

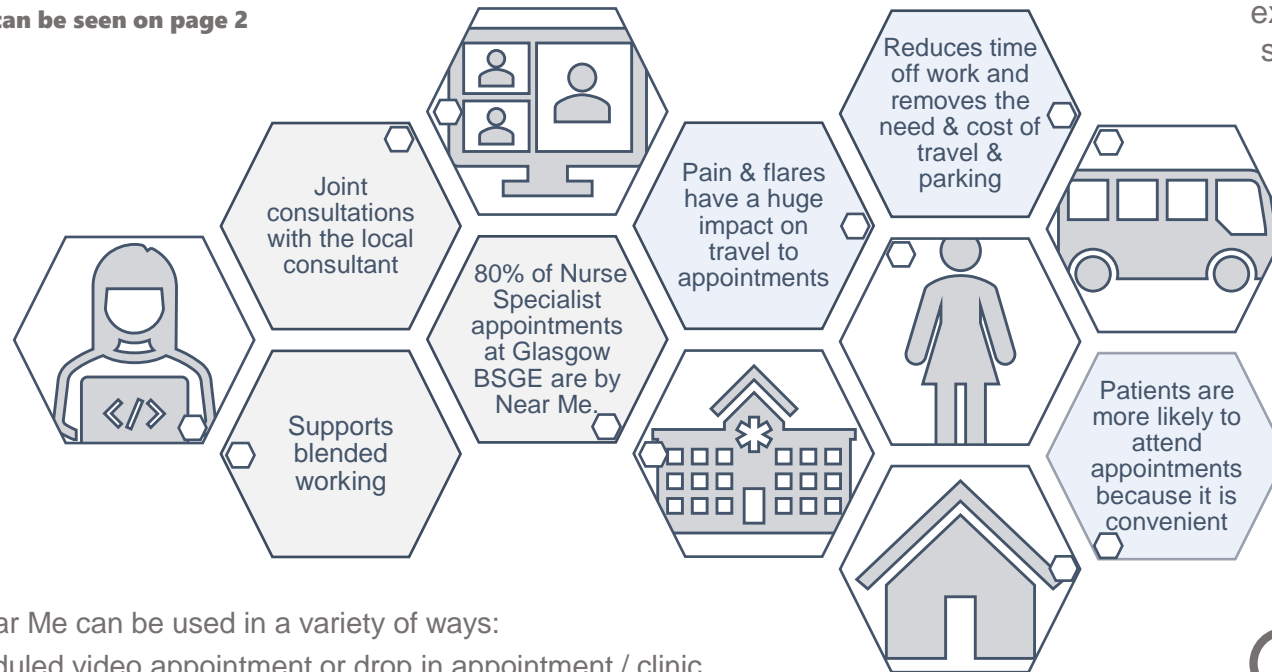
Near Me Video Consulting and Endometriosis



Endometriosis affects approximately 1 in 10 women. Working with the Women's Health Plan and Endometriosis UK, we were keen to understand how Near Me video consulting could improve access to services. Structured interviews enabled us to explore how Near Me is currently being used, the barriers and opportunities. There was consensus that it removes the need for travel, offers flexibility in how clinician works, where the patient attends the appointment from, and who else can join. By sharing the views of both the clinicians and women we hope to generate more conversation about the potential for Near Me in endometriosis management; and how we can support you with embedding and growing it in your service.

Key points from engagement exercise, interviewing women with lived experience of stage IV Endometriosis and Clinicians from Specialist Endometriosis Centres (BSGE*).

Full feedback can be seen on page 2



Summary of what the women with lived experience want from their endometriosis services and belief that Near Me can be an enabler in achieving this.

“ validation
choice
flexibility
empathy
options ”

Options: Near Me can be used in a variety of ways:

- As a scheduled video appointment or drop in appointment / clinic.
- Enabling a third party to join the call e.g. a GP or Local Consultant joining the appointment.
- Screen sharing e.g. to view and discuss MRI images.
- The [Consult Now](#) functionality enables rapid transfer from telephone to video call
- [Group Consulting](#), where up to 60 people can join a call. This is playing a valuable role in patients education and supporting self management in other specialities.



Vision: Near Me is offered as a choice to all patients seeking treatment for endometriosis

For more information about how Near Me is supporting delivery of the Women's Health Plan or how Near Me can improve access to your service please contact nss.nearme@nhs.scot

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Structured interviews were conducted with three clinicians from two of the Endometriosis Speciality Centres (BSCE* Centres) and 3 women with lived experience of stage IV endometriosis, who also have leading roles in endometriosis support networks.

	Clinicians	Women with lived experience
Reflection and views from their experience of using Near Me	<ul style="list-style-type: none"> "Near Me works best for patients that you already know and have a rapport with and those outside of the area to reduce travel" "With Near Me you get visibility of physical side-effects. You can get patients to point to the area where there is the worst pain to get more specific details on the area." "Use Near Me chat functionality when talking about a certain drug and with type the drug name in the chat so the patient can note it down also chat is helpful if a patient is hard of hearing." "Some patients experienced difficulty accessing Near Me due to user error." "Not appropriate if serious concerns about the patient's mental health or suspicions of domestic violence." "Near Me doesn't tend to work if there is a language barrier, as there is delay in translator responding more than you would get in person." 	<ul style="list-style-type: none"> "Near Me better than phone as can see one & other" "Pain & flares can have a huge impact on travel to appointments"
Opportunities	<ul style="list-style-type: none"> "For rural and remote patients. (Reducing travel and removing risk of ferry cancellations)" "Benefit of being able to see the patient when they are with their local consultant" "Great for patients in pain as they do not need to leave their house." "Would be helpful for endometriosis specialist nurse post-ops and follow up appointments." "Doing a Near Me appointment pre in-person, reduces the time of the in-person appointment as a lot of the things are already covered." "Near Me is also really helpful for patients who work – reducing time off work." "Potential to replicate in Edinburgh & Aberdeen BSGE the 80% of patients seen via Near Me by the Glasgow BSGE Nurse Practitioner" "Pre-op if no physical investigation is required" "Patients' understanding of their Consultant's post op brief can be affected the anaesthesia. Near Me follow up at home would be a great way to give patients these details." 	<ul style="list-style-type: none"> "Not having to take time off work, travel & parking." "Patients more likely to attend appointments because it is convenient. The option to use a Hub, especially if on a local bus route, further improves access and convenience." "Avoiding triggers: visiting certain clinics can increase triggers hence risk of flares. Near Me would be preferable to avoid this."
Barriers, Challenges and considerations	<ul style="list-style-type: none"> "Sometimes patients see use of Near Me or phone as being palmed off by their health provider" "Local appointment systems do not allow services to take on a hybrid model with Near Me and in person, so do not offer Near Me" "Patients want to come in, in- person if they can". 	<ul style="list-style-type: none"> "Safety where a patient may be in a coercive relationship" "Rurality & connectivity"