

Near Me Quick Start Guide for Practice Administrative Staff

This is generic guidance and may require adapting to reflect local needs

Practice Administrative Staff are key to offering patients the choice of a Near Me video appointment when they contact the practice. This guide will help you with the practical elements of enabling Near Me video appointments.

New to Near Me?

If you are new to Near Me, visit [this page](#) as an introduction and watch this [short video](#).

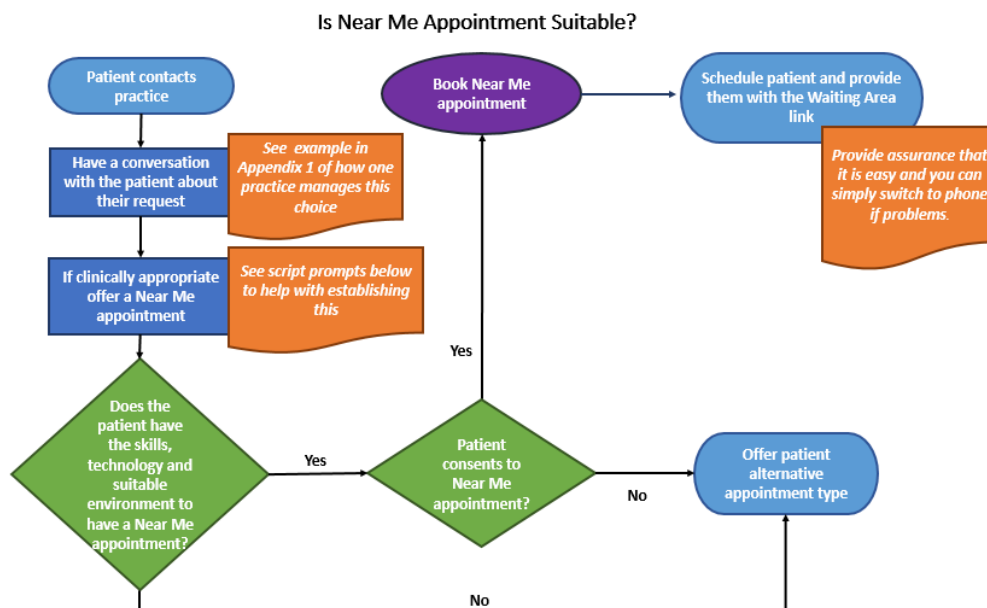
Make a [test call here](#) to see what Near Me looks like for a patient entering your waiting area. (This is a demo link and you will need a camera and microphone).

[This video](#) shows what your waiting area will look like when you are using it and some basic provider instructions.

To learn more, view our range of resources [here](#) and [book onto a live training session](#) where you can engage with the national Near Me team.

[Click here](#) for more details on hardware requirements (e.g. cameras, headsets, microphones etc.) and user guidance.

