practice Deep Dive

What we did

Near Me

Top 10
practices in
Scotland

Deep Dive
into three

Remote/Rural
or Urban/Small
town

Small/Medium
sized

What we found

Near Me

Approximately 30% of the patient consultations were by Near Me

Integrated scheduled video appointments via Near Me

All rooms set up for video consultation, including the receptionist

Appointment either dedicated Near Me appointments or flexible telephone/Near Me appointments.

Receptionists promote the use of Near Me to patients when booking appointments

The receptionists have a vital role in supporting patients to use Near Me

Blended model using Near Me, Telephone and in-person.

Patients felt better able to describe their problem using Near Me than try to explain on the phone.

Most value gained

Near Me

Mental Health

Carer
Involvement

Long Term
Condition
Management

Medication
Reviews

Occupational
Health
Appointments

Paediatric
Assessments

Elderly
Complex
Patients

Neurological
Presentations

What next?

Near Me

Increase capacity
and flexible
working

Joint
consultations with
secondary care

Increased choice
and convenience
for patients

Decreased
time trying to call
out to patients

Use increases
with choice



Near Me

What's the
perfect
blend for
you?

Links



Near Me

- Professionals Near Me Website <https://tec.scot/programme-areas/near-me>
- Practice Administrative Guide <https://tec.scot/programme-areas/near-me/resources/near-me-quick-start-guide-practice-administrative-staff>
- Primary Care You Tube videos https://youtube.com/playlist?list=PL138OQtbttechuh6z6J6_RK_1Mx-6Z9LjBe&si=QisLqZBP3c1vIMd6
- Public Website <https://www.nearme.scot/>
- TURAS Remote Consulting <https://learn.nes.nhs.scot/46633/remote-consulting>
- Contact Us nss.nearme@nhs.scot