The impact of Near Me video calls in Urgent Care

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What is Near Me?
Near Me Consultations since March 2020

The graph shows the number of consultations over time since March 2020. The x-axis represents time in weeks, starting from March 2020, while the y-axis represents the number of consultations ranging from 0 to 25,000.

The trend indicates an initial increase in consultations, followed by a sharp decrease around week 42, and a subsequent rise towards the end of the observed period.
The Redesign of Urgent Care (RUC) programme seeks to promote significant transformational change in how optimal urgent care can be delivered for the people of Scotland.

Place of Near Me

**Telephone**
- First line to reduce infection spread

**Near Me**
- Additional clinical information
- Greater reassurance for patients

**Face to face**
- For when video is insufficient

Appropriate use
Near Me Network: Improvement Project

Rapid learning through a small group focused on embedding Near Me for four weeks and sharing experiences

Kick off meeting
- Establish Group
- Discuss aims & expected outcomes
- Explore existing experience & guidance
- Plan processes
- Agree roles & timelines
- By MS Teams

Individualised support
- Weekly 30-minute support call
- Weekly data provided – consultations and patient responses
- Practical training & support on Near Me
- Coaching on improvement processes
- Troubleshooting barriers

Group learning: sharing experiences
- Learning group on MS Teams
- Group webinars: 45 minutes, three during project, including all practices share 5-minute update
- Chat board: sharing and discussing learning, barriers, enablers, ideas
- Sharing documents

Testing & improving
- Plan how team will use Near Me: both clinical pathways (all clinicians) & administrative processes
- Test processes: actively use Near Me whenever clinically appropriate
- Hold team meeting at least weekly to review, discuss & update processes
- Share experience with the rest of the Group
- Review draft national guidance

Outputs
- Updated national guidance: clinical pathways & administrative processes
- Share experiences through webinars and case studies
- Evaluation

4 weeks

4 weeks
Measures

Process Measures
Number of Calls
Number of Video Consultations

Outcome Measures
Number of return patients
Number of Self and Community Care
Other Hospital Services

Balancing Measures
Number of patients with unplanned return both for Call MIA and current MIU patients

Qualitative Measures
Patient Feedback
Staff Feedback
Patient Stories

Reducing variation by converting unscheduled care into scheduled care
Call to 111 — triaged by NHS 24

- ED – 1 Hour
- ED or MIU – 4 Hour
- Other, i.e. mental health, dental

Attend ED
Board Flow Navigation Centre

Admin/call handler contacts patient from details in Adastra flow to arrange a Near Me or phone appointment with an appropriate clinician.

Admin/call handler assesses patient’s technical set up for Near Me (see example script at Appendix 1).

Admin/call handler schedules appointment in the patient administration system (with case summary).

Patient does not have technology for Near Me: Schedule patient into a phone appointment

Patient has technology for Near Me: Schedule patient into a Near Me appointment and send patient Waiting Area URL via text message/email

Patient arrives in Near Me waiting area at scheduled time.

Admin/call handler monitors waiting area and notifies the patient of any delays with the Near Me ‘notify’ function

Clinician joins the Near Me consultation and arranges the patient in the patient administration system (i.e. TRAK).

Clinician undertakes the consult and notes clinical outcome in TRAK.

Self care
Scheduled face to face appointment at ED
Scheduled face to face appointment at MIU
Link patient to community services
Referral to other hospital services
3 Month Review
571 Patients Used the Call Mia Service
3 Month Review
45% had an outcome of self/community care
3 Month Review
41% Reduction in attendance at Hospital

To Date
1866 Patients Used the Call Mia Service
To Date
45% had an outcome of self/community care

Right patient, right place, support shielding, reduce overcrowding
How happy were you with the service you received today?
For more information on Near Me please visit

https://www.nearme.scot/
https://tec.scot/nearme/
Questions?