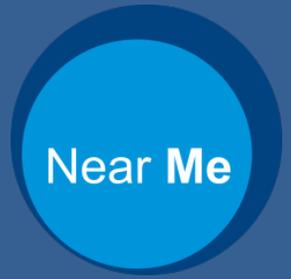


# Near Me Groups in Mental Health

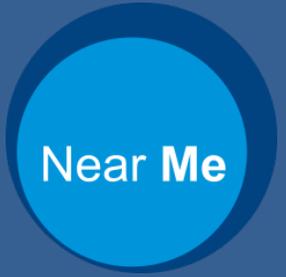


27th September 2022



@marcbeswickahp @NHSNearMe

# Housekeeping



- All on mute
- Accessibility options
- Tips for getting good WiFi
- Please use the Q&A section



Search

NHS Scotland



# Test event

Need help?

Leave



Visual Search Save Share

Playback Speed

1.0x

Captions / Subtitles

Off

Captions / Subtitles settings

Quality

Auto



LIVE



## Live event Q&A



Featured

My questions

Most recent

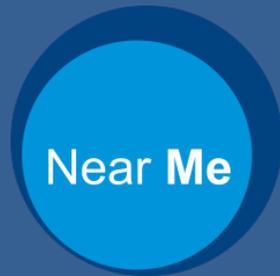


Moderator 4:47 PM



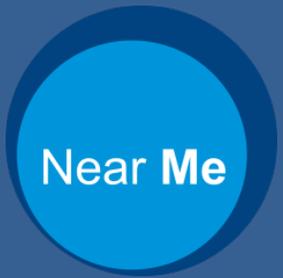
Welcome to todays event.

Ask a question



Please complete the 2 question poll from the link in the chat or the QR code below. Thank you.





- Hosts
  - Marc Beswick – National Lead – Near Me Networks
  - Dawn Robb – Program Manager – Near Me Team
  - Alex Karamagkalis – Project Manager – Digital Mental Health Team
  
- Presenters
  - Tracy Towler - Customer Success Manager - Induction Healthcare Group/Attend Anywhere
  - Dr Simon Stuart - Consultant Clinical Psychologist - NHS Lanarkshire
  - Chris Wright - National Advisor for Digital Mental Health/Head of Program Digital Mental Health - Scottish Government

# Agenda



- What are Near Me Groups? Core features and future plans.
- Clinician experience of Near Me Groups.
- Where do Near Me Groups fit within the National Digital Mental Health Program?
- Panel Q&A.



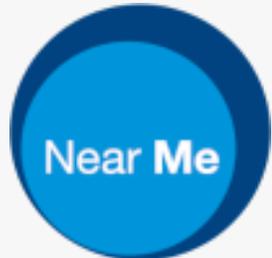
# Near Me Groups in Mental Health Induction Healthcare

#flexiblecare

Tracy Towler, Customer Success Manager

27 September 2022

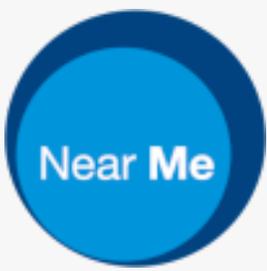




# Group Calls



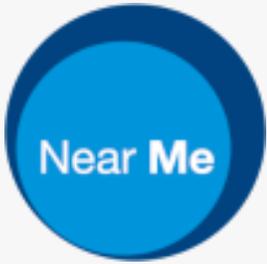
#flexiblecare



# Group Calls – Getting Started

- Web based video consultation platform
- Simple safe and secure
- All data encrypted, we don't keep any data
- Designed to mimic a real life waiting area
- Single point of entry
- Link stays the same - makes it simple and easy for clients to use
- Up to 60 participants



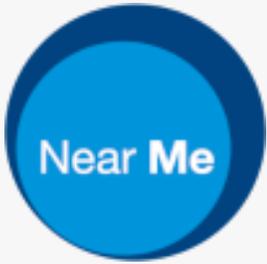


# Group Calls – Waiting Areas

**Waiting Areas**

Filter ▼

<b>3</b> WAITING	<b>0</b> GROUP IDLE	<b>0</b> WAITING	<b>0</b> IDLE	<b>0</b> WAITING	<b>0</b> GROUP IDLE	<b>0</b> WAITING	<b>0</b> IDLE	<b>0</b> WAITING	<b>0</b> IDLE
<b>6</b> MINUTES LONGEST WAIT		<b>0</b> MINUTES LONGEST WAIT		<b>0</b> MINUTES LONGEST WAIT		<b>0</b> MINUTES LONGEST WAIT		<b>0</b> MINUTES LONGEST WAIT	
<b>0</b> GROUP ACTIVE		<b>0</b> BEING SEEN		<b>0</b> GROUP ACTIVE		<b>0</b> BEING SEEN		<b>0</b> BEING SEEN	
NVCS MadeUp Group		NVCS Audio Tester		NVCS Fife Group 1		NVCS MadeUp Two		NVCS Test and Demo	
<a href="#">Group Consultations</a>				<a href="#">Group Consultations</a>					
NVCS		NVCS AR TESTS		NVCS		NVCS		NVCS	



# Group Calls – Waiting Areas

[Back to Waiting Areas](#)

**NVCS MadeUp Group Waiting Area**  
National Video Conferencing Service Group Consultations Launch call

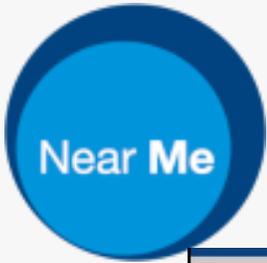
Status	Caller	Telephone
Waiting (6 min)	So Happy	
Waiting (6 min)	Dino Baby	
Waiting (5 min)	Franken Furter	

National Video Conferencing Service

**Waiting Area hours**  
12:00 AM to 12:00 AM  
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday  
London (Europe) (UTC +1)

**Waiting Area link**  
<https://nhsattend.vc/nvcs/mu-gr>  
Share link to Waiting Area

**Information for Callers**  
If you encounter problems, please telephone the reception number given on your appointment letter or email.



