

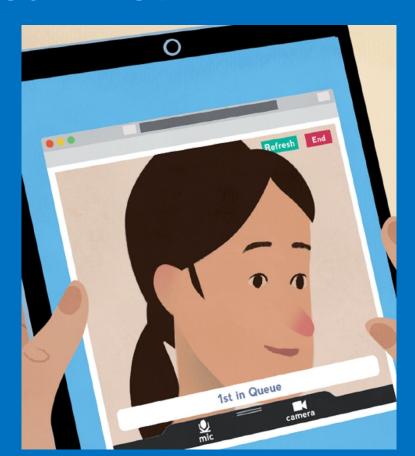
Marc Beswick
National Lead – Near Me Network
Scottish Government

@marcbeswickahp

@NHSNearMe

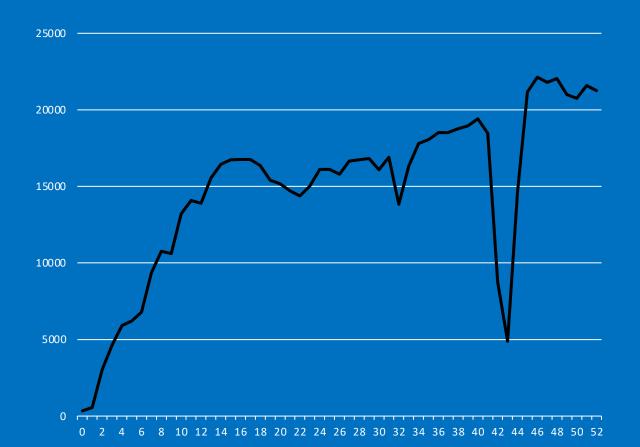
## What is Near Me?





## Near Me Consultations since March 2020





The Redesign of Urgent Care (RUC) programme seeks to promote significant transformational change in how optimal urgent care can be delivered for the people of Scotland.



Scottish Government. *NHS Ayrshire and Arran - redesign of urgent care - pathway finder programme: rapid external review.* 2020

## Place of Near Me



### **Telephone**

 First line to reduce infection spread

#### **Near Me**

- Additional clinical information
- Greater reassurance for patients

#### Face to face

 For when video is insufficient

Appropriate use

#### Near Me Network: Improvement Project

Rapid learning through a small group focused on embedding Near Me for four weeks and sharing experiences

#### Testing & improving

- Plan how team will use Near Me: both clinical pathways (all clinicians) & administrative processes
- Test processes: actively use Near Me whenever clinically appropriate
- Hold team meeting at least weekly to review, discuss & update processes
- Share experience with the rest of the Group
- · Review draft national guidance







Near Me

#### Outputs

- Updated national guidance: clinical pathways & administrative processes
- Share experiences through webinars and case studies
- Evaluation

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timelines
• By MS Teams

Kick off meeting

Establish Group

· Discuss aims &

expected

outcomes

guidance

Explore existing

experience &

Plan processes

Agree roles &

4 weeks

#### Individualised support

- Weekly 30-minute support call
- Weekly data provided consultations and patient responses
- Practical training & support on Near Me
- Coaching on improvement processes
- Troubleshooting barriers

#### Group learning: sharing experiences

- Learning group on MS Teams
- Group webinars: 45 minutes, three during project, including all practices share 5-minute update
- Chat board: sharing and discussing learning, barriers, enablers, ideas
- Sharing documents

## Measures





#### **Process Measures**

Number of Calls Number of Video Consultations

#### **Outcome Measures**

Number of return patients Number of Self and Community Care

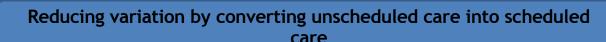
Other Hospital Services

## **Qualitative Measures**

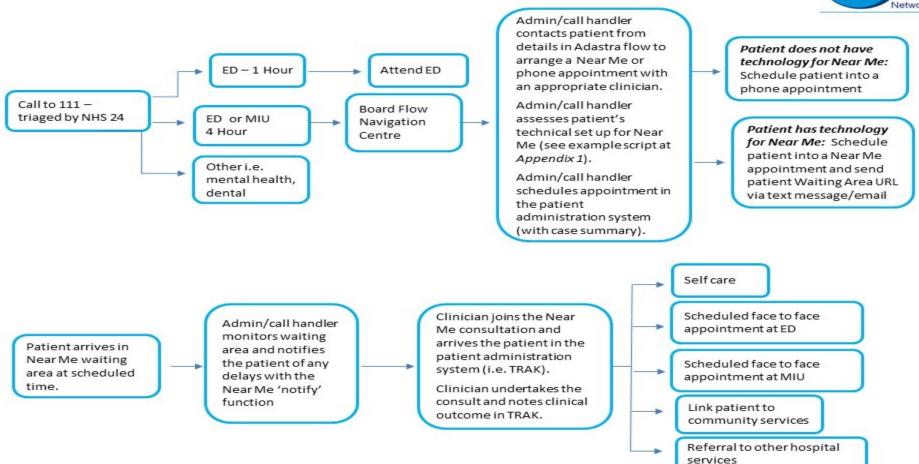
Patient