



# NHS Near Me: User Manual Outpatient Services

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# 1 Foreward

NHS Near Me is the brand developed by NHS Highland to support the development of video consulting clinics using the Attend Anywhere platform.

With the aim to roll out video clinics at scale across Highland, a phased approach has been taken. This document provided a 'User Manual' for the first phase of the project – establishing routine video clinics between two hospital sites.

The decision to limit the initial rollout to hospital sites was based on a number of factors:

- the desire to establish the video clinics in a controlled environment to ensure smooth operation;
- the ability to provide on-site support for out-patient appointments such as phlebotomy and imaging;
- poor rural broadband in many areas that could impact call quality.

This document provided an instruction manual for establishing video clinics in Highland. It represents the first in a planned series of papers that describes the detailed service model supporting the rollout of Attend Anywhere clinics. While the content is specific to NHS Highland, it is anticipated that this can be used as a template in other areas.

## 1.1 Branding

The NHS Near Me project has been funded by the Technology Enabled Care (TEC) programme. As such, the branding is available to other NHS Boards.

For those wishing to use the NHS Near Me brand, the following guidelines apply.

- NHS Near Me branding may be adopted when used as part of a strategic programme supported at executive level.
- 'NHS Near Me' should not be shortened to 'Near Me'.
- The NHS Near Me logo for each board area can be downloaded from [www.sctt.org.uk/attendanywhere/NHSNearMe](http://www.sctt.org.uk/attendanywhere/NHSNearMe).
- Copies of this document in Word format can be obtained from the project team. Please maintain the layout and style of the document when developing a local version.
- Sample patient information leaflets are available. These can be requested in PowerPoint format for local customisation.

## 2 Introduction

NHS Near Me is a new NHS Highland service which aims to provide NHS care close to patients' homes. It uses video and telephone consultations, with the video consultations powered by Attend Anywhere technology.

Attend Anywhere enables appointments to be delivered on an internet-connected computer or smartphone, without the need for specialist videoconferencing equipment. This means video consultations will in future be able to be offered in a patient's own home, as well as at NHS facilities. In NHS Highland, Attend Anywhere is being branded as NHS Near Me.

The aim of NHS Near Me is to reduce travel, particularly patient travel to appointments in Raigmore. NHS Near Me appointments replace existing face to face appointments at Raigmore: this is about delivering consultations differently, not creating new work.

A short (1 minute 20 seconds) film describing NHS Near Me is available here:

<https://youtu.be/0ydZTqsmAo>

## 3 Getting Started

Holding a video consultation using NHS Near Me is straightforward. All patients enter the service via a single website (<http://nhsh.scot/nhsnearme>) where they are greeted by an NHS Highland receptionist. The receptionist checks the patient's demographic details, arrives the patient in TrakCare PMS and transfers the patient to the clinical service's virtual waiting room. The consultant views their own service's virtual waiting room, sees that patient's name appear and then clicks on the patient's name which opens a video consulting screen.

Although NHS Near Me is simple to set up and use, it is important to establish a clear process for how this type of appointment fits into existing NHS processes.

This document describes a standard process for using NHS Near Me in outpatient services. It should be used as a template. Every clinical service setting up NHS Near Me appointments should consider this standard process and modify it where necessary to meet specific service needs. It must be noted that if modifications require changes to other department's processes (eg, appointment booking) that this must be individually agreed with that department.

The NHS Near Me process assumes clinical services/users have an overview of TrakCare PMS, and have read, understood and follow the current standard operating procedures, available on the intranet <http://your.intranet.page>.

The set-up process for each clinical service involves the following steps.

### Set-Up Process

Week 1	<ul style="list-style-type: none"><li>• Entire clinical service team reads the NHS Near Me process overview on the Near Me intranet site.</li><li>• Each part of the clinical service team reads the specific sections of the NHS Near Me process documentation for them (eg, clinic building, providing consultations), via the intranet site above.</li><li>• Clinical service identifies key individuals for implementing Near Me (both clinical and administrative).</li><li>• Clinical service Near Me leads meet the NHS Near Me project lead to discuss the process and any service-specific needs required.</li></ul>
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	<ul style="list-style-type: none"> <li>Following the meeting, the clinical service completes the service specification (two page document, see Appendix 1) for providing NHS Near Me and returns to Near Me project lead.</li> </ul>
Week 2	<ul style="list-style-type: none"> <li>Clinical service requests/checks the NHS Near Me appointment type codes have been added to the clinical service in TrakCare PMS, confirms the patient letter details and builds clinic templates.</li> <li>NHS Near Me project lead discusses clinic schedule and room booking requirements with clinical service leads and agrees initial clinic schedule (based on audit results, see above).</li> <li>Clinical service books appointments (6 weeks ahead of first clinic). Note: this is why it is important for all services to begin identifying patients as soon as possible, otherwise there will be additional work at this stage to look at existing waiting lists to see if any patients are suitable.</li> </ul>
Week 3	<ul style="list-style-type: none"> <li>NHS Near Me team ensures all equipment is in place for the service (eg, in outpatient department or other consulting location).</li> <li>NHS Near Me team ensures health care support worker is trained in all tasks required by service, as agreed at planning meeting.</li> </ul>
Week 4	<ul style="list-style-type: none"> <li>NHS Near Me team set up virtual waiting room in Near Me system and provide training for all clinicians and administrative staff as identified at planning stage.</li> <li>Test clinic (one or two patients) is provided, if not undertaken previously.</li> </ul>
Week 7	<ul style="list-style-type: none"> <li>NHS Near Me project lead and clinical service leads meet to confirm everything is in place. In particular, all TrakCare arrangements, room bookings, patient records, and arrangements with virtual receptionist and Near Me health care support workers.</li> <li>Service refers to clinic checklist (section 2 of this document)</li> </ul>
Week 8	<ul style="list-style-type: none"> <li>Clinical service goes live.</li> <li>NHS Near Me team support first clinic in person.</li> </ul>

#### 4 Checklist for NHS Near Me Clinics

Arranging an NHS Near Me clinic involves exactly the same considerations as arranging any other outpatient clinic. The following checklist is a reminder: most of this will follow normal processes for the clinical service, these arrangements do not change because patients are seen by NHS Near Me.

**Figure 1 NHS Near Me Clinic Checklist**

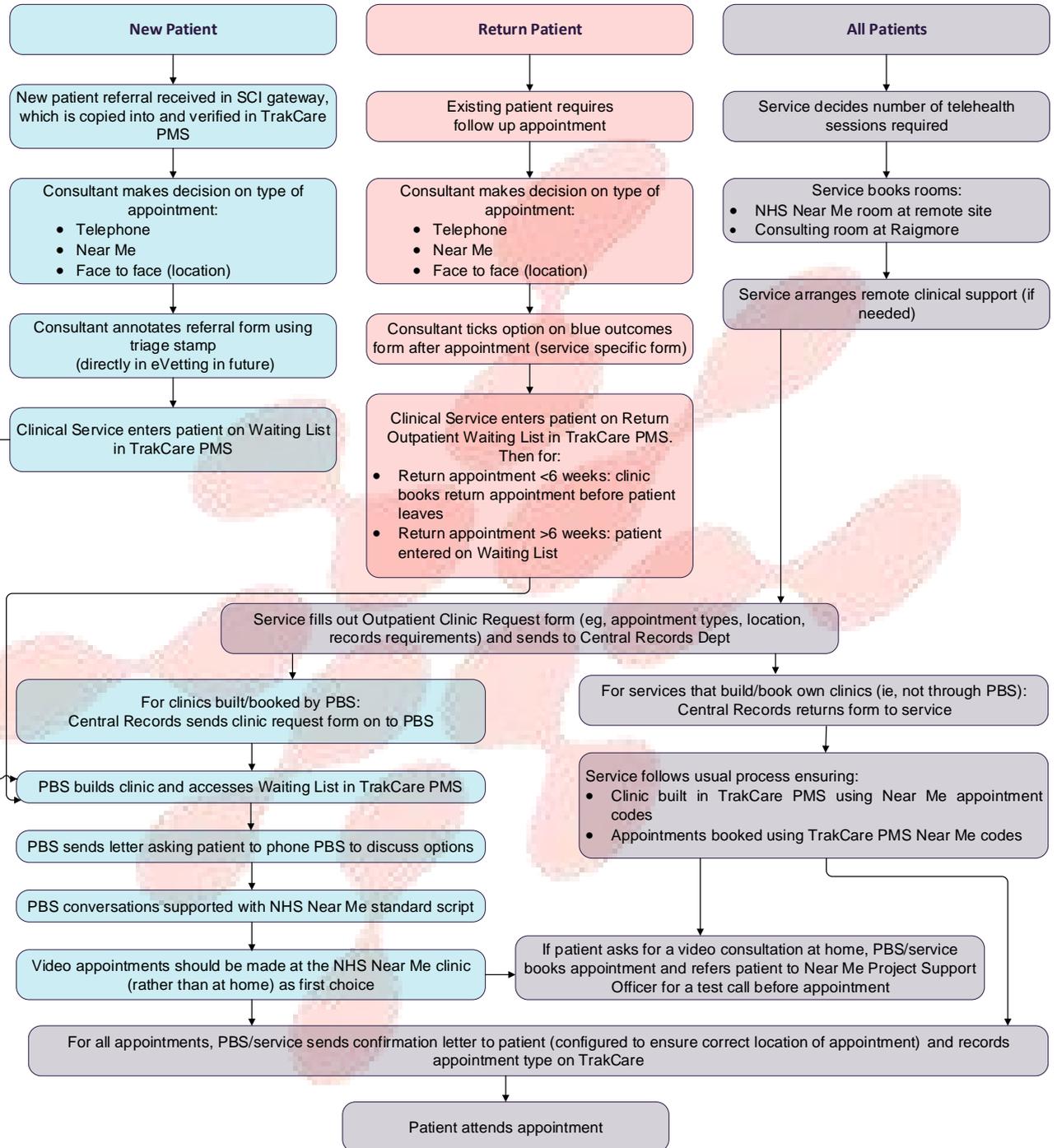
<b>Checklist for clinical service to provide each NHS Near Me clinic</b>
Clinics should be set up at least 7 days in advance
Equipment and staffing
<input type="checkbox"/> Outpatient clinic room (or other location) is booked as normal
<input type="checkbox"/> NHS Near Me consulting equipment is in place (all outpatient rooms equipped)
<input type="checkbox"/> NHS Near Me remote site clinic room is booked via the Near Me team
<input type="checkbox"/> If required, any clinical staff required at Near Me remote site are arranged
Appointment booking
<input type="checkbox"/> Clinics built in TrakCare PMS as normal, using Near Me codes
<input type="checkbox"/> Patient appointments are booked as normal
<input type="checkbox"/> Virtual receptionist is informed of clinic (if appointments not booked by PBS)
Records
<input type="checkbox"/> Patient notes have been requested as normal
<input type="checkbox"/> Outcomes forms have been requested as normal
Delays/cancellations
<input type="checkbox"/> If clinic has to be cancelled or consultant is delayed, inform:
<ul style="list-style-type: none"><li>• Clinical staff at NHS Near Me remote site</li><li>• NHS Near Me virtual receptionist</li></ul>

