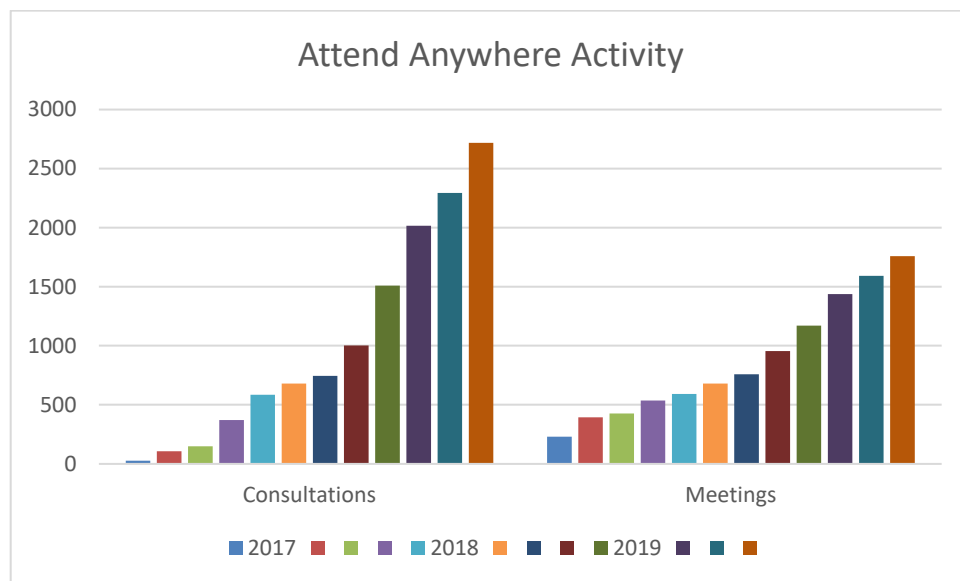


Attend Anywhere Activity Update – January 2020

1 Attend Anywhere Scale Up Progress

Call volumes have increased over the last quarter of the year, with 2718 consultation held during the quarter. Activity is on course to meeting our target of 1,000 consultation a month by March 2020. Over 12,000 consultation have now been held to date.

Meeting activity also increased with 1758 meeting held during the quarter.



2 Activity by Board Area

Attend Anywhere scale up programmes are now underway in all territorial boards and the Golden Jubilee National Hospital. Programmes in Fife, Lothian and Ayrshire and Arran have recently commenced.

Table 1 provides an overview of activity by Health Board area and by specialty.

Row Labels	3rd Sec	NHS24	NHSAA	NHSBOR	NHSDG	NHSFIF	NHSFV	NHSG	NHSGGC	NHSGJ	NHSH	NHSL	NHSLAN	NHSORK	NHSSHE	NHST	NHSWI	Other	(blank)	Grand Total
Mental Health Nursing							8										*			11
Neurology	23							*	51		50					6	10			141
Neurosurgery								*												*
Obstetrics & Gynaecology			*								156									160
Occupational Medicine			6		5						32		9							52
Occupational Therapy	6				7	10		67			*				10	*				106
Ophthalmology							218	*	63		6					5				293
Paediatric Surgery									*											*
Paediatrics				8				31	7		80			6		12				144
Pharmacy			*		*															5
Physiotherapy				*	*		17	92	26		*			10			6			162
Plastic Surgery								*	11							14				26
Prosthetics/Orthotics							9	5			*									17
Psychiatry & Old Age																*				*
Psychotherapy							*													*
Public Health								11						*						12
Reception/Administration						*		10	68		180			*		162				426
Rehabilitation Medicine			47					20	18		112					*				198
Renal Medicine					41			9			14									64
Respiratory Medicine			20		13		*	22	28		108					*	114			308
Rheumatology								*	*		10						25			38
Sexual & Reproductive Health					6						*									7
Sleep Therapy									*		200									202
Social Work														*						*
Speech & Language Therapy					43		52	64			22			60	*	42	8			292
Trauma & Orthopaedic Surgery									34		28			*			28			91
Urology			*								8									9
(blank)			6					19			9			*		13	5	79	102	234
Grand Total	477	131	423	65	214	18	405	1610	553	68	3055	16	502	95	162	310	393	79	102	8678

3 Attend Anywhere in Third Sector

Attend Anywhere is being currently used by a range of third sector organisations for facilitating health care related advice and consultations for their clients.

Organisation	No of Consults Jan – Dec 2019 (*<5)
Alzheimer Scotland	9
Clinical Audit Research Evaluation - Motor Neurone Disease	66
Dumfries & Galloway Third Sector	28
Kilbryde Hospice	0
LGBT Youth Scotland	0
My Life Dynamic	17
NHSAA The Ayrshire Hospice	0
NHST St David's Care Home	*
Rape Crisis Grampian	159
Relationships Scotland Orkney	*
Revive MS Support	120
SBH Scotland	7
Scottish Epilepsy Centre	23
Scottish Families Family Support	18
Simon Community Scotland	0
St Margaret of Scotland Hospice Greater Glasgow and Clyde	15
Stroke Association Scotland	5
VOCAL Midlothian	0
Grand Total	470

4 User Feedback

User feedback has been measured using surveys presented to the user at the end of the call. Separate surveys are displayed to providers and service users.

Feedback has been largely positive, with 98% of service users stating that they would use the service again.

Key benefits noted include saved travelling, more convenient and took less time.

Service users indicated that on average they saved a 93 mile round trip. Of these journeys, 14% would have been paid for by the local Health Board. Travel avoided was predominantly by private car (68%) with avoided travel by ferry, aeroplane, and patient transport 7.6%, 6.5% and 3.8% respectively.

5 Programme Evaluation

The independent evaluation of the Attend Anywhere programme, being undertaken by a team led by Prof Trish Greenhalgh from the University of Oxford, is well underway. The evaluation team have interviewed most Attend Anywhere Scale-up Partners and are currently conducting site visits across Scotland to inform the evaluation. An evaluation report is due by the end of March 2020.