# Group Calls – Waiting Areas

The screenshot shows a Zoom meeting interface. The main video area displays a red dinosaur head. In the top left of the video, there is a timer showing "00:06" and a refresh icon. In the top right, there is a small video thumbnail of the same dinosaur head with the name "NVCS Clinici...".

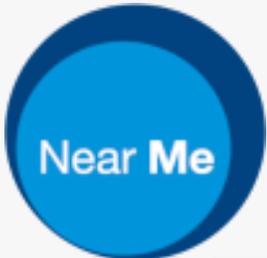
On the right side, there is a sidebar with the following sections:

- Waiting callers (3)**: A green button labeled "Admit all". Below it are three entries: "DB Dino Baby" with a red 'x' icon, "FF Franken Furter" with a red 'x' icon, and "SH So Happy" with a red 'x' icon.
- Participants (1)**: One entry: "NC NVCS Clinician (Provider)" with a blue circle icon.
- At the bottom of the sidebar is a red button labeled "Leave consultation (just me)".

Overlaid on the video are two settings menus:

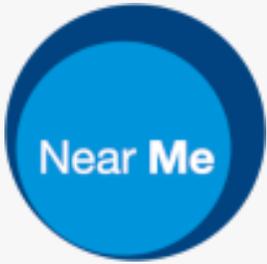
- Performance settings**: A window with a close button (x) and a slider labeled "Adjust for:" with "Best performance" on the left and "Highest quality" on the right. A mouse cursor is pointing at the slider.
- Context menu**: A dark grey menu with four options: "View full screen", "Mute everyone" (with a mouse cursor over it), "Select background", and "Speaker stats".

At the bottom of the screen is a Zoom control bar with icons for mute, video, chat, hand raise, gallery view, refresh, and more options.



# Group Calls – Functionality

The screenshot displays a Zoom group call interface. It features four video thumbnails in a 2x2 grid. The top-left thumbnail shows a red superhero mask with the name "NVCS Clinician" and a crown icon. The top-right thumbnail shows a purple Frankenstein figure with the name "FF" and a muted microphone icon. The bottom-left thumbnail shows a South Park character. The bottom-right thumbnail shows a frog-like character. To the right of the thumbnails is a control panel with a dark background. It includes a "Waiting callers (0)" section with an "Admit all" button. Below that is a "Participants (4)" section listing: "NVCS Clinician (Provider)", "Dino Baby", "Franken Furter", and "So Happy". Each participant name has a small colored circle and a red "x" icon.



# Group Calls – Functionality

The screenshot displays a Zoom group call interface with four participants in a 2x2 grid:

- Top-left: A red superhero character with a white mask and yellow chest, labeled "NVCS Clinician".
- Top-right: A purple Frankenstein-like character with a black body and yellow stitching, labeled "FF".
- Bottom-left: A yellow character with a red jacket and blue hat, labeled "SH".
- Bottom-right: A close-up of a hand holding a yellow object, with a control menu overlaid.

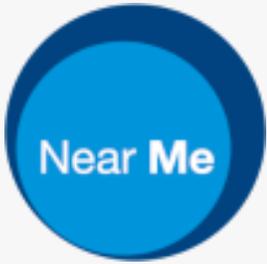
The control menu in the bottom-right window includes the following options:

- Ask to unmute
- Mute everyone else
- Stop video
- Disable camera of everyone else
- Send private message
- A volume slider at the bottom.

On the right side of the interface, the "Participants (4)" list shows:

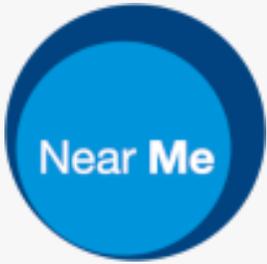
- NVCS Clinician (Provider)
- Dino Baby (with a red 'x' icon)
- Franken Furter (with a red 'x' icon)
- So Happy (with a red 'x' icon)

At the bottom right, there are two red buttons: "Leave consultation (just me)" and "End consultation for all".