#### 4.1 Contact details

Who	Why	Contact details
NHS Near Me team	Setting up NHS Near Me Booking Near Me rooms Technical questions General queries about Near Me	<i>Your detail here.</i>
NHS Near Me virtual reception	Alerting virtual reception to NHS Near Me clinics not listed in TrakCare	<i>Your detail here.</i>
NHS Near Me Wick clinic	Telephone queries during clinics	<i>Your detail here.</i>
NHS Near Me other locations	<i>To follow</i>	<i>Your detail here.</i>
NHS Near Me website	Main website for any patient to start NHS Near Me call	For example: <a href="http://nhsh.scot/nhsnearme">http://nhsh.scot/nhsnearme</a>
NHS Near Me clinician entry page	Log-in page for clinicians to use NHS Near Me	<a href="https://nhs.attendanywhere.com/login.aspx">https://nhs.attendanywhere.com/login.aspx</a>

# 5 NHS Near Me Process for Clinic Setup and Appointment Booking

Figure 2 Setup and Booking Process



## 5.1 Decision on consultation type

Consultations can be provided by:

- Telephone
- NHS Near Me with standard clinical support with the patient (health care support worker)
- NHS Near Me with service-specific clinical support with the patient (eg, physiotherapist, specialist nurse)
- Face to face in peripheral clinic
- Face to face in Raigmore
- In future, NHS Near Me at home (testing starts Autumn 2018: current barrier is lack of internet connectivity in rural areas)

The decision about the type of consultation to be provided will be made on an individual patient basis by the consultant or other clinician in charge of the patient's care. This should be entered on the blue outcomes form for return patients or on the referral form for new patients using the standard triage stamp.

For some clinical services, it may be possible to define patient groups who will normally fit into one of these categories.

Where clinical services run successful telephone clinics, these should continue, since the patient is able to attend from home. NHS Near Me should be used where there is an added advantage of a video call. It is hoped that as internet connectivity improves, more of the telephone appointments at home will be able to be switched to NHS Near Me at home.

## 5.2 TrakCare PMS codes

The single hospital code in TrakCare PMS for all NHS Near Me clinics is where the clinician is located (ie, usually Raigmore). Using this single TrakCare PMS hospital location code enables a single clinic to be built with mixed appointments, ie, some NHS Near Me and some face to face appointments.

The location of the patient attending at a remote NHS Near Me clinic is identified in the appointment type code (slot type). A standard suite of appointment type (slot type) codes for NHS Near Me services has been agreed:

- NEWNEARMEWICK – New patient, NHS Near Me consulting room in Wick (Caithness General), clinic rooms available now
- RETNEARMEWICK – Return patient, NHS Near Me consulting room in Wick (Caithness General), clinic rooms available now
- NEWNEARMELAWS – New patient, NHS Near Me consulting room in Golspie (Lawson), clinics expected to be available from July 2018
- RETNEARMELAWS – Return patient, NHS Near Me consulting room in Golspie (Lawson), clinics expected to be available from July 2018
- NEWNEARMEHOME – New patient, NHS Near Me at patient's home, only available now in exceptional circumstances, system testing to start in September 2018
- RETNEARMEHOME – Return patient, NHS Near Me at patient's home, only available now in exceptional circumstances, system testing to start in September 2018

Further appointment types will be added for other NHS Near Me consulting room locations throughout NHS Highland as the NHS Near Me service is developed in 2018, following the same pattern as above.

Once a clinical service has decided to start providing NHS Near Me appointments, the service should request that these standard NHS Near Me appointment type (slot type) codes are assigned to the specialty in TrakCare PMS. This will allow services to build the appropriate appointment (slot) types into their clinic templates. This must be completed before any patient appointments are booked to ensure accurate recording, and should be undertaken in conjunction with eHealth to ensure codes are extracted for national submissions.

It is vitally important that these TrakCare PMS codes are used so that the virtual receptionist team can correctly identify the Near Me clinics and move the patient to the correct clinical virtual waiting room. If clinics are not recorded in TrakCare, there is a risk patients will be moved to the wrong clinical virtual waiting room so will not be seen by the clinician.

If there is a problem with an NHS Near Me appointment, the following steps should be taken:

- Appointment does not go ahead due to equipment failure – cancel appointment and re-book
- Appointment is incomplete because there was a need for hands-on care – book “return” appointment
- Patient does not attend – record that patient has not attended and clinician should decide on whether patient should be rebooked.

### 5.3 Patient appointment letters

The TrakCare PMS appointment type (slot type) codes above are linked to appropriate text in the patient appointment letter so that the location of the appointment is clear to patients. It is important that these codes are used so that the letter correctly states where patients should attend the NHS Near Me clinic (instead of going to Raigmore). The core letter information is shown in the sample letter below. **This is an interim solution for letters until an alternative can be found in which the clinician’s location is not included in the letter.**

**Figure 3 Patient Appointment Letter**

The image shows a patient appointment letter from NHS Highland. The letter is addressed to Ms Update Zzesttwelve. It includes the NHS Highland logo and contact information for Raigmore Hospital. The appointment details are as follows:

**NHS Highland**  
Raigmore Hospital  
Old Perth Road  
Inverness  
IV2 3JJ

Ms Update Zzesttwelve  
[Redacted]

CHI Number: TH00912534  
Reference: OPAPP  
Date: 30/05/2018

Dear Ms Update Zzesttwelve

We are pleased to provide you with the details of your appointment at Raigmore Hospital - LOCATION NOT APPLICABLE, this appointment will be by video link using NHS Near Me, please see details below.

Date: Friday 22/06/2018  
Time: 09:15  
Clinic: Respiratory Medicine  
Team: Doctor Murray  
Where: Raigmore Hospital Outpatient Department - NOT APPLICABLE please see details below:

For this appointment you should attend CAITHNESS GENERAL HOSPITAL, WICK, where you will be directed to the NHS Near Me waiting room. Your consultant will be on a video screen and you will be assisted in the clinic room by a member of NHS staff.

Please bring a list of your medication with you when you attend.

Three callout boxes provide additional context:

- Location information in first line to reduce potential confusion about where to attend
- The TrakCare system means the clinic location has to appear here (where clinician is), so "not applicable" added here
- Details about where to attend for Near Me appointments given immediately after the "where" line

Service specific details (eg, phone numbers) can be added to the patient appointment letters and these details must be requested/checked when the TrakCare PMS codes are added to the service, as described above.

#### **5.4 Clinic building**

The service should follow existing processes for clinic building, ie, the person who currently builds clinics for the service should continue to do this.

Where clinic locations have changed and it is unclear who should build the clinic, the following approach should be taken:

- Where the clinician will be at Raigmore to provide a Near Me clinic, the clinic should be built in Raigmore
- Where the clinician is travelling to a peripheral site to provide a clinic there, the clinic should be built there

Clinics can either be set up as all NHS Near Me appointments or as mixed clinics (some NHS Near Me and some face to face appointments at Raigmore).

