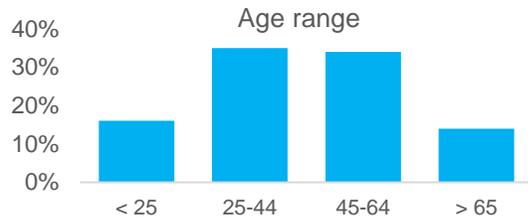




End of Call Survey: feedback from the people using Near Me

Near Me is the national video consulting services used in Health, Social Care and the Public Sector including Social Security Scotland. Following the rapid scale up in 2020 there continues to be 40K calls consistently made each month.

24,557 responses



34% Male
 63% Female
 73% consider self to be disabled

92%

Happy with video call

92%

Easy to use video consulting system

97%

Would use it again

18%

Had technical difficulties with the call. Mainly bandwidth problems affecting the sound and video quality.

Comments included multiple frustrations at the clinician not joining the call and being left waiting in the virtual waiting area.

Advantages of using Near Me*



79% I saved time



52% I saved money



50% I did not have to take so much time off work / usual activities to attend



43% I had less chance of catching an infection than at a face to face consultation



83% I did not have to travel to a consultations



42% It is better for the environment



14% It was easier to have a relative / carer with me in the consultation



30% Seeing me at home made it easier to explain my situation



41% It improves my access to services



Responding to feedback

- We improved the caller entry process
- Added the option to mute the waiting area music
- Information leaflets for callers have been translated into 31 languages

Comments

“ I attended as my dad's daughter so was able to meet with the Doctor (unfortunately my dad missed this one today). It is very helpful to be able to talk to a consultant from my place of work.”

Great idea saved us having to take toddler out late at night as while unwell had fallen asleep and was settled so great & reassuring for us as parents.

“ Does not fully replace the need for face to face but for established relationships video calls can work well. ”

Excellent system very welcome in a busy working life

“ It made the options to improve my condition easier to understand. ”

Excellent service, I find it uplifting that the NHS is embracing technology so effectively.



36 miles saved average round trip