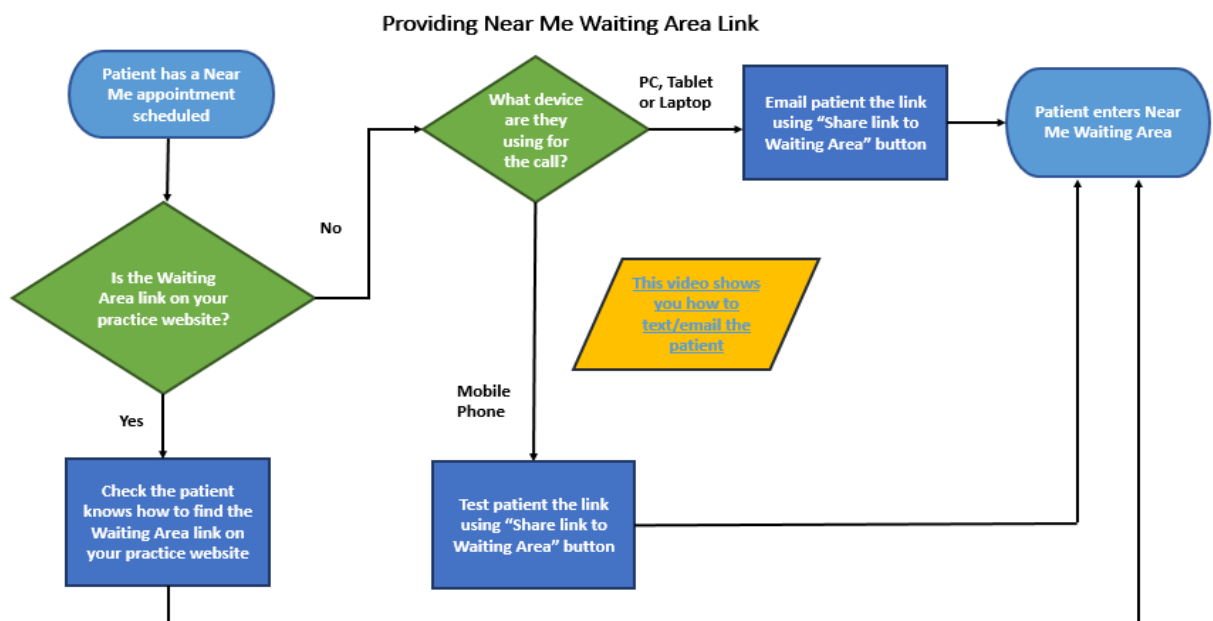
Finally, practise being both the patient and the receptionist in some test Near Me calls with colleagues until you feel confident with how it works.



These flowcharts are also in Appendix 2 if you require larger versions or for printing.

Considerations when offering a Near Me appointment

- Reassure patient that the video call is easy to use, safe and confidential. It means they will be seen by the right person quickly, reduce infection risk and they do not have to travel in or make work/childcare arrangements.
- Sometimes a practice video call between the patient and you from your waiting area can be helpful.
- Does the patient:
 - Have the ability to use this style of appointment either independently, with help from a family member, carer or translator.
 - Have the right technology, like smart phone, tablet, computer plus webcam and a good internet connection. Your Patient Information Leaflet describes this and can be found on the right-hand side of your waiting area
 - Have access to a quiet, well-lit private place for their appointment where they will not be interrupted.
- If the patient needs to show areas of their body for example a rash or a sore throat. Ask them if they know how to switch from the front-facing camera to the rear as this will give a better picture. [This guide shows you how.](#)