Although mixed clinic building allows flexibility, to ensure maximum use of NHS Near Me clinic rooms (see section 5.9), it is recommended that clinical services group NHS Near Me appointments together within a clinic build. For example:

**Figure 4 Clinic Appointment Grouping**

Appointment 1	Near Me Wick	Appointment 1	Raigmore outpatient
Appointment 2	Near Me Wick	Appointment 2	Raigmore outpatient
Appointment 3	Near Me Wick	Appointment 3	Raigmore outpatient
Appointment 4	Raigmore outpatient	Appointment 4	Raigmore outpatient
Appointment 5	Raigmore outpatient	Appointment 5	Raigmore outpatient
Appointment 6	Raigmore outpatient	Appointment 6	Raigmore outpatient
Appointment 7	Raigmore outpatient	Appointment 7	Raigmore outpatient
Appointment 8	Raigmore outpatient	Appointment 8	Raigmore outpatient
Appointment 9	Raigmore outpatient	Appointment 9	Raigmore outpatient
Appointment 10	Raigmore outpatient	Appointment 10	Near Me Wick
Appointment 11	Raigmore outpatient	Appointment 11	Near Me Wick
Appointment 12	Raigmore outpatient	Appointment 12	Near Me Wick

Furthermore, if clinical services schedule regular NHS Near Me clinics (eg, Near Me Wick appointments every Wednesday at 9-10am, and Near Me Golspie appointments every Thursday 4-5pm) this can be built into the service's regular clinic templates.

If a clinic's Near Me slots are not filled, the service administrator in consultation with the clinician should decide whether to change the slot type.

A process for booking NHS Near Me at-home appointments within the clinic build will be agreed in autumn 2018.

#### **5.4.1 Initial clinic build (for services where the clinic is built by PBS)**

- Complete Outpatient Clinic Request form, available on the Raigmore Patient Services Division intranet page here. See extract from form below: pick the "Mixed (Near Me)" type of request, and ensure hospital box and location state where the clinician will be located (eg, Raigmore). The patient's location is captured in the appointment type code (eg, Near Me Wick).
- Send form to data quality team in central records (e-mail [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)) who will update and forward to PBS (e-mail [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net))
- PBS will build clinic and give it a reference number to quote for future clinics
- PBS will add NHS Near Me clinic to existing published rotas.
- Extracts from Outpatient Clinic Request form:

1: Pick “Mixed (Near Me)” type of request; “Mixed” clinic type, and the clinician’s location for hospital and location in this section:

**Figure 5 Outpatient Clinic Request**

Outpatient clinic Request				NHS England
Requested By		EXT No	Type Of Request	New, Update, Adhoc, Near Me
Authorised By Signature			Mixed (Near Me)	
Print Name				

Clinic information all boxes must be completed or form will be returned unactioned				
Clinicians Name		Clinicians Code		
Day	Fri	Start Date	Start Time	
		End Date	End Time	
To Run		AM, PM, All Day.		
Effective Date		Clinic Type	Mixed	
Hospital	Raigmore Hospital		Hosp Code	RAIG
Location	Raigmore Hospital Outpatient Department		Location Code	RAIGOPD
Zone	1		Specialty	Medical

2: Enter Near Me appointment types in this section:

**Figure 6 Appointment Type**

Template Slot Information			
Load Factor	Time Slot	Appointment type	Length of Appt

**5.4.2 Requesting future clinics (where clinics booked by PBS):**

- Complete same Outpatient Clinic Request form as above, using the existing clinic code (form on intranet, as above).
- Send clinic request form to PBS [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)
- PBS builds clinic

- PBS informs the booking officers and the designated person in the clinical service that the clinic is built.

### 5.4.3 Clinical build for services not built by PBS:

- Complete same Outpatient Clinic Request form as above (form on the intranet, as above). See extract above: pick “Mixed (Near Me)” option, ensure hospital and location boxes state where the clinician will be located (eg, Raigmore), and appointment types capture where the patient will be (eg, NHS Near Me Wick).
- Send form to data quality team in central records (e-mail [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)) who will update and return to the service.
- Service to build clinic in TrakCare PMS using existing normal process
- Ensure appointment types used are for NHS Near Me (eg, NEWNEARMEWICK, RETNEARMEWICK)
- If providing a mixed clinic with some Near Me appointments and some face to face appointments, ensure appointments are grouped to match the Near Me clinic room booking
- Note reference number for clinic.

## 5.5 Booking appointments

### 5.5.1 Waiting lists

- Reception staff (clinical service or outpatient reception) place patients onto waiting list in TrakCare PMS using with the correct NHS Near Me appointment type using existing process (as shown below, with patient details blanked out).

Figure 7 Waiting List Entries

Select	Alert	UCPN	Status	CH	Surname	Forename	Age	Days on List	Recall Date	Specialty	Hospital	Yelled	Priority	Named Consultant	Appointment Type	App Date
<input type="checkbox"/>															RETURN	
<input type="checkbox"/>															RETNEARMEWICK	

### 5.5.2 For appointments booked by PBS:

- Clinical service provides PBS with clinic reference number and ensures TrakCare PMS Waiting List is correct.
- PBS accesses Waiting List and then books patients into clinic.
- PBS informs virtual receptionist that clinic is booked.

### 5.5.3 For appointments not booked by PBS:

- Clinical service books patients directly, ensuring appointments are recorded in TrakCare PMS clinic with correct NHS Near Me TrakCare codes. The correct coding is important so that the NHS Near Me virtual receptionist can identify the patient on arrival at the clinic.
- Clinical service informs virtual receptionist that clinic is booked (email: [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)).

## 5.6 Clinical records

Arrangements for access to patient notes should be in place for the clinic. Access to notes is not normally required at the NHS Near Me remote site (eg, Wick). The clinician at Raigmore will require access to notes for clinician decision making. If a health care support worker is undertaking patient observations at the remote site under the direction of the clinician, it is expected that the clinician will keep a record of any results. There is no expectation that the health care support worker will keep a separate set of notes.

If paper notes are required in Raigmore, a request must be made to Central Records.

### 5.6.1 For all services, whether the clinic is built by PBS or by the service:

- Complete section of clinic request form (above) about case notes. Form is available on the intranet here. See extract below.
- Send form to data quality team in central records (e-mail [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)).

Figure 8 Extract from Clinic Request Form:

**NEW CLINICS ONLY: (for pre-existing clinics please use pre-existing code)**

<b>Casenotes Required</b>	
<b>If Yes - Do you require them Prepared or Provision only?</b>	
<b>Where should the Notes be sent?</b>	
<b>Casenote Location After Clinic?</b>	

If casenotes are required please wait for the form to be returned to you before building the clinic. A tracking code for the notes will be provided under the Medical Records Sign off Section of this form. Use this code when building the clinic

The only time that clinical notes might be required at the NHS Near Me remote site is if a local clinician (eg, a specialist nurse, physiotherapist or other) is involved with the appointment and usually keeps notes. In these cases, the clinical service must make arrangements for these notes to be provided. It must be clear who is responsible for supplying and preparing the notes, and who is responsible for the outcomes forms.

In future, the move towards paper light outpatient clinics will reduce the need to request paper records.

## 5.7 Outcomes forms

In all cases, the clinical service must ensure outcomes forms have been requested for the clinician to use for each consultation. This should follow the existing normal process for the service.

All outcomes forms are being updated to include "Near Me" as an option with a tick box list of Near Me locations from which the patient can attend. Currently this is Wick only but the

forms will be updated as new locations are opened. All triage stamps must also be updated to include Near Me. In most cases, the location the patient will attend could be determined by the nearest location to their postcode.

## 5.8 Room booking

To provide NHS Near Me clinics, clinical services need to book two rooms:

- Room in Raigmore for clinician to consult from
- NHS Near Me room at remote site for patient to use

All consulting rooms in the outpatient department at Raigmore have been set up with the NHS Near Me video consulting equipment to enable NHS Near Me consultations. Therefore, they can be used for whole or split clinics (eg, some face to face appointments and some by NHS Near Me). These rooms should be booked via the Outpatient Department as usual.

NHS Near Me rooms will set up in remote sites across Highland. At present (May 2018), the only remote operational rooms are in Wick where there are three consulting rooms:

- Consulting room 1: full clinical room with NHS Near Me video consulting equipment
- Consulting room 2: NHS Near Me consulting equipment only (no clinical equipment)
- Consulting room 3: full clinical room with NHS Near Me video consulting equipment

Availability of the NHS Near Me rooms can be viewed in CABS (see below).

**Figure 9 CABS Room Availability**

NHS Highland

Make Booking

My Bookings

My Visitors

Book Service

Ref. Search

Current Location: Caithness General NHS Near Me Consulting R

Availability for Wednesday 4 April 2018

	08:00	09:00	10:00	11:00	12:00	13:00	14:00
NHS Near Me Consulting Room 1 Clinical							
NHS Near Me Consulting Room 2							
NHS Near Me Consulting Room 3 Clinical							

Requests to book NHS Near Me rooms should be made to: [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net) stating:

- Name of clinical service
- Name of consultant
- Clinic code (if available)
- Date of clinic
- Start/end time of clinic
- Which room is required
- Whether the health care support worker is required (see below)

NHS Near Me clinic rooms in Golspie are expected to be available from July 2018, with further rooms across NHS Highland later in 2018.