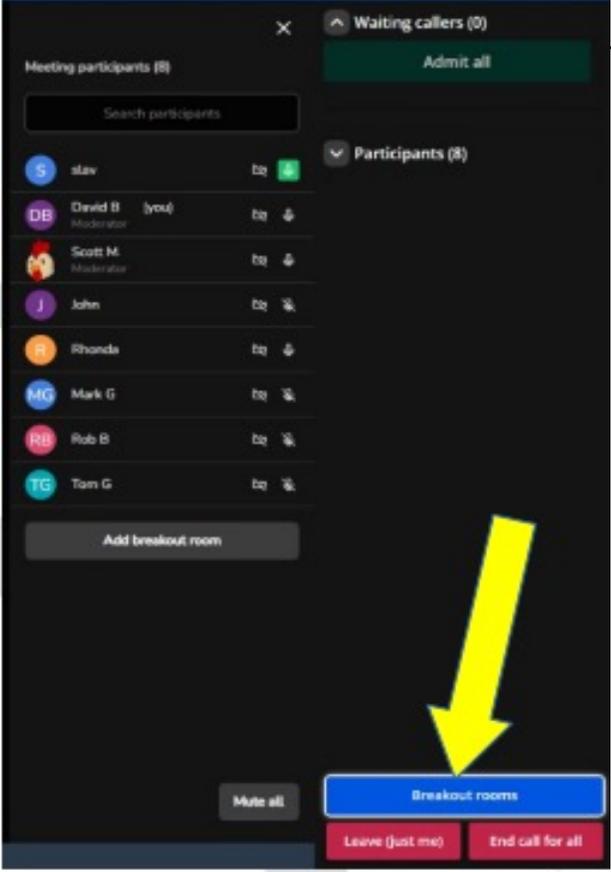


# Group Calls – Functionality

A screenshot of a group call interface. The main video area shows a large avatar of Kenny McCormick from South Park. In the top right corner, there is a small thumbnail of a participant with a red avatar, labeled "NVC" with a crown icon and an "Admit all" button. Below this, a sidebar contains a list of participants: "Waiting callers (0)" with an "Admit all" button, and "Participants (4)" with a list of names: "NVCS Clinician (Provider)", "Dino Baby", "Franken Furter", and "So Happy". Each name has a small circular icon and a red 'x' icon. At the bottom of the sidebar, there are two more thumbnails: one for "FF" (Franken Furter) and one for "SH" (So Happy). The interface also shows a timer "01:58" and a refresh icon in the top left of the video area.

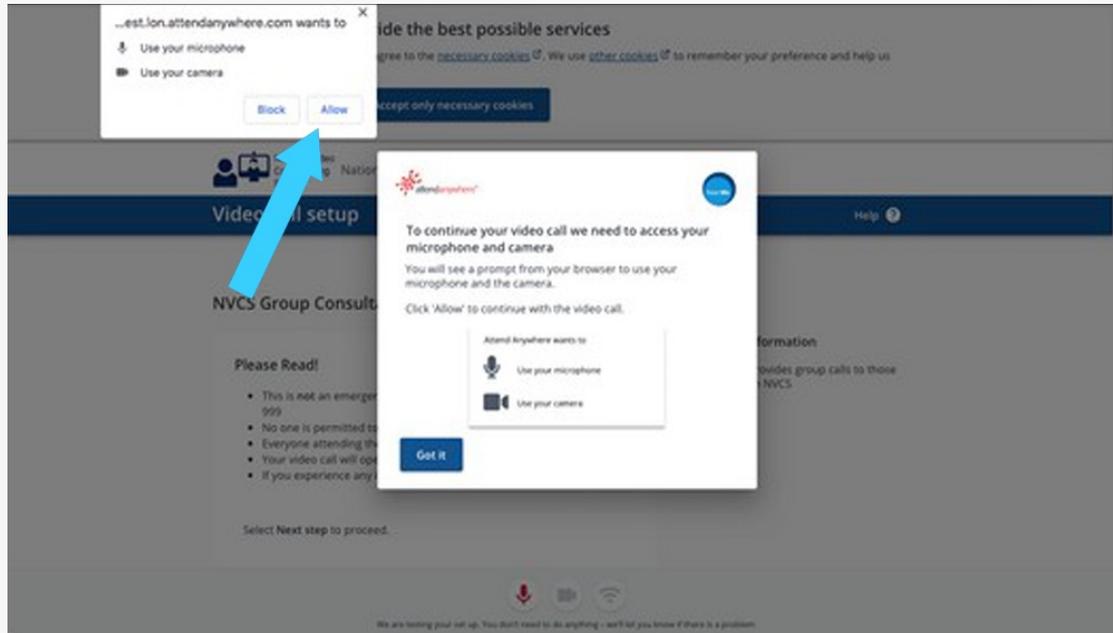


# Group Calls – Functionality

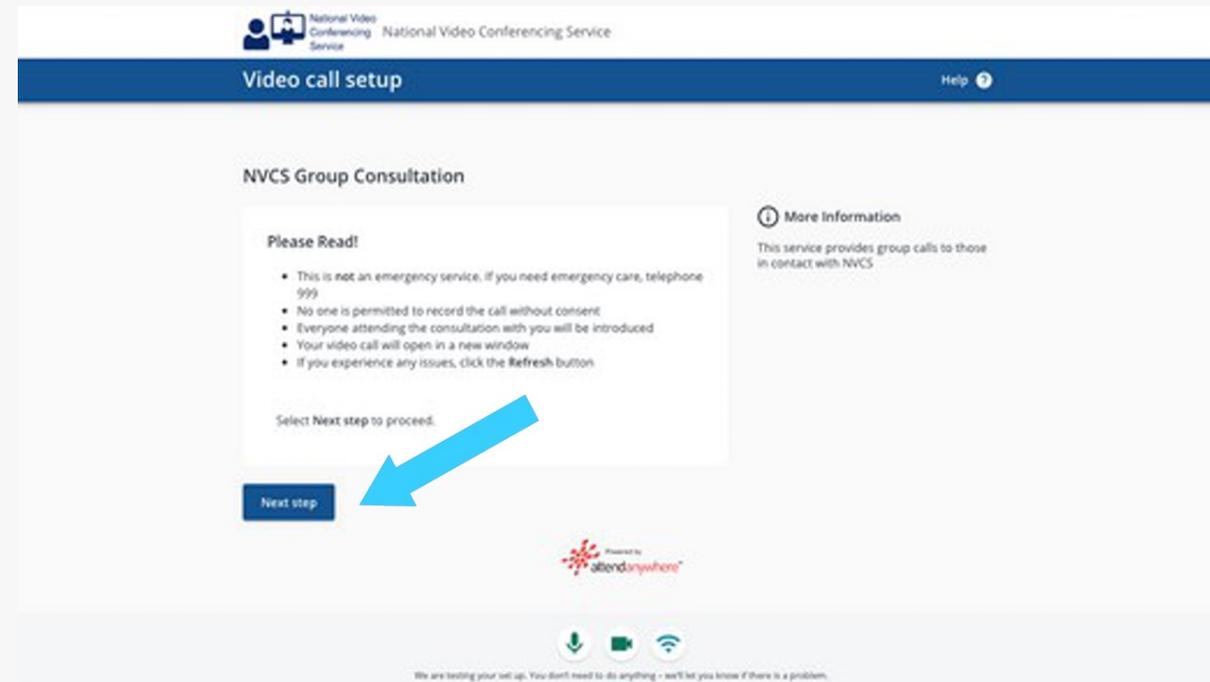


# Near Me Group Calls – Caller

- Pop up message asking for use of camera and microphone
- Camera, mic & network speed automatically tested



- Information for caller to read
- Select 'Next'



# Near Me Group Calls – Caller

NVCS Group Consultation

**Caller details**

Enter the caller's details. The caller is the person the video call is about. All information is transferred securely and permanently deleted from Attend Anywhere after the video call.

