

Use of Near Me in Out of Hours GP Services 15th April 2021

Resources and Q&A

A webinar on how to implement and use Near Me in GP Out of Hour services.

This webinar was targeted at clinical and service managers as well as GP OOH clinicians.

During this webinar there were presentations from a number of boards and clinicians and a Q&A session to ask questions of the panellists.

This webinar explored:

- Processes and approach to embedding Near Me into GP OOH services
- Experiences using Near Me in GP OOH
- Real life examples of how Near Me has been used with patients
- Any learnings and challenges to implementing Near Me into the service

Presenters:

- Scott Jamieson, Executive Officer Quality Improvement, RCGP Scotland
- Martyn Berrie, Team Lead Urgent Care Services, NHS Fife
- Di Anderson, OOH Service Manager, NHS Dumfries & Galloway
- Esmat Bhimani, OOH GP, NHS Dumfries & Galloway

Number of participants = 36 people across 16 health boards and partner organisations. If you were not able to make the webinar you can view a recording at:

<https://youtu.be/Jhfvb7AD0hQ>

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 National Guidance developed with GP OOH Services and RCGP can be found here: <https://tec.scot/nearme/covid-19-implementing-near-me/>

Here is the link to instructions for the Google Chrome speech to text function to support those with hearing difficulties: <https://www.vc.scot.nhs.uk/speech-to-text/>

Q&A

Q. It is still relatively new to every one. Have you noticed a change in the call outcomes as your confidence in it has increased?,

A. This was covered in the Q&A later

Q. Is there a way to take a snapshot of a skin lesion while we are doing the Near Me consultation ?,

A. Dr Scott Jamieson covered this question in the discussion later Also: You can also attach an ecam camera to your computer and alternate between that and your webcam for more detailed and magnified skin examinations. This also allows for still pictures if patient consents.

Q. I have heard of some boards that have supplemented the consultation with heard of hearing/deaf using chat function. ,

A. The chat function has definitely been helpful for hard of hearing or if you need to spell out a particular medication required. We also get feedback that Near Me is helpful for those hard of hearing compared to in person, as clinicians do not usually wear a face mask when using Near Me, so supports lip reading.

Q. It was mentioned about using the speech to text functionality in chrome, is that feature provided via googles cloud services and/or is there the possibility of data leakage via this feature?,

A. I believe that the captions are not saved and only present for the duration of the call. We will send more details on this function in the follow up email with resources post webinar. (It was mentioned about using the speech to text functionality in chrome, is that feature provided via googles cloud services and/or is there the possibility of data leakage via this feature?) Here is the link to instructions for the Google Chrome speech to text <https://www.vc.scot.nhs.uk/speech-to-text/>

Q. Thanks to the presenters. It would be good if there is a way to prescribe remotely for medication to be picked up from a preferred pharmacy. The only limitation with video consultations is if the patient needs supply of medication or obvious 'hands on' treatment.,

A. Many GP practices have developed processes for prescribing remotely after a Near Me consultation. This is often done by emailing a script to the patient's local pharmacy for them

to pick up. We encourage clinicians to liaise with local pharmacies to identify a process to support remote prescription for the patient.

Additional comments:

From Scott: I have a script: "Are you using an iphone? If not is it a mobile with google chrome? I'd like to see if we can review this on a video call" (send SMS at that point); I've sent you a link by text now. Please connect to wifi. Click on the top link, fill in the details and start the call. It's ok if you don't connect I will call you back."

There is also a "Consult Now" feature in the pipeline from Near Me which will be even quicker.

From Martyn Berrie :

I would add that you can swap to rear facing camera as that is clearer than front facing

Thank you for joining us.

The Near Me Team

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