## 5.9 Scheduling of clinics

NHS Near Me clinic rooms at remote sites can be booked as half or full clinics. This enables clinics to be set up as all NHS Near Me appointments or a mixture of Near Me and face to face appointments.

Technically, appointments can be distributed throughout a clinic (eg, one face to face, one Near Me in one location, one Near Me in another location, another face to face etc). However, this would mean booking clinic rooms at all remote sites for the entire duration of the clinic and this would prevent the rooms being used by other clinicians.

Therefore, if Near Me appointments are grouped together by a clinical service at each location, it maximises access to the Near Me rooms. See section 3.4 regarding clinic building in TrakCare PMS.

NHS Near Me clinic rooms at remote sites can be booked for the following slots:

- 9.00 am -10.30am
- 11.00 am -12.30pm
- 1.30 – 3.00 pm
- 3.30 – 5.00 pm

There is a buffer between slots to ensure any over-running clinics do not interfere with the next clinician.

Alternatively, rooms can be booked for the entire clinic (9-12.30 and 1.30-5). If alternative times are required, please email the NHS Near Me team at [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net).

It is recommended that clinical services schedule regular NHS Near Me clinics. This would mean having a regular booking of NHS Near Me rooms in each location and ensuring the clinic template in TrakCare PMS reflects these bookings.

For example, for a service providing 8 outpatient clinics per week of which 20% will be provided by NHS Near Me at 5 remote Near Me sites, a typical week might look like:

Monday	Tuesday	Wednesday	Thursday	Friday
<ul style="list-style-type: none"> <li>• 4 Near Me appointments in Near Me location 1</li> <li>• 6 face to face appointments in Raigmore</li> </ul>	<ul style="list-style-type: none"> <li>• 10 face to face appointments in Raigmore</li> </ul>	<ul style="list-style-type: none"> <li>• 10 face to face appointments in Raigmore</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Near Me appointments in Near Me location 4</li> <li>• 8 face to face appointments in Raigmore</li> </ul>	<ul style="list-style-type: none"> <li>• 3 Near Me appointments in Near Me location 5</li> <li>• 7 face to face appointments in Raigmore</li> </ul>
	<ul style="list-style-type: none"> <li>• 3 Near Me appointments in Near Me location 2</li> <li>• 7 face to face appointments in Raigmore</li> </ul>	<ul style="list-style-type: none"> <li>• 4 Near Me appointments in Near Me location 3</li> <li>• 6 face to face appointments in Raigmore</li> </ul>	<ul style="list-style-type: none"> <li>• 10 face to face appointments in Raigmore</li> </ul>	

This example would require each NHS Near Me remote clinic to be booked for one slot a week, enabling other services to use the clinic room at other times.

### **5.10 Clinical support**

For some NHS Near Me consultations, clinical support may be needed with the patient. A Health Care Support Worker is available at the NHS Near Me clinic in Wick so can undertake clinical observations such as measuring blood pressure and weight, or taking a blood sample. If this support is required, it must be requested when the NHS Near Me room is booked (see above, via email to [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)).

Further details of the Health Care Support Worker role is given in section 6.5.

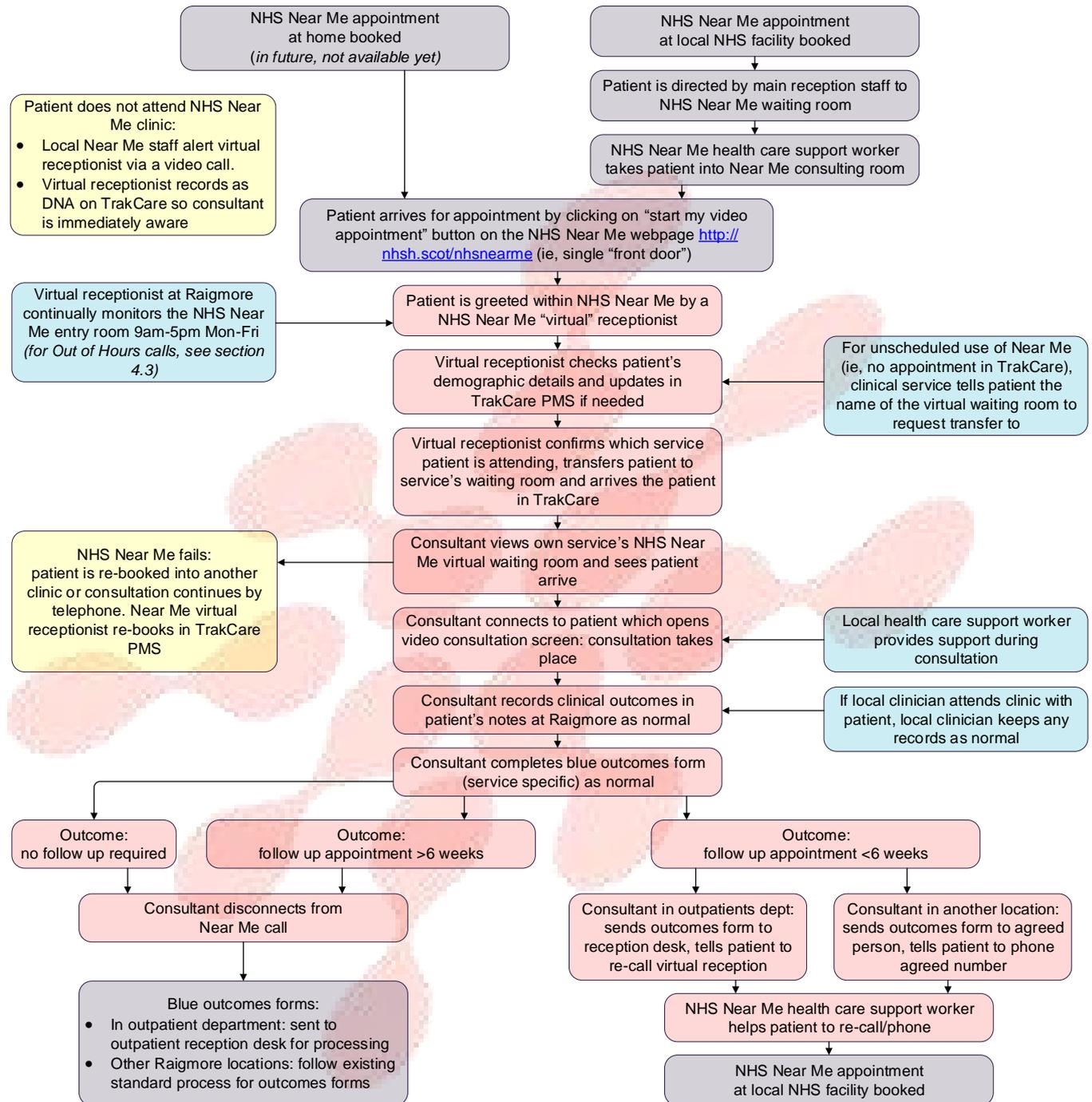
If alternative clinical support is needed (such as a specialist nurse, physiotherapist, midwife or occupational therapist), it is the responsibility of the clinical service to arrange this.

### **5.11 Transport**

As each service starts to provide NHS Near Me appointments, the NHS Near Me project team must notify the Scottish Ambulance Service to ensure transport can be booked to the Near Me clinic instead of Raigmore.

## 6 Consultation Process

Figure 10 Consultation Process



## 6.1 Infrastructure within Attend Anywhere

NHS Near Me utilised the video consulting platform Attend Anywhere.

The service structure is:

- Overarching organisation unit: NHS Near Me
- Waiting rooms: one per clinical service

All teams within a clinical service should use the same virtual waiting room: multiple consultations can run simultaneously in the same waiting room.

If multiple waiting rooms were to be set up for the same clinical service (eg, for individual clinicians), this increases the risk of patients being placed in the wrong waiting room, so this is not the process for NHS Near Me.

### 6.1.1 Usernames and passwords

All NHS Highland staff should log into Attend Anywhere at this website using the Google Chrome browser only: <https://nhs.attendanywhere.com/login.aspx>

Each staff member should have their own unique username and password. The username is the NHS email address and the password is set by the staff member. This is because the name will appear on the video consulting screen so the patient knows who they are consulting. The only exception to this is the NHS Near Me virtual receptionist role which requires the staff name to be displayed as "Near Me Reception" and has therefore been set up using a generic email address.

Staff in NHS Highland can only be given access to Attend Anywhere by the NHS Near Me team (email: [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)) who will grant access if staff agree to follow the process in this document. Any alternative use of Attend Anywhere in NHS Highland must be approved by the NHS Near Me governance group.

### 6.1.2 Role allocation in Attend Anywhere

For each clinical waiting room area, the following roles will be set up:

Attend Anywhere role description	Activities	NHS Highland role
Service co-ordinator	View call activity Suspend or resume video call access	Managers
Service administrator	Assign roles to users in the waiting area View call activity Suspend or resume video call access	Service administrators and managers
Service referrer	Transfer calls to waiting areas	Virtual receptionist

Service provider	Make and receive calls in waiting area Join calls in waiting area Opt to receive notifications of new calls to waiting area	Clinicians
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## 6.2 Patient access and virtual receptionist

All patients will access NHS Near Me through a single “front door” which is an NHS Near Me website available at: <http://nhsh.scot/nhsnearme>

It is important that all patients access the system this way so that they are greeted by the virtual receptionist who will check their demographic details and arrive them in TrakCare PMS: these are vital steps in the consulting process that must not be missed. Having a single front door access ensures NHS Near Me is future-proofed to enable access from patients’ homes in future.