**More information**  
This service provides group calls to those in contact with NVCS

**Only Service Providers will be able to see the details you enter here. Other Callers in the group consultation will only see your initials.**

First name (Required)

Last name

Telephone

Where you can be reached if there is a problem

Date of birth

DD/MM/YYYY

**Next step**

We are testing your set up. You don't need to do anything - we'll let you know if there is a problem.

- Complete Personal Details
- Select 'Next'

# Near Me Group Calls – Caller

- If you agree to the Terms of Use and tick the box
- Select Enter Waiting Area button to join group call

The screenshot shows the 'Video call setup' page for 'NVCS - Test Group Space'. At the top, there is a header with the 'National Video Conferencing Service' logo and a 'Help' icon. Below the header, the page title is 'Video call setup'. The main content area is titled 'NVCS - Test Group Space'. On the left, there is a 'Terms and policies' section with a checked box for 'I consent to the Terms of Use'. Below this, it states 'This service is provided in accordance with the Service Provider's Privacy Policy'. A note says 'No one can see your video or hear your audio until they join your call'. A green button labeled 'Enter Waiting Area' is visible. On the right, there is a 'More information' section with a question mark icon and text: 'If you encounter problems, please telephone the reception number given on your appointment letter or email.' At the bottom, there are icons for microphone, video, and Wi-Fi, and a small text line: 'We are testing your set up. You don't need to do anything - we'll let you know if there is a problem.'

- While you wait you may hear music and other messages depending on how your Near Me provider has set up the call

The screenshot shows the 'Video call setup' page for 'NVCS Group Consultation'. At the top, there is a header with the 'National Video Conferencing Service' logo and a 'Help' icon. Below the header, the page title is 'Video call setup'. The main content area is titled 'NVCS Group Consultation'. The central text says 'Waiting for the group consultation to start'. Below this text is a large circular icon with the letters 'GJ' inside. At the bottom, there is a line of text: 'As soon as the consultation starts all participants will be able to see and hear you'.

# Near Me Group Calls – Caller

- Your microphone will be mute on entry



#flexiblecare

# Near Me Group Calls – Future Developments

- Group Calls extended to 4 Hours – Release 9



# Thank You



[info@inductionhealthcare.com](mailto:info@inductionhealthcare.com)



[Induction Healthcare Group PLC](#)



[inductionhealthcare.com](http://inductionhealthcare.com)



[@InductionHQ](#)



A circular button with a dark blue outer ring and a lighter blue inner circle. The text "Near Me" is written in white inside the inner circle.

Near Me

Dr Simon Stuart  
Consultant Clinical Psychologist  
NHS Lanarkshire

Chris Wright  
National Advisor for Digital  
Mental Health/Head  
of Program Digital Mental Health  
Scottish Government

