



Using Near Me to support Care Navigation 5th May 2021

Resources and Q&A

This webinar:

- Described how Near Me has been used to support individual choice in General Practice since the start of the pandemic
- Explored opportunities for the continued planned use of Near Me by practice teams to support person-centred care navigation
- Identified future support needs of practice teams to enable Near Me use

This webinar was targeted at Practice Managers and Admin/Reception Team Leads within Primary Care

During this webinar there were presentations from Healthcare Improvement Scotland, Near Me Network, a Practice Manager and a GP plus a Q&A session to ask questions of the panellists.

Presenters:

- Marc Beswick - National Lead - Near Me Network
- Lindsay Wallace - Improvement Advisor - Healthcare Improvement Scotland
- Alan Stewart - GP - Pathhouse Medical Practice - NHS Fife
- Fiona McGirr - Practice Manager – Dollar Health Centre - NHS Forth Valley

Number of participants = 43 from Practices across Scotland.



If you were not able to make the webinar you can view a recording at: [Near Me to support Care Navigation Webinar 5th May 2021](#)



Resources:

We will be putting together a bespoke quick reference Near Me toolkit for admin and reception staff to be circulated to teams in due course.

The "What goes where" document for Admin/Reception staff described by Dr Alan Stewart is attached separately.

Q&A

Q. Do you ever reach saturation point where the system can't take anymore calls from patients?

A. Alan and Fiona covered this in the Q&A and basically close but not reached saturation. More details can be found in the recording from 23:48

Q. What kind of training did you implement for your admin team and how quickly did they become confident with the new process?



- A. This is covered in the Q&A from 33:56 and themes around whole team approach, guided by admin/reception staff, practice sessions, empowering of staff and ownership of the process "what works?".

Q. Near Me for CDM Reviews .. who's done it / what's good or bad with it?

- A. Both Alan and Fiona speak about this from 28:14. Very much based on disease type and local population make up and a blended model of phone/video and face to face.

Q. Instead of having to go through websites / multiple resources etc - this all takes a lot of time so a quick summary pack outlining the main priorities is preferred with the option of exploring the PASC resources later) "Re what we need....resource pack with links to training, guides, examples from other practices (i.e. Alan's list that Reception came up with), telephone scripts for Reception staff, common troubleshooting examples (i.e. engaging with patients, managing pt expectations)...basically a ready made pack to hit the ground jogging..not crawling or walking"),

- A. This is covered from 51:16 and we will be putting together a bespoke resource guide for admin and reception staff after the webinar.

Q. Alans admin list for where appointments should go would be very useful.

- A. This is attached to this resource pack.

Q. Do you find that NearMe consultations take longer than a F2F or telephone appt?

- A. This is covered by Alan and Fiona from 58:02 and basically takes the same time as a face to face and less time than telephone but can vary depending upon patients.

Thank you for joining us.

The Near Me Team

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