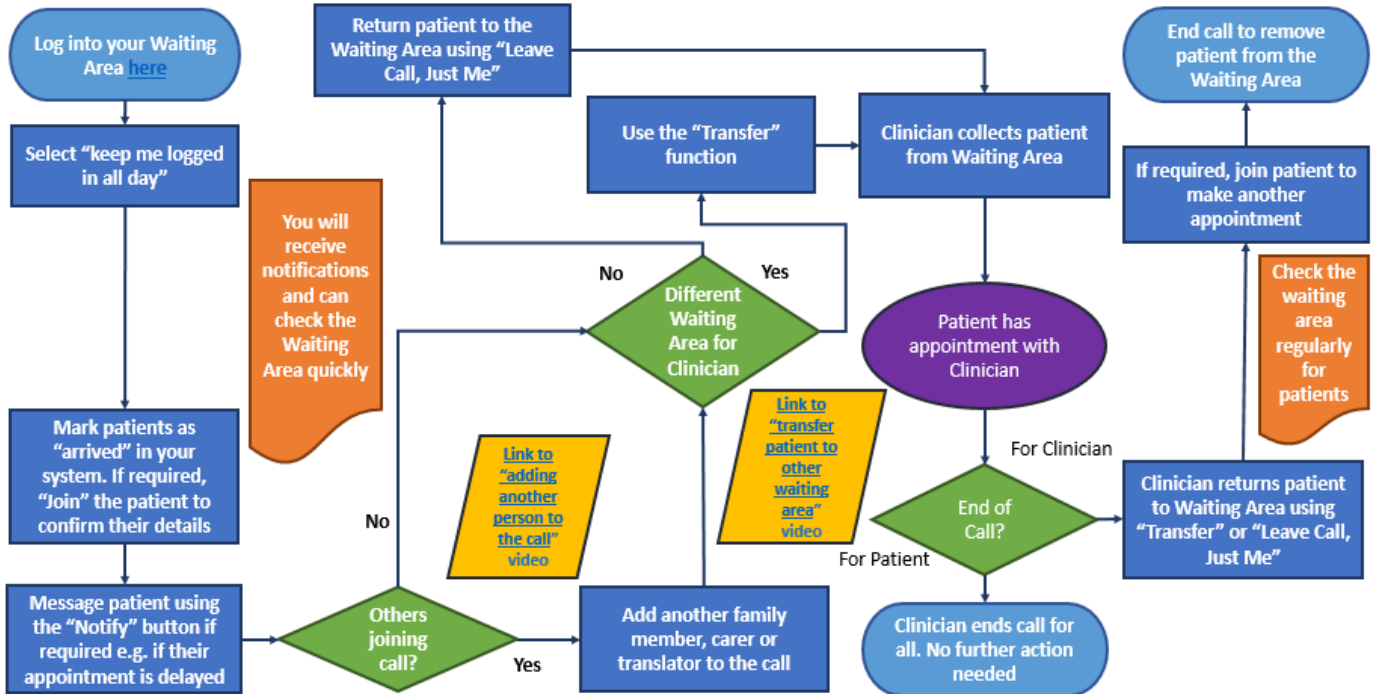


- State that the consultation is for that patient only and any other family members will need to make a separate appointment for their health needs.

Appointment templates and codes for Near Me.

- Book the patient into your local appointment system for example in EMIS/Vision choose “video” as consultation type from the menu.

Process For Handling Near Me Calls



Contingency Plans

Though the Near Me platform is reliable, calls can fail.

It is therefore important that a simple contingency plan is in place to revert to a telephone consultation or to re-book as an in-person appointment.

Scenario 1

The clinician or receptionist realised the patient has not arrived for / having problems with the video call. The clinician will phone the patient using the contact details provided and proceed with a telephone consultation or re-arrange the appointment for an in-person consultation.

Scenario 2

The patient phones the surgery to advise they cannot connect. The receptionist moves them to either a telephone or in-person consultation.

The patient's equipment and connection is automatically tested by the Near Me system and will advise the patient if there is a problem and suggest a remedy.

Technical support/Fault logging for Providers can be found here: <https://www.vc.scot.nhs.uk/near-me/support/>

For other queries, please email nss.nearme@nhs.scot



Appendix 1

The table below has been adapted from one shared by a medical practice and presents a list developed over time as a general indication of the types of conditions they have managed by either telephone, video or in-person consultations. It is provided as an example, could support you in your local decision-making when setting up your systems, and should be periodically reviewed to assure suitability and safety.

Be aware of any red flags in your conversation that indicate child protection or domestic abuse that require a face-to-face appointment or further action.

Please note that conditions usually managed by telephone can also benefit from a Near Me video call as it provides greater reassurance to the patient plus an opportunity to communicate on a more person-centred level.