# Wider Digital Mental Health Context

# Programme Aims and Context

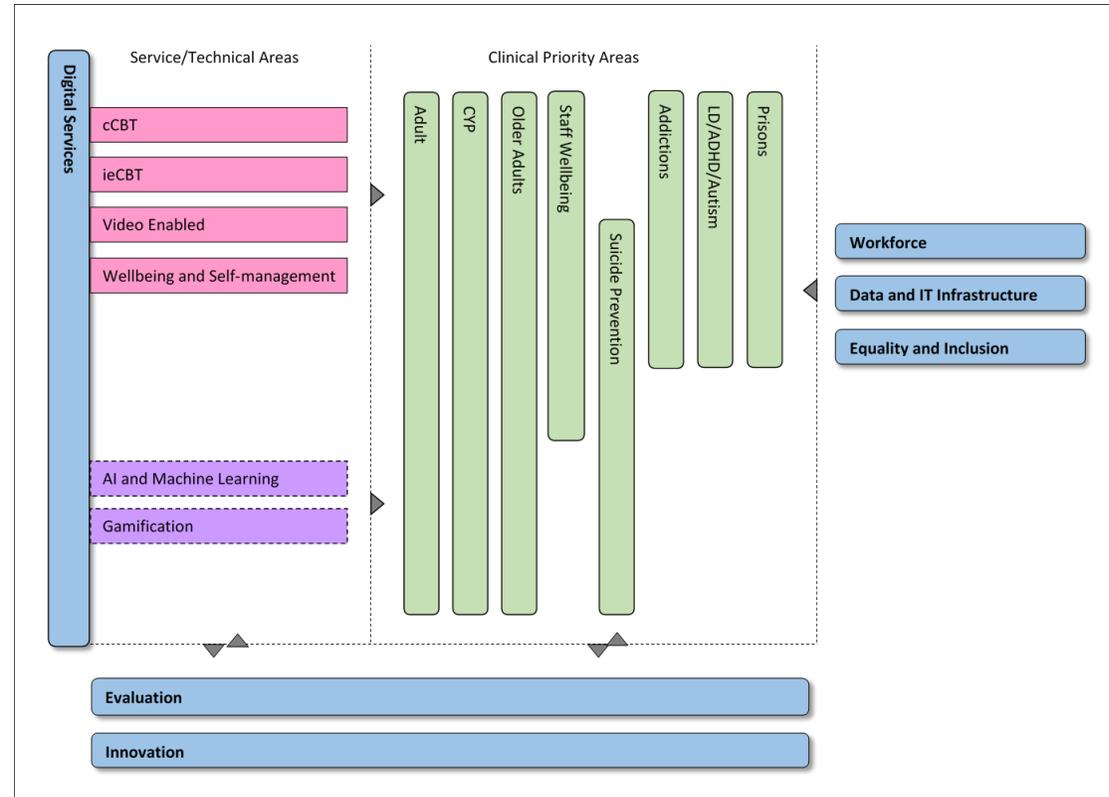
**Mental Health issues affect 1 in 3**

75% of people needing treatment don't access it

**25-30% of all GP consultations** involve depression, stress or anxiety

Antidepressant usage increasing up to 42% in 10 years with 936,269 individuals prescribed them

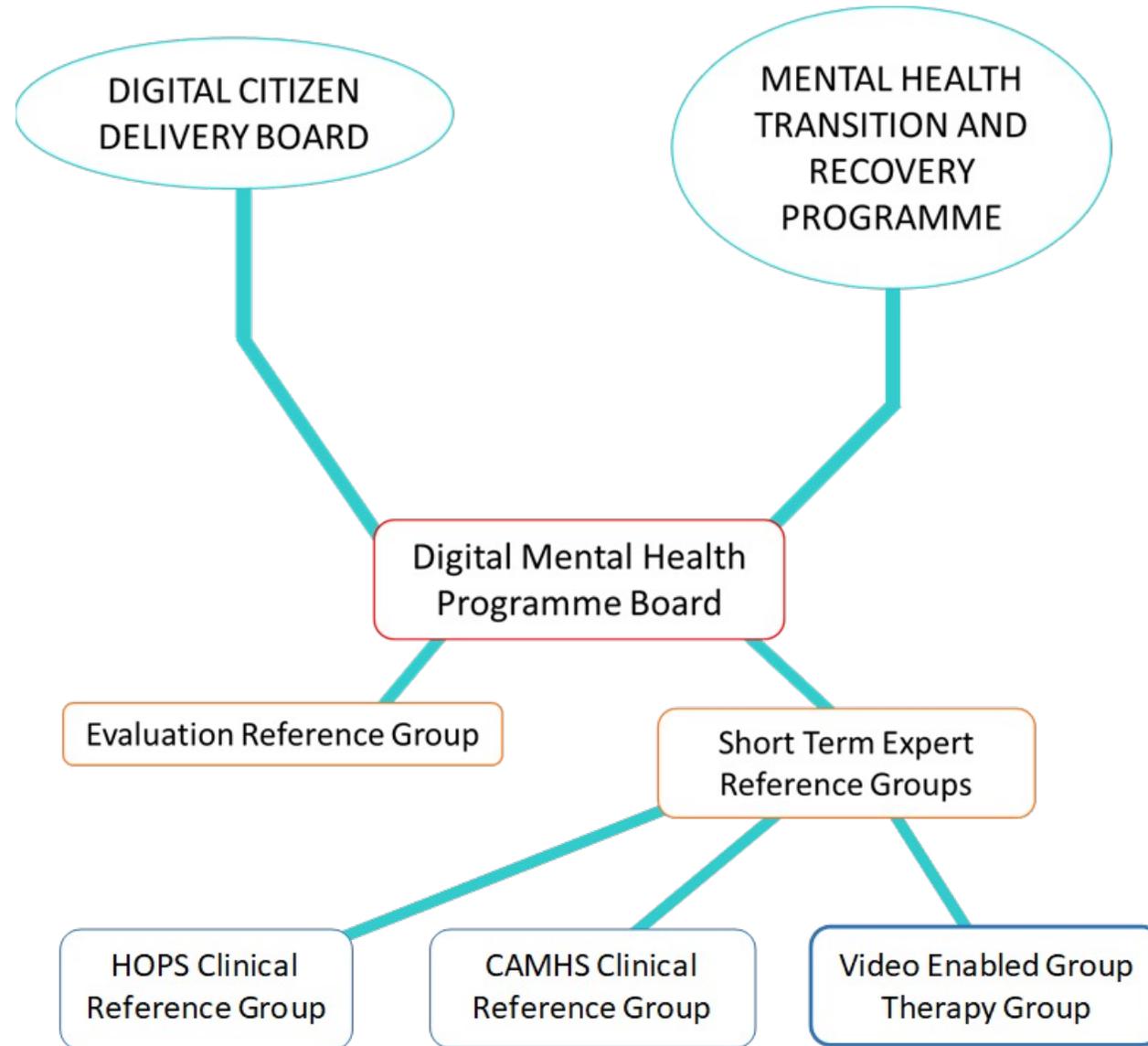
**Demand on specialist psychology services has doubled in 10 years**



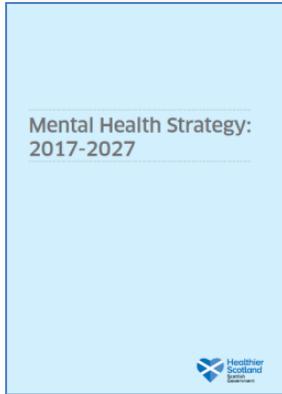
The Digital Mental Health Programme **responds to the increased demand for mental health** services by integrating and maximising the use of technology

# Governance Structure

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# Integration into Mental Health Policy



