

# Near Me forward-look work plan: June-December 2020 (produced 1 July 2020)



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www.nearme.scot

Near Me video consulting is transforming the way health and care consultations are provided. The aim of this document is to define the key priorities for the Near Me national programme for the next six months. It will be updated regularly to reflect emerging priorities.

## Near Me Network: creating a national learning system

The Near Me Network will improve understanding of how to use video consulting by rapid learning in specific areas, combined with wider sharing and peer support.



### Improvement Projects

These deep dive improvement projects will support rapid learning in a small group of teams focused on one specialty or area of practice. The outputs will include best practice guidance and care pathways.

Projects planned for June-December:

- Primary Care
- Out of Hours in primary care
- Deep end GP / Connecting Scotland
- Unscheduled care

### Near Me Sharing Network

This part of the network is about sharing resources and best practice. Work will include:

- Create a dedicated Near Me website to house national guidance, training resources, case studies and best practice guide.
- Provide and work with partners to continue to provide regular Near Me webinars to share learning: webinars will cover both clinical and technical topics.
- User test the Near Me dashboard developed with NSS, and update for wider release in August. The aim is to improve access to data.

## Public engagement

A public engagement [exercise](#) will take place in June and July to understand the public's views on the Near Me service and how it could be improved. The exercise also aims to raise awareness of Near Me. It includes a public and professional survey, and significant media activity. A national EQIA for Near Me is being developed, along with improved patient information leaflets (translated versions).

## Social Care workstream

A new social care Near Me workstream will be established. It will be scoped in June-July, with a plan produced by August.

## Ongoing national support

These national priority areas will ensure a Once for Scotland approach is continued

### Platform

Continue to maintain free to use access to the Attend Anywhere platform, and work with the providers on system performance.

### Technical support

Ensure service management, technical support and service desk functions are in place. Understand the equipment gap to improve access to video consulting. Work with patient management systems to embed video consulting.

### Evaluation

Support the extension of the evaluation of Near Me by the University of Oxford.

### Group consultations

Review options and develop best practice for large group consultations.

### Engagement

Develop and maintain strategic partnerships with a range of delivery organisations and professional bodies to embed Near Me.