



## **Setting up and using Near Me video consulting – your questions answered**

**23<sup>rd</sup> April 2021**

### **Resources and Q&A**

A webinar on how to implement and use Near Me in Citizens Advice Bureaus.

This webinar was targeted at Bureau Managers and key staff.

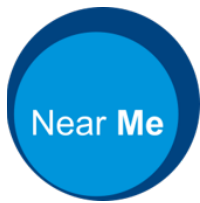
During this webinar there were presentations from three Bureaus and a Q&A session with the panellists.

This webinar explored:

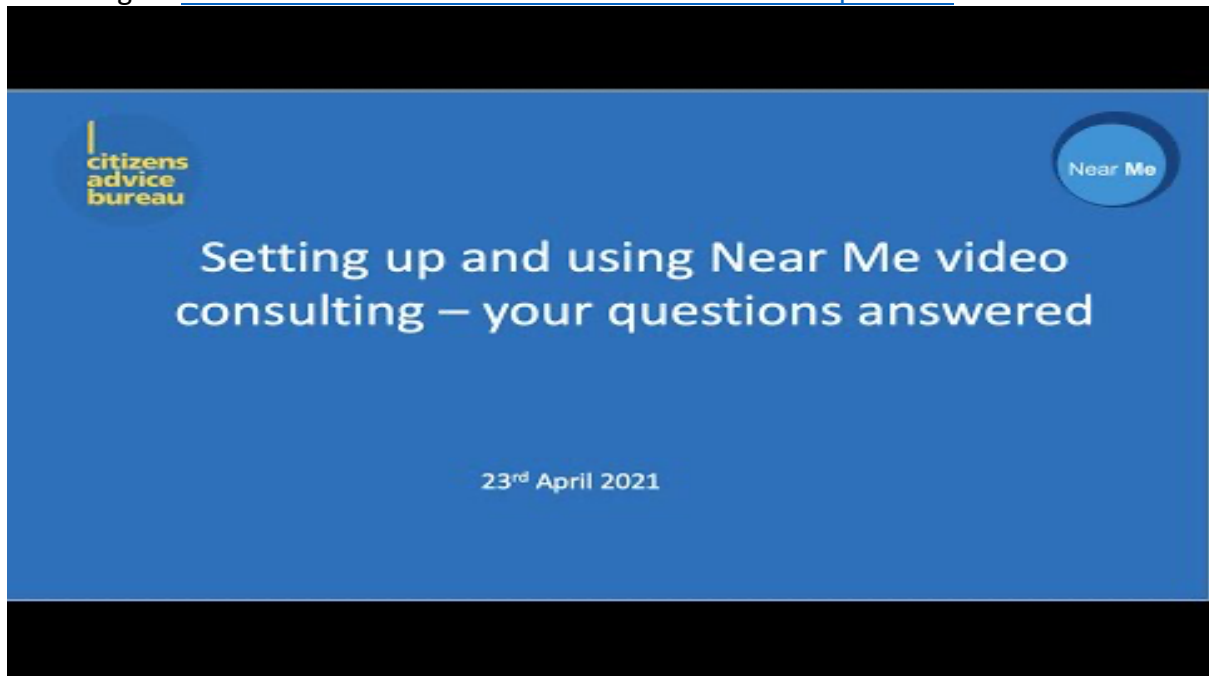
- Successes
- Planning and Testing
- Challenges and how overcome
- Audio/Video testimony from client
- Future opportunities

Presenters:

- Karen Kyle – Assistant Manager Parkhead Citizens Advice Bureau
- Ann Taylor – Service Manager Falkirk Citizens Advice Bureau
- Evelyn Anderson – Business & Development Manager Airdrie Citizens Advice Bureau



Number of participants = 31. If you were not able to make the webinar you can view a recording at: [Citizens Advice Bureau & Near Me Webinar 23rd April 2021](#)



Links to the 2 embedded videos from the presentation:

[Use of Near Me in CABs - Advisors Story](#)





### [Use of Near Me in CAB's Volunteer/Client story](#)



#### **Resources:**

National VC service in Grampian run drop in training sessions on MS Teams for how to use Near Me and key functionality of the system.

Dates and times are in the link and please feel free to circulate this to your colleagues:

<https://www.vc.scot.nhs.uk/near-me/training/>

Near Me Guidance developed with CAS will be circulated separately.

You can apply for a Near Me Waiting Area for your CAB here: [Application for Near Me – NHSS National Video Conferencing Service \(scot.nhs.uk\)](#)

General Information on Near Me: <https://tec.scot/nearme/>

Public Near Me information website: <https://www.nearme.scot/>

The Presenter slides are in a separate pdfdocument



## Q&A

How do you change the waiting time hours

As a Waiting Area admin you can control this through the settings cog wheel

How do you add in new users?

Through the settings cog, then Add Users. Add email address & choose the role(s)

Were any CABx using this as a virtual drop-in or was it appointment only?

The panel described this in more detail during the Q&A discussion

Can people see each other in the waiting area in case someone attends at the wrong time?

Waiting Area admins & Service Providers (i.e. staff who can talk to clients) will see the WA queue but clients do not.

If you need to send a link to the client, how do you get clients dropping in?

You can publish the link on your website or have it in your email signature.

We've been offering clients video appts (by Zoom) but there hasn't been any uptake and clients are choosing phone. Was there anything different you used to encourage users?

The panel described this in more detail during the Q&A discussion

Can you share the links to guidelines on CAS website and the training videos?

<https://www.vc.scot.nhs.uk/near-me/training/>

Do you know when the background blur function will become available?

Scheduled for release end of April

How many people can be in one interview/session

Up to 4 or 5 depending upon quality of broadband available to those in the call

Does it integrate with any other systems for ease of recording appointments, eg outlook or 10to8

No, it is completely standalone.

Has this been trialled for outreach venues at all? Wondering if this might help to get these services re-instated though understand it depends on the venues

The panel described this in more detail during the Q&A discussion and we are exploring how "Community Hubs" can be used for Near Me calls by any organisation. There is a webinar planned for June regarding this and the hub in Cairndow.

Can you add in another waiting area on your own through as admin user.?

You need to apply for additional Waiting Areas using the online form here: [Application for Near](#)



[Me – NHSS National Video Conferencing Service \(scot.nhs.uk\)](https://scot.nhs.uk)

Is it ok to run appointments concurrently, say with more than one adviser

Yes, you can have up to 200 "service providers" in one waiting area. They will see who is in the waiting room and select the person they are scheduled to see.

What kind of clients have participants found they are able to reach using this system, that they would otherwise would not have been able to help (or found harder to help) via phone, email etc?

Clients where seeing a face of a person is important to them or helpful for you. Mandy's example in the first video clip is a good illustration of this.

Any chance we can add the DWP to an appointment, maybe as a phone call?

Yes you could add the DWP to the video call rather than a phone call

Is this more secure than any other video platform

Near Me is powered by the Attend Anywhere platform which has met the security requirements to be approved and used by the NHS, Scottish Government and Public Services. This has not been the case for other video platforms.

When can CAB access this?

Now by applying here: [Application for Near Me – NHSS National Video Conferencing Service \(scot.nhs.uk\)](https://scot.nhs.uk)

Are sessions recorded?

There is no record function on Near Me

Any idea of on-going cost? Thanks

Free to access and paid for by Scottish Government until 2022

How did it work bringing in a third party when you did not plan?

It is easy to add a person by sending them a link to the call in progress from the providers screen

Does screenshare allow you to choose a specific document to share or just the entire screen?

Yes, You can share a particular application window, an entire screen, or a Chrome tab.

Thank you for joining us.

The Near Me Team

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