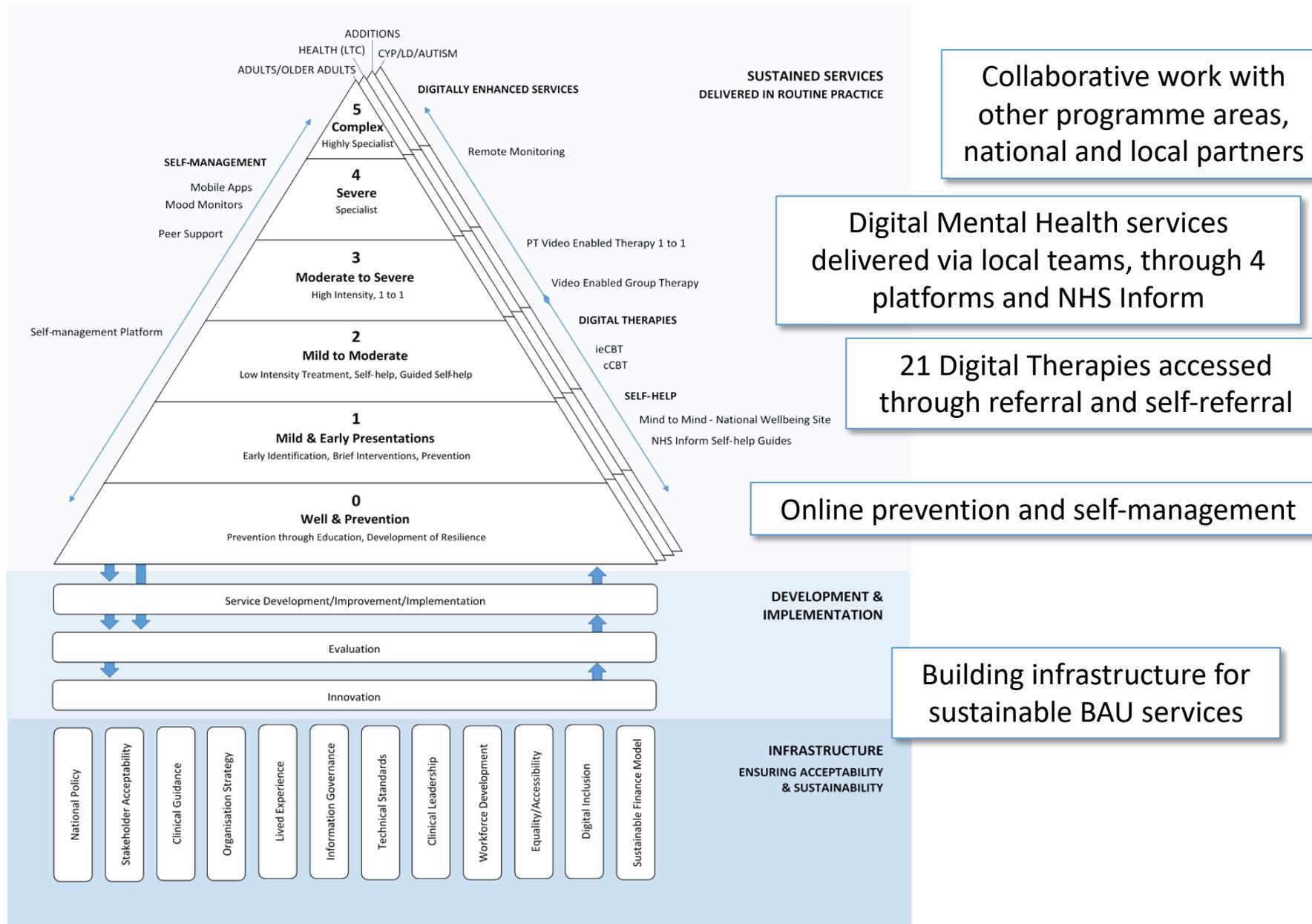
***Mental Health Strategy Action 25:*** “Develop more accessible psychological self-help resources and support national rollout of computerised CBT with NHS 24 by 2018”

***Transition and Recovery Plan:*** “Digital Therapy is now an integral part of service delivery across Scotland and is uniquely placed to deliver evidence-based therapy to all NHS staff, and to the wider population in Scotland.”



***Suicide Prevention Action Plan Action 6:*** “The NSPLG will work with partners to develop and support the delivery of innovations in digital technology that improve suicide prevention”

# Digital Mental Health



# Delivered Through Digital

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Depression/Anxiety

Social Anxiety

Health Anxiety

LTC Depression and Anxiety

(diabetes, respiratory, heart conditions, chronic pain, rheumatoid arthritis)