Once the patient has been arrived by the virtual receptionist, they will be transferred to the clinical service’s virtual waiting area where the clinician will see the patient arrive.

The virtual receptionist will be available Monday to Friday, 9am-5pm. The main outpatient reception team should ensure the NHS Near Me reception is always staffed between these hours and that for any times where there are no scheduled clinics that a “call waiting” alert is set up for the team’s mobile phone to ensure any unscheduled Near Me calls are answered.

To plan for covering the virtual reception role (eg, number of reception staff available to answer calls), a daily report of patients booked for NHS Near Me clinics can be obtained from the Health Records Department.

**Figure 11 Daily Report (names blanked out)**

Near Me Patients					Date:	16/05/2018
Time	Name	Specialty	Clinician Code	Session Description	Arrived	
12:00:00		Rehabilitation Medicine	ASM2		<input type="checkbox"/>	
13:00:00		Rehabilitation Medicine	ASM2		<input type="checkbox"/>	
13:30:00		Respiratory Medicine	LM4		<input type="checkbox"/>	
13:30:00		Rehabilitation Medicine	ASM2		<input type="checkbox"/>	
14:00:00		Respiratory Medicine	LM4		<input type="checkbox"/>	
14:00:00		Rehabilitation Medicine	ASM2		<input type="checkbox"/>	
14:20:00		Respiratory Medicine	LM4		<input type="checkbox"/>	
14:40:00		Respiratory Medicine	LM4		<input type="checkbox"/>	
15:00:00		Rehabilitation Medicine	ASM2		<input type="checkbox"/>	

### 6.2.1 Unscheduled use of NHS Near Me

If a clinician wishes to use NHS Near Me for an unscheduled appointment (eg, a patient has deteriorated and an immediate call is required, rather than scheduling an appointment), then the following steps should be taken:

- Ensure patient and clinician have access to NHS Near Me equipment (eg, in a clinic room), and agree time at which call will be made
- Tell patient (or health care support worker/other NHS staff) to connect to the normal NHS Near Me front door (at: <http://nhsh.scot/nhsnearme>). Ideally, an emergency appointment should be added in TrakCare PMS so the Near Me virtual receptionist can identify the patient and waiting area. Otherwise, ensure the patient knows the name of the service they are attending (eg, “Respiratory Service”), so they can ask the virtual receptionist to be transferred to this waiting room.

### 6.2.2 Clinical services that do not use TrakCare PMS

If a clinical service (eg, specialist nursing service) does not currently use TrakCare PMS for booking patient appointments, the service should firstly consider whether use of TrakCare is possible. A separate process for starting to use TrakCare PMS is available in NHS Highland. If there is a good reason why a service cannot use TrakCare PMS, then use of NHS Near Me will only be possible if a safe process is agreed with the NHS Near Me governance group. This is likely to involve the service:

- Informing patients of the name of the virtual waiting area to request that the virtual receptionist transfers them to (eg, “Renal Service”).

Informing the virtual receptionist team of any use of NHS Near Me without TrakCare PMS appointments booked otherwise there is a risk of calls not being answered and of patients being transferred to the incorrect virtual waiting room (virtual reception team can be contacted by email: [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)).

### 6.2.3 Additional virtual waiting room access

For clinical services with their own reception/clinic staff (not located in the outpatients department), the central NHS Near Me virtual receptionist will still arrive patients through the single point of entry to the service. However, it may be useful for the service-specific reception/clinic staff to view the patients arriving in the service’s virtual waiting area. For example, this may be useful to provide clinical records to a consultant during a clinic. This can be achieved by setting the staff up as “service administrators” for the virtual waiting room or as “service providers” in some cases, this would be discussed with the service during the set-up phase.

### 6.3 Out of Hours

The virtual receptionist service is only available from 9am to 5pm Monday to Friday. If a clinician wishes to use NHS Near Me out of hours, they should use a specific NHS Near Me Out of Hours virtual waiting room.

Any clinician wishing to have access to this service must arrange it in advance with the NHS Near Me team (email: [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)): this can be put in place when clinicians are first set up to use NHS Near Me even if there is no immediate plan to use the Out of Hours room.

The process for using NHS Near Me Out of Hours is:

- Ensure patient and clinician have access to NHS Near Me equipment (eg, in a clinic room), and agree time at which call will be made.
- Clinician to inform the patient of the website address for the NHS Near Me out of hours service: <https://nhsattend.direct/ooh>
- Patient to enter the service as normal, and clinician can pick up patient directly from this location without going through the virtual receptionist.
- Please note: take extra care to check the patient's name before connecting the call, in case multiple clinicians are connecting out of hours calls at the same time. It is recommended to confirm the patient's date of birth with them on connecting the call.

Within this out of hours service, there is no system for recording the activity in TrakCare PMS and therefore the clinician should make any necessary arrangements for this.

#### **6.4 Use of Attend Anywhere**

User guides that explain how to use Attend Anywhere, the system that powers NHS Near Me, are available in Appendix 1. There are separate guides for clinicians, virtual receptionist and health care support workers/patients.

#### **6.5 Role of health care support worker**

The role of the health care support worker at NHS Near Me clinics is to support the patient to successfully use video consulting and provide clinical assistance to the Raigmore-based clinician (a job description is available separately).

Preparation for clinics:

- Check NHS Near Me clinic bookings on CABS
- Print patient clinic list from TrakCare PMS
- Collect clinic room keys from reception and unlock doors
- Tell reception staff the clinic is happening, so they can direct patients to the clinic
- Put radio on in the waiting room
- Turn computers on in clinic rooms
- Check equipment in all rooms is in place and working

During clinics:

- Be based in the NHS Near Me waiting room when not in a consultation to be available to support patients
- Welcome patients to the NHS Near Me waiting area before their appointment
- Take patients into the NHS Near Me consulting room at the appropriate time (according to a clinic list) for their appointment
- Connect NHS Near Me video call
- Provide clinical support for telehealth consultations under the direction of the Raigmore clinician on screen: eg, checking blood pressures, measuring height/weight, venepuncture, blood glucose monitoring, urine analysis, remove and apply uncomplicated wound dressings, demonstrate use of equipment
- Provide patient support during some consultations, eg, ensuring patients have enough opportunities to ask questions/clarifications to understand what is said
- Provide questionnaires to patients after the consultation

- Alert NHS Near Me virtual receptionist of any patient who does not attend so that the virtual receptionist can record “do not attend” status on TrakCare PMS.
- Liaise with other health professionals who support local NHS Near Me clinics (eg, physiotherapists, nurses) around things like use of rooms, stocks etc.

General roles:

- Ensure NHS Near Me clinic rooms are stocked with clinical supplies
- Ensure equipment in the NHS Near Me clinic rooms is clean and well maintained
- Liaise with the NHS Near Me project support officer and project lead around the running of the clinic, eg, co-ordinating room bookings, supporting use of the rooms in response to clinical requests such as to see an in-patient at short notice
- Alert the NHS Near Me project lead of any problems with the local provision of the NHS Near Me service

Some clinical services may have additional requirements which need to be planned for during the initial set up phase. Two key examples of this are:

- Using a local clinician with additional skills to the health care support worker to increase the types of consultation that can be provided by NHS Near Me, for example, a physiotherapist or specialist nurse.
- Contingency planning.

## **6.6 Service specific contingency planning**

Clinical services should consider whether any specific contingency planning is required for the safe provision of NHS Near Me clinics. For example, the psychiatry service has developed a specific contingency plan to ensure safety for patients who become increasingly agitated or at risk of harm during a Near Me consultation.

## **6.7 Remote authorisation for clinical tests**

To enable clinicians located in Raigmore to request that the NHS Near Me health care support worker undertakes a clinical test (eg, takes a blood sample), the following process has been agreed. This process is currently still being tested (May 2018) and this section may be updated in autumn 2018. In 2019, this process will be replaced by a new Order Communications system.

### **6.7.1 Blood tests:**

- Clinician in Raigmore fills out an electronic Formstream blood tests form (which replicates the handwritten Blood Sciences form)
- Formstream form sent to generic NHS Near Me email address for blood test requests
- Health care support worker in the NHS Near Me clinic accesses the generic email account, downloads and prints the form (read only access)
- The health care support worker takes the blood sample, and then sends the printed form and sample to the local lab to be processed
- The results come back to the requesting clinician
- Lab can access NHS Near Me generic email address for blood test requests if required (eg, to confirm authorisation for a test) (read only access).

