

Background

There are many benefits of using Near Me for health and care appointments. Mary, who lives in the Highlands of Scotland, was offered her consultation by video. It has reduced her monthly trips to Raigmore Hospital in Inverness (a round trip of over 200 miles). She also struggles with her hearing. Since Covid-19, if staff have to wear masks, lip-reading was no longer an option for Mary.

The Ask

Mary emailed the Near Me Team to see what options there were to help people who are hard of hearing. The option of Speech to Text was explained and with a simple set of instructions, Mary agreed to give it a go.



Benefits

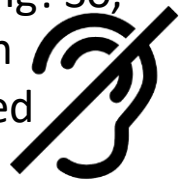
In her own words, Mary describes the benefits of Near Me.

“I am in the Highlands and Near Me saves me a monthly trip to Raigmore. Less tiring it saves me five to six hours of driving and avoids the chaotic car park. Also bad weather and the worry of not being able to get back home. I am immunocompromised, having an appointment by video takes away the stress of going into the hospital.”

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On Speech to Text?

“Yes, it is working! So, chuffed. I am on an old-fashioned laptop using chrome. Speech to Text is at the bottom of the screen. It is pretty accurate and fast.”



Speech to Text can be enabled in Chrome and used with Near Me. For further details and instructions visit the NHS Scotland website below.