Stress

Resilience

COVID-19

Panic

OCD

Phobias

Perinatal

CYP

Supporting An Anxious Child

Supporting An Anxious Teen

Insomnia

GAD

Written Word Therapist Lead CBT

Video Enabled 1to1 and Group Therapy

Mind to Mind National Wellbeing Resource Site

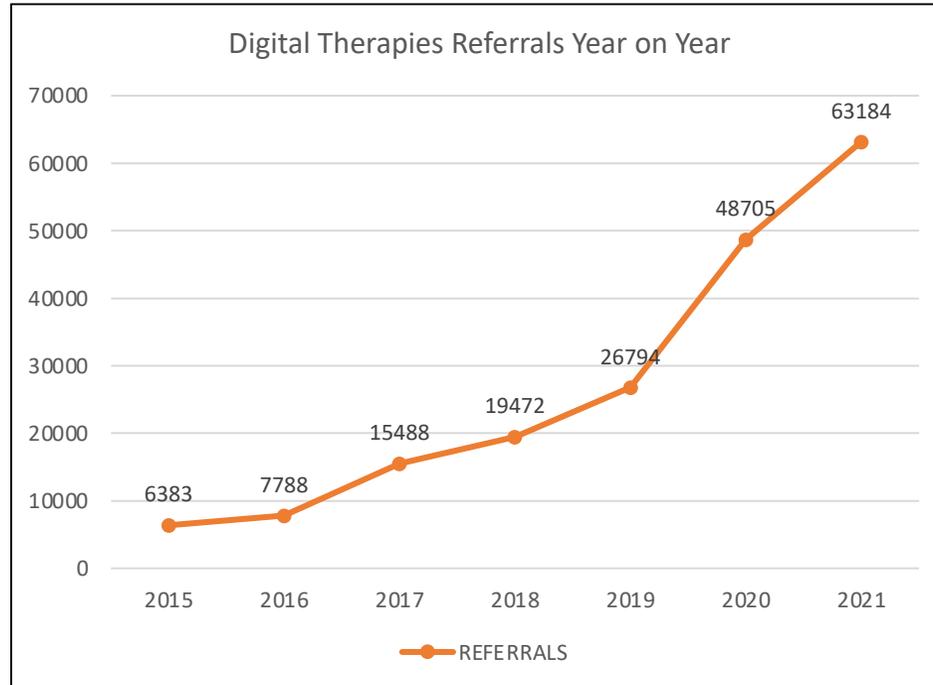
NHS Inform Digital Self-help Guides

Range of treatments across  
different clinical populations

Digital technologies  
and services integrated  
into psychological  
clinical care

Online preventative  
and self-management

# Service Usage



**63,184 referrals in last 12 month**

85% of referrals come from GPs with 29,149 through self-referral

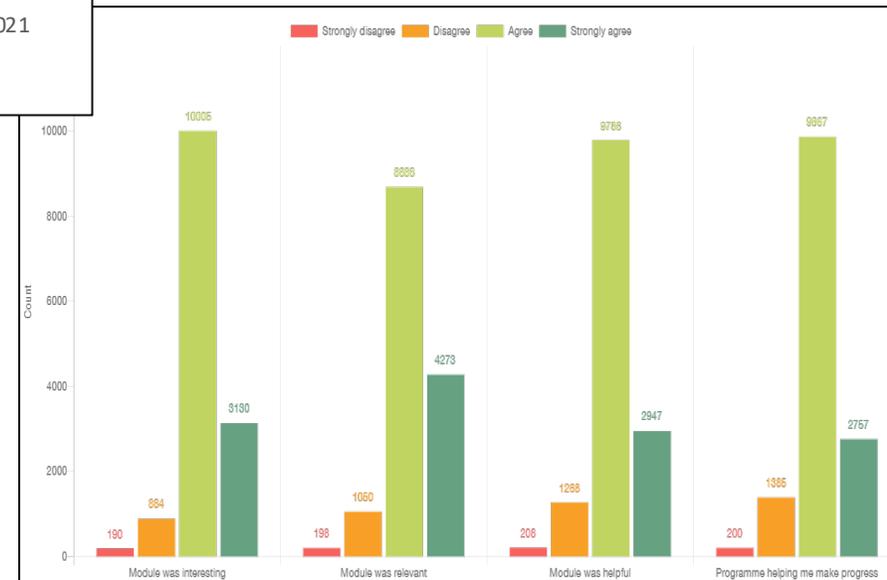
Suicide ideation of over 4,000 citizens monitored per month

Supporting over 9,500 Health and Care Staff

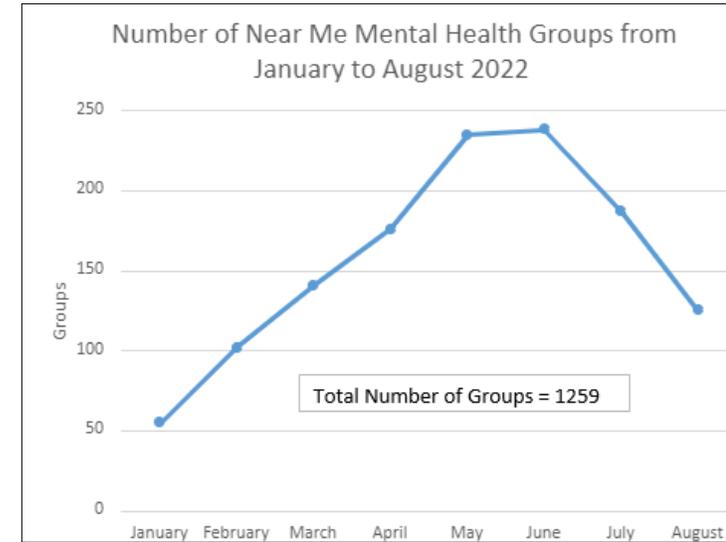
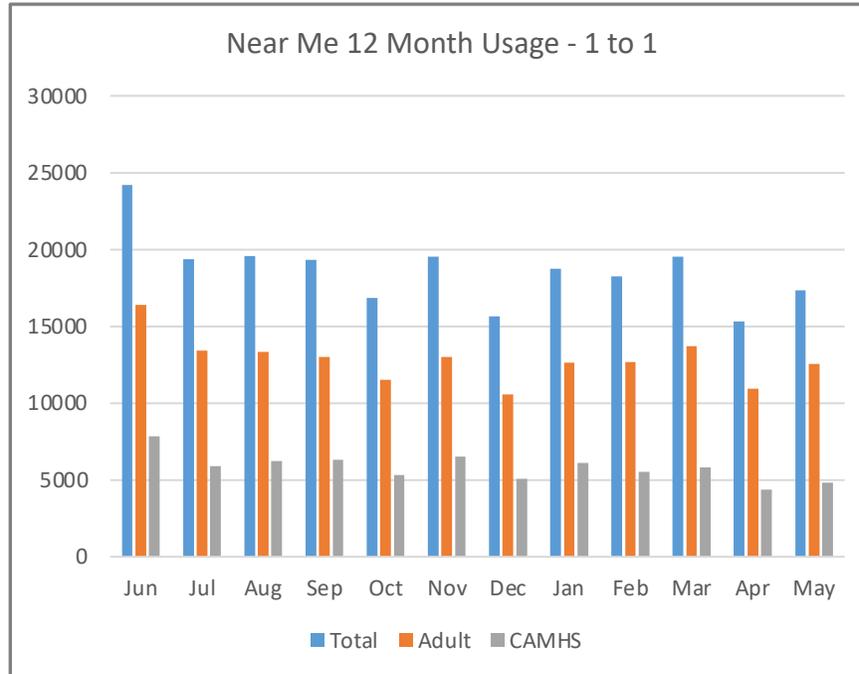
Patients wait no more than 5 working days both treatment