### 6.7.2 Imaging:

- Clinician in Raigmore fills out an electronic Formstream imaging form
- Either: request is processed as normal
- Or: if NHS Near Me site has a radiology department and image is required by clinician immediately:
  - Formstream form sent to generic radiology email address
  - NHS Near Me health care support worker alerts local radiology department that the test request has been made and directs patient to radiology department
  - Radiology department at NHS Near Me site accesses generic email and downloads form
  - The results come back to the requesting clinician

### 6.8 Outcomes forms

For consultations taking place in the outpatient department at Raigmore, outcome forms should be sent to the reception desk in the outpatient department for processing as normal.

For consultations taking place in other locations within Raigmore/New Craigs, outcomes forms should be processed using existing normal processes (eg, service's own reception team processes the forms).

In cases where a follow up appointment is needed within 6 weeks, the appointment should be booked immediately (before the patient leaves the Near Me clinic). In these cases:

- If the consultant is in Raigmore outpatient department, the outcomes form should be filled out with the details of the follow up appointment and given immediately to an outpatient staff member who will take it to the outpatient department reception desk. The consultant should tell the patient to re-call the Near Me virtual reception and then disconnect from the video call. At the Near Me clinic, the health care support worker should support the patient to re-call the Near Me reception by which time the outcomes form should have been taken from the clinic room to the reception desk. The virtual receptionist should then book the return appointment according to the details on the outcomes form.
- If the consultant is in another location (ie, not Raigmore outpatient), then a local service arrangement must be put in place before Near Me appointments begin. This would usually be for the consultant to give the outcomes form to a member of staff (eg, a secretary or receptionist) immediately after the appointment, and for the Near Me health care support worker to assist the patient to telephone that member of staff to book the return appointment. The details for each service must be agreed and the Near Me health care support worker informed.

### 6.9 Problems within the consulting process

Problem	Action
Patient does not attend appointment	Near Me clinic health care support worker contacts virtual receptionist who records DNA status in TrakCare PMS. Clinician decides whether new appointment is required

Virtual receptionist puts video call into wrong virtual waiting room	Near Me clinic health care support worker/patient sees name of waiting room on screen is incorrect so disconnects call and starts new call
Patient arrived in TrakCare but not in waiting room	Clinician to contact appropriate Near Me remote clinic
Patient been in virtual waiting room for more than 15 minutes but not attended	Message on Near Me screen alerts patient/health care support worker to contact virtual receptionist for information on the delay
Equipment (technical) failure	Appointment continues by telephone or is cancelled and re-booked
Technical difficulty in an NHS Near Me call, eg, problem with quality of sound or connection	Contact: National Video Conferencing Service Support Telephone: 01224 816666 Support Email: <a href="mailto:vc.support@nhs.net">vc.support@nhs.net</a>
Appointment is incomplete, need for hands-on care	Clinician fills in outcomes form for a return appointment specifying face to face and the timescale required

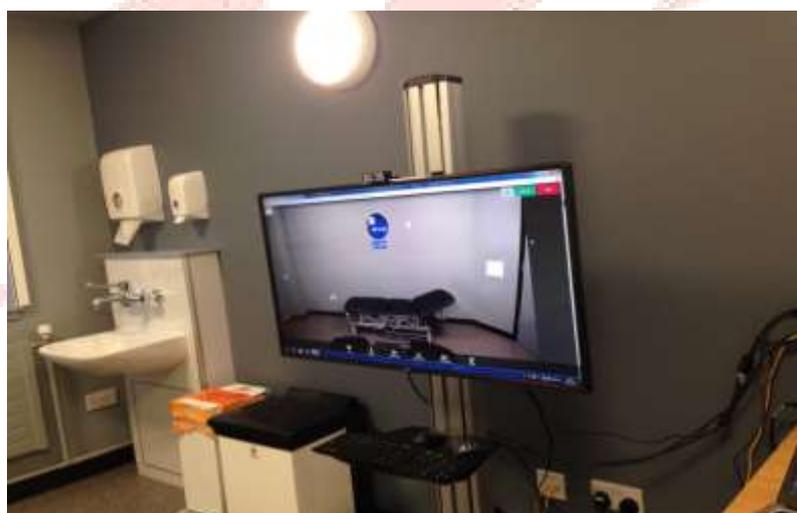
## 7 Estates Infrastructure

The NHS Near Me rooms have been designed to achieve optimal video consulting conditions, in particular so that the clinician has an accurate on-screen image of the patient. Key factors within this are lighting, camera equipment and acoustics.

It is also important that the patient can see the clinician well, although the detail of the image is less critical. Therefore, the rooms from which clinicians consult via Near Me should be clinical environments that are well-lit, with the camera positioned so that it is not facing towards a window or light. Test calls should be made during the set-up process.

When creating new NHS Near Me clinics, appropriate NHS Highland risk assessments should be undertaken. This includes infection control measures (eg, completing an HAI-scribe document). Advice must be sought from Estates to ensure all risks are considered and addressed (eg, construction work, signage, electrical works, disabled access etc). Referring to risk assessments from existing Near Me clinics may be useful. Once the rooms have been set up, appropriate documentation for ongoing use of the rooms must be in place, eg, cleaning schedules, dealing with spillages, fire escape routes, emergency arrangements.

**Figure 12 Consulting Room**



### 7.1 NHS Near Me consulting room specification

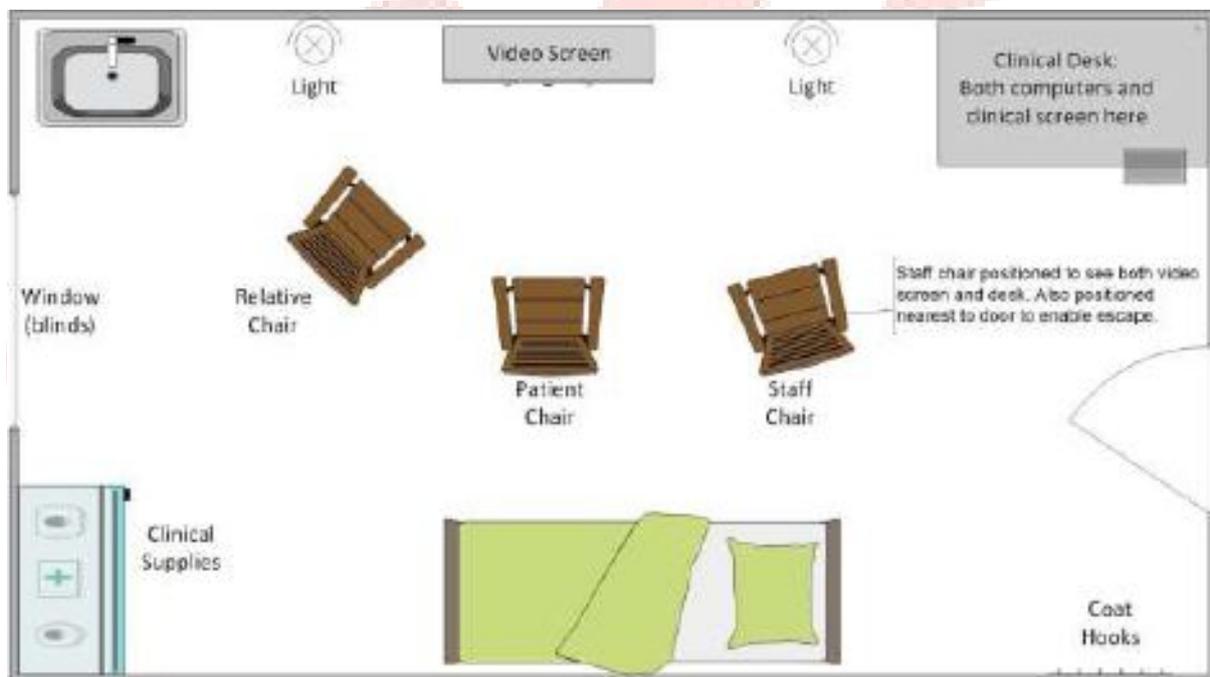
Item	Explanation
Wall colour	Light grey paint is an optimal colour, the paint should be flat not reflective, specific colour code available. Darker grey behind the video screen, lighter on other walls. Colours for matching:

	
Flooring	Clinical hard flooring
Lighting	<p>Diffused lighting is better for video consultations than harsh overhead lighting. Fluorescent overhead lighting can be used but needs to be supplemented by a diffused light source on the wall directly in front of the patient to ensure the patient's face is well lit on the video screen. Full spectrum fluorescent light tubes are preferable as they provide more accurate colour on the video.</p> <p>Recommended diffused light: NVC Portland 4000K Neutral White</p>
Blind	Black out blind is required to prevent sunlight obscuring the screen and also for privacy purposes
Acoustics	Acoustic tiles or other forms of sound dampening may be required to reduce external noise coming into the room and also for privacy
Hand washing	Clinical hand washing sink
Chairs	Three chairs in the room (patient, representative, staff member). Chair for the patient should be positioned in front of the video screen but not too close otherwise the camera position will be wrong. Patient chairs (2): Renray, low back Balero armchair in dark blue vinyl BL105. For video call only rooms (not clinical), an armchair may be required: Renray, Teramo armchair in dark blue vinyl TERL.
Hook	Coat hooks
Examination couch	Standard examination couch, dark blue vinyl. Seers medical, SM3550-DFL. Modesty sheets and linen bin
Privacy screen	Four screen folding privacy screen in white Cust Ref: NP84617NC – Hospital Metalkraft
Clinical desk	Desk for health care support worker or other clinician for computer and printer
Electrical sockets and network points	<p>Electrical sockets for computers, TV screen, monitor, scales.</p> <p>Network points for computers.</p> <p>Network point or phone socket.</p>

