

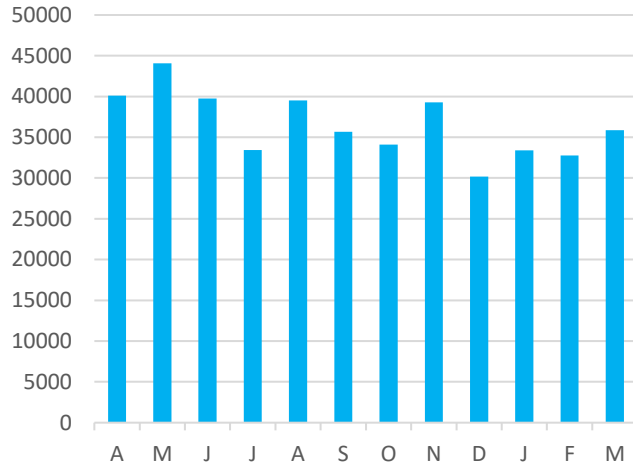
Near Me: Review of Consultation Data April 22 – March 23

Data on the use of Near Me is collected from the Attend Anywhere platform on a monthly basis. This review presents the highlights from the previous 12 months.



37,000 consultation per month

Greater than 2 minutes



Highlights



440k consults in last year



2200 active clinics / services



14k active service providers



100 participating organisations



1.96 millions consults to date



64 million miles of travel saved



8000 group consultation



35,000 group participants

Consultations by Board

Per 100k population

Orkney	19626	Fife	7194
Western Isles	12807	Scotland	7020
Grampian	12092	Tayside	6323
Shetland	10413	Lanarkshire	5627
D&G	10394	Lothian	4651
Highland	8433	Forth Valley	4046
Borders	7884	A&A	2749
GGC	7883		



Additional 106k short calls

Top 12 Specialties

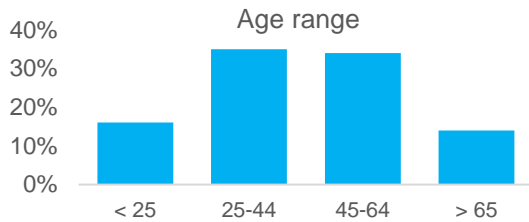




End of Call Survey: feedback from the people using Near Me

After a Near Me consultation, callers can be directed to an on-line survey. This review presents information collected from the national survey between December 2021 and October 2022.

24,557 responses



34% Male
63% Female
21% 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

For more information www.tec.scot/nearme or email nss.nearme@nhs.scot
*Percentages are of those who answered the "Advantages of using Near Me" Question