With **user satisfaction of 91%** for cCBT

**404,729** NHS Inform Digital Self-help Guides accessed in last year



# Near Me Usage



Numbers stabilised at 18,600 consultations per month

Group numbers and usage steadily increased with anywhere between 100 to 200 sessions per month

In May and July over 900 patients attended a video enabled group therapy session



# Evidence for Video Enabled Therapy

---

**Five systematic reviews**, two of which incorporated meta-analyses, **explored the clinical effectiveness evidence for remote digital delivery of psychotherapies**. Cognitive behaviour therapy (CBT) was the main modality reported in the literature. There was overlap across systematic reviews in the studies that were included. The small number of primary studies, and the heterogeneity across participants groups and outcome measures used, limits confidence in the evidence and further studies are required before conclusions can be drawn.

## *Depression*

Most of the controlled studies **reported no statistically significant differences in effectiveness at reducing depressive symptoms between the delivery methods** whether videoconferencing therapy (1 systematic review with 14 randomised controlled trials, four quasi-experimental studies and 15 uncontrolled studies) or telephone-administered CBT (1 high quality systematic review with meta-analysis of 6 trials). There was some small and non-significant beneficial effect of telephone-administered CBT over face-to-face therapy or other active controls in this review.

## *Anxiety*

A systematic review including six comparative studies in patients with a range of diagnoses **found no statistically significant differences in anxiety measures between videoconferencing therapy and face-to-face therapy**.

## *Post-traumatic stress disorder (PTSD)*

One high quality meta-analysis found that, when compared with face-to-face therapy, videoconference therapy **did not result in statistically significantly different PTSD outcomes** post-treatment.

# Importance of Clinical Judgement

---

**Use of digital is a choice that depends on appropriate clinical judgement.**

“Decisions to include individuals in group consultation should be made on client by client basis and should be the decision of the clinician who will be conducting and facilitating the video group consultation.

Clinicians must therefore undertake a review of the individual clients they are considering for group consultations to ensure they are appropriate.”

[Group-Consulting-Guidance-Mental-Health-v1 \(tec.scot\)](#)

# Good Use of Digital

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It is used to improve patient experience and choice of access

Digital is used to make things more efficient; can be used to work at a larger scale, across geographic areas, across different Boards and allow patients to access treatment that previous could not

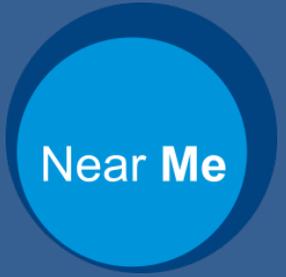
Enhance the advantages and addressing the disadvantages of using digital in service delivery while integrated into service delivery

Digital services will evolve and change over time opportunities to use digital are recognised and discussed

Thank You

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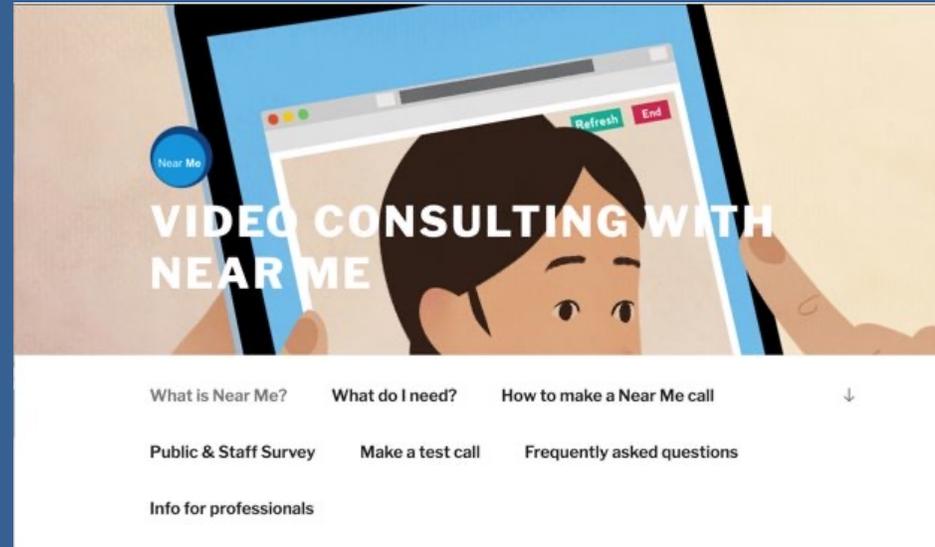
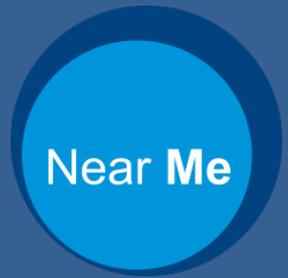
# Discussion



Please pose questions, comments,  
thoughts or experiences to our panel

Please complete the 2 question survey from the link in the chat or the QR code below. Thank you.





For more information on Near Me  
please visit <https://www.nearme.scot/>  
<https://tec.scot/nearme/>

For technical support please visit <https://www.vc.scot.nhs.uk/near-me/>  
email [Vc.support@nhs.scot](mailto:Vc.support@nhs.scot) or call 01224 816666