Clock	Standard wall clock, 7198599 – Lyreco
Video screen	<p><i>For standard clinical room:</i></p> <p>42 inch TV screen fixed to a height adjustable trolley, with shelf for computer keyboard, speaker and mouse. The screen must be able to be adjusted so it is at eye level for patients with no barrier (eg, desk) between the patient and the screen. The computer can sit to one side so it doesn't get in the way of the consultation but all cables must be tidied away.</p> <p><i>For small consulting rooms (non-clinical):</i></p> <p>24 inch computer monitor on desk (see eHealth section)</p>
Webcam	Webcam should be fixed to the centre top of the screen so that the patient is looking directly at the camera and the video screen
Signs	<p>NHS Near Me sign on consultation room door</p> <p>NHS Near Me sign and location on wall behind patient (so can be seen by clinician)</p> <p>These signs can be ordered from Acorn signs</p> <p>Sign with light: "Room in use: do not enter"</p> 
Phone	Standard or networked phone
Alarm	Alarm for staff member (linked to local set up for arrest and assistance required)
Clinical equipment	<p>Scales (Marsden M545 portable floor scale)</p> <p>Height (HSC110 –healthcare equipment)</p> <p>Blood pressure (Omron M3 LED BP Monitor - Medisave)</p> <p>Temperature – standard thermometer</p>
Clinical supplies	<p>Sealed box or trolley containing:</p> <p>Blood tubes (yellow, red, brown, blue)</p> <p>Needles (mono black, green; butterfly 21Gx80mm, 23Gx80mm)</p> <p>Plasters (spot)</p> <p>Dressing packs</p> <p>Sterile swabs</p> <p>Tape (clinipore 2.5cm, 1.25cm)</p> <p>Bandages (5cm, 7.5cm, 10cm)</p> <p>Dressing adhesive (5cmx7.2cm, 10cmx10cm)</p> <p>Dressing low adherent absorbent (5cmx5cm, 10cmx10cm)</p>

	Sterets, Cloraprep Cleaning wips Shopade trays Tourniquets Gloves Scissors Alcohol gel Apron
Bins	Clinical and non-clinical waste bin (Trojan Bins FSH45/WHTLID and FSH45/BLKLID) Sharps bin

**Figure 13 Room Layout**



**NHS Near Me waiting rooms**

- 6 chairs for waiting patients
- Background music/radio to help with privacy in consulting rooms either side
- Signage: “NHS Near Me clinic waiting area” using NHS Near Me logo

## 8 E-Health Infrastructure

NHS Near Me uses video consulting technology that relies on two things for an optimal call: high definition equipment and a reliable internet connection. With this in place, the quality of the video call is high. NHS Near Me clinics in NHS premises are being set up to this specification.

However, it must be recognised that if a patient consults from home, the quality of the video call may be reduced if they have a poor internet connection or less optimal equipment. Tablets and smartphones automatically reduce the bandwidth of the video connection which always results in a lower quality call. For this reason, further work on NHS Near Me at home is planned for the autumn 2018, and the service is currently focused on NHS Near Me clinics in NHS premises.

All consulting rooms in the outpatient department in Raigmore have been set up with appropriate equipment for NHS Near Me. Three consulting rooms in Wick have been set up for the test period.

Equipment	Specification	Set up notes
Computer	Standard PC with at least 6 USB ports (for keyboard, mouse, webcam, speakers), plus keyboard and mouse At least 2GHz Intel i5 processor and 3G of RAM, and operating Microsoft Windows (7 or later). NHS Highland computers with an ID number (red sticker) starting with 12 or above should meet these specifications Clinical consulting patient rooms – two computers required, one for staff member for clinical access and one for NHS Near Me system used by patient	Having two computers means one can be operated by the patient without a staff member, ie, no NHS log in screen and no time-outs to log in screen half way through video call. It is planned (April 2018) to limit the computer to providing Attend Anywhere via NHS Near Me website only in Google Chrome <a href="http://nhsh.scot/nhsnearme">http://nhsh.scot/nhsnearme</a>
Web browser	Google Chrome installed	Bookmark Attend Anywhere sign in page for clinicians
Internet connection	Recommended minimum download speed: 1100 kbps (1.1 Mbps), minimum upload speed 700 kbps (0.7 Mbps), latency 150 ms	
Webcam	Logitech c930 Laptops may have built-in webcams, check quality of image is sufficient before using	Configure so webcam is not shown as a recording device (or it interferes with digital dictation device) First time open Attend Anywhere, allow access to camera
Speaker	<i>Clinician set up:</i> Jabra Speak 410 speaker (noise limiting speaker) OR	Configure so correct speaker is default Check volume is set

	Wired Philips Speechmike Premium LFH 3500 dictaphone (acts as speaker) <i>Patient room set up:</i> Jabra Speak 410 speaker (noise limiting speaker)	
Monitor/screen	<i>Clinician set up:</i> Second screen for video call <i>Patient room set up:</i> 24 inch monitor for consulting room or 42 inch TV screen for clinical consulting room	
Printer	Printer required in Near Me clinic (one per clinic) for printing patient information, leaflets and forms	

### 8.1 Ordering of eHealth equipment

Any new equipment needed should be ordered via an email to ePurchasing at [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net) quoting "Near Me purchases".

Any existing equipment can be checked for suitability for providing Near Me by raising a NEBREQ form for the attention of IT systems quoting "Near Me assessment" at [www.yourswebsiteaddress.com](http://www.yourswebsiteaddress.com).

### 8.2 Patients attending from home

Where patients choose to attend from **home**, they require:

- Computer with webcam and speakers/headset (computer specification as above)
- Smartphone or tablet (operating system: Android 4.3 or later; iOS 9 or later).
- Google Chrome installed or Attend Anywhere App on iPhone
- Reliable internet connection (as above)

## 9 Appendix 1: Service Specific Processes

The following 2-page document should be completed by the clinical service and submitted to the NHS Near Me team at: [youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)

### 1 The Service

<p><b>Service Name</b> The name for the virtual waiting room (eg, Respiratory Service)</p>	
<p><b>Service Details</b> Please list the clinical teams using this virtual waiting room, eg, sub-specialties, hospital and community teams.</p>	
<p><b>Key Contact</b> Name Position Email address Telephone</p>	

### 2 How is the Service accessed?

<p><b>Which patients will use this service?</b> Explain how it will be decided which patients will be offered NHS Near Me appointments (eg, clinician decision).</p>	
<p><b>How is a patient informed of their appointment?</b> State whether the NHS Highland standard appointment booking process through the Patient Booking Service will be used or any modifications needed. If not using PBS, please confirm you have considered the following:</p> <ul style="list-style-type: none"> <li>• Standard TrakCare codes for NHS Near Me will be used</li> <li>• Clinic building arrangements</li> <li>• Updated patient appointment letter includes specific NHS Near Me information</li> <li>• Return appointments within 6 weeks</li> </ul>	

<p><b>How will the service be operated?</b></p> <p>Will there be regular scheduled clinics or will clinics be set up on an ad hoc basis?</p>	
--	--

### 3 How is the Service used?

<p><b>How will the patient use the service?</b></p> <p>Tick the options</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> NHS Near Me at local hospital</li> <li><input type="checkbox"/> NHS Near Me at home (when option becomes available)</li> <li><input type="checkbox"/> Other (provide details)</li> </ul>	
<p><b>Is local clinical support is required?</b></p> <p>Please tick the support required:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Standard support for all NHS Near Me clinics (health care support worker)</li> <li><input type="checkbox"/> Service-specific additional support</li> </ul> <p>Please state specific tasks required to be undertaken by health care support worker and any associated equipment required.</p> <p>If additional support is required, please provide details and discuss the arrangements for this with the Near Me team</p>	
<p><b>Where will the consultant be located in Raigmore?</b></p> <p>All outpatient department rooms have the equipment for NHS Near Me installed. If alternative rooms are preferred, please state here. Near Me equipment is only available for clinical consulting rooms, not offices.</p> <p>Ensure rooms are booked for clinics.</p>	
<p><b>What are the arrangements for access to clinical notes for the consultant?</b></p> <p>Please state how notes will be requested for the consultant (eg, from central records using standard process)</p>	

**4 How is the Service provided?**

<p><b>How will consultations be provided?</b></p> <p>State whether the NHS Highland standard consultation process will be used or any modifications needed</p>	
<p><b>How will clinical information and outcomes be recorded?</b></p> <p>The normal process of recording information is to use patient notes situated in Raigmore and for standard outcomes forms to be used.</p>	
<p><b>What arrangements will be put in place for an NHS Near Me failure?</b></p> <p>Will the consultation continue by telephone, who will contact the patient, how will a new appointment be made</p>	
<p><b>Are there any other service-specific considerations?</b></p>	