Telephone	Video	In-Person
Mental Health	Mental Health	Cancer (initial presentation)
Medication Advice	Skin/Nail Problems	Abdo Pelvic – new onset
Results (X Ray/Bloods)	Cellulitis	Type 1 Diabetes - unwell
Review medication changes	Back pain if seen within last 2 weeks needs Face to Face	Headache – new onset
Memory impairment	Gout	Rectal bleeding
Contraception	Foot pain	Breast lump
BP if have BP monitor	Joint pain	Prostate/Testicular
Menstrual problems	Sore throat	Altered bowel habit
Thyroid issues	Allergies	Post Coital Bleeding
Ear pain – onset, if a returning issue/worsening book face to face	Leg swelling	Abnormal weight loss
Post Natal – contraception advice	Throat symptoms	
D&V – onset if a returning issues/worsening book face to face	Long Term Condition Review	
Blood in Urine	Rashes	
Vaginal discharge	Cough	
Abdo pains – ongoing chronic		
Pelvic pains – ongoing chronic		
Chest pain non cardiac if not 999		

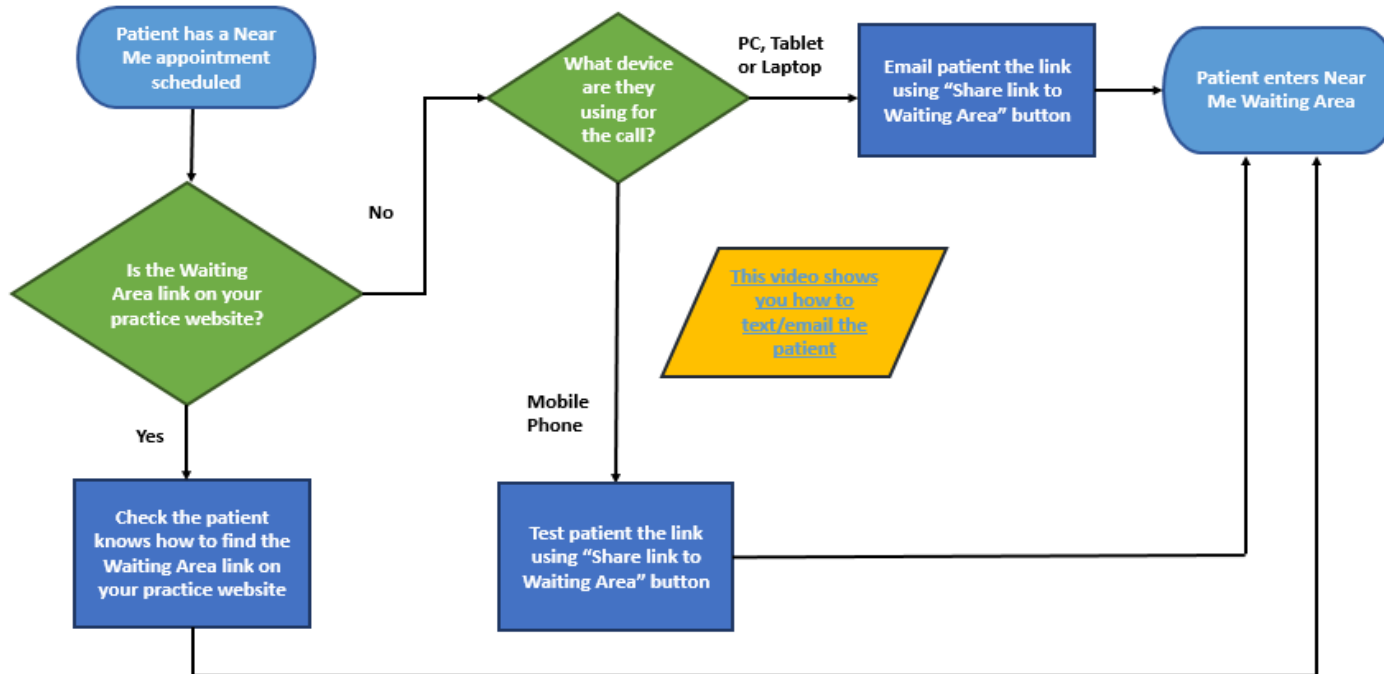


Is Near Me Appointment Suitable?





Providing Near Me Waiting Area Link





Process For Handling Near Me Calls