*Service set up form produced by NHS Near Me team, April 2018*

## 10 APPENDIX 2: NHS NEAR ME USER GUIDES

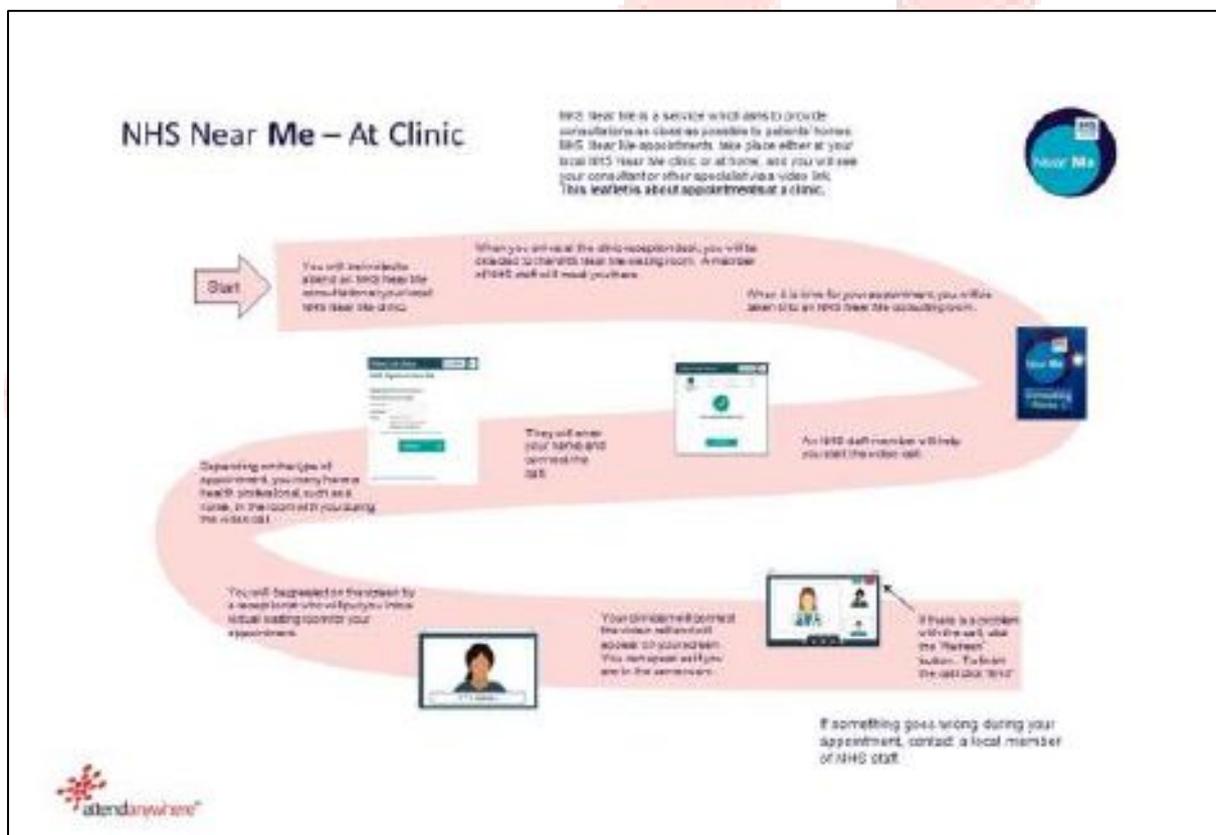
Generic Attend Anywhere user guides are available for download from the Attend Anywhere resource centre. <https://nhs.attendanywhere.com/resourcecentre>.

NHS Near Me specific guides to support patients, service providers, receptionists and secretaries are also available at [www.sctt.org.uk/attendanywhere/NHSNearMe](http://www.sctt.org.uk/attendanywhere/NHSNearMe).

## 11 APPENDIX 3: PATIENT INFORMATION LEAFLETS

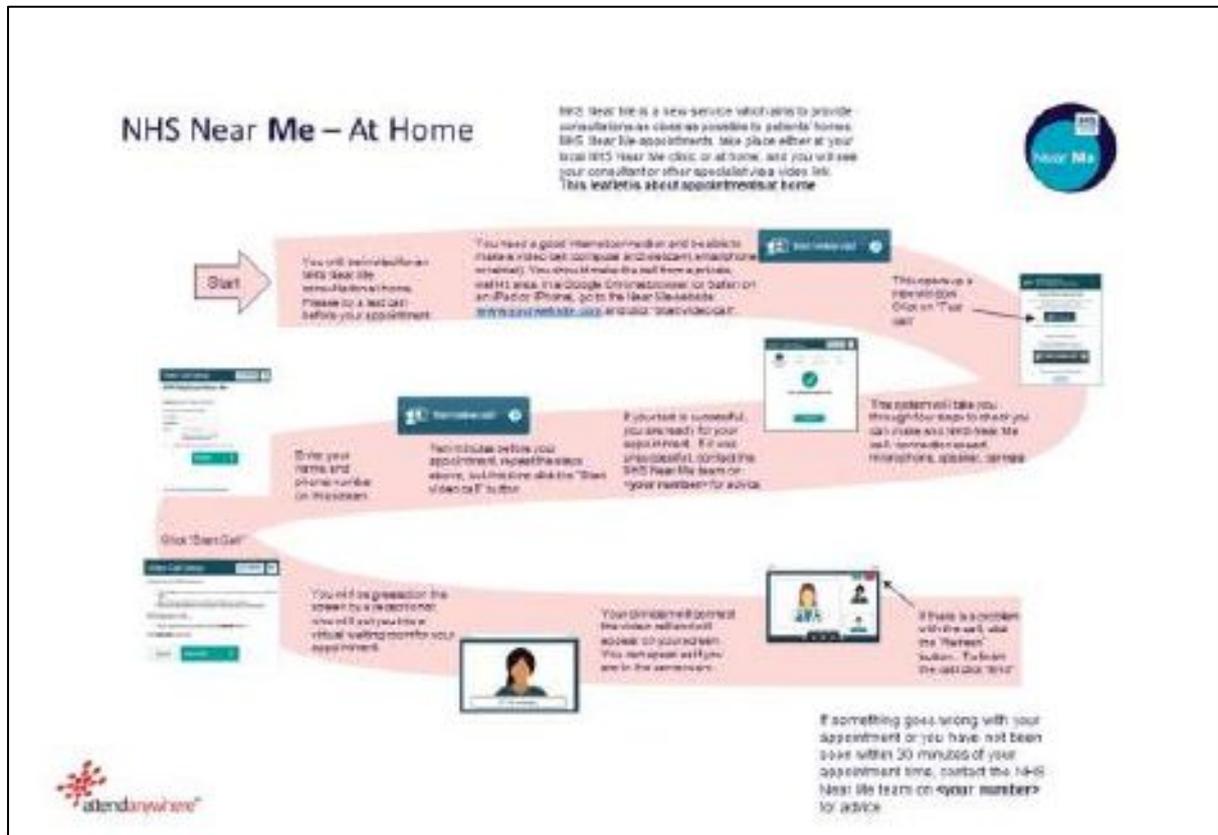
NHS Near Me patient information leaflets are available for customisation in PowerPoint format.

Figure 14 Patient Information Leaflet At Clinic



Patient information leaflet for patients attending from home – note, at-home service is in development due to lack of internet connectivity in rural locations. This leaflet is for the testing phase.

Figure 15 Patient Information Leaflet At Home



A generic leaflet is also available for download from the recourse centre.

<https://nhs.attendanywhere.com/resourcecentre/Content/Resources/PDFs/Attend%20Anywh ere%20NHS%20patient%20leaflet.pdf>

Figure 16 Generic Patient Information Leaflet

## Attending your appointment via a video call



Replace this text with the name of your service

Where appropriate, you can have your consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



**Where do I go to attend my appointment?**

To attend your appointment, go to: [Replace this text with the URL of your service's Waiting Area entry page](#)

Instead of traveling to your appointment, you enter the clinic's waiting area online.

The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

**Is it secure?**

Video calls are secure; your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

**What do I need to make a video call?**

- ✓ A good connection to the internet. If you can watch a video online (eg. YouTube) you can make a video call.
- ✓ A private, well-lit area where you will not be disturbed during the consultation.
- ✓ One of these:
  - Google Chrome web browser on a desktop or laptop (Windows or Mac), or on an Android tablet or smartphone.
  - An iPad or iPhone with the free Attend Anywhere app installed.
- ✓ Web-camera, speakers and microphone (already built into laptops or mobile devices).

See [here](#) for more information on how to make a video call.

**How much does a video call cost?**

The video call is free (except for your internet usage).

**How much internet data will I use?**

You don't use any data while waiting for a clinician to join you.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition\*.

Data use is less, on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.

**Smartphone & tablet users**

If you can, connect to a mobile or work Wi-Fi network to avoid using your mobile data allowance.

\* For a direct stream in 1080p HD, 100 Mbps is required. For a 480p HD stream, 10 Mbps is needed. Actual data use may vary.

## 12 APPENDIX 4: DOCUMENT PRODUCTION

This document was first drafted in February 2018, and tested and modified throughout February-June 2018. Many people have contributed to the testing and development of processes. The key contributors are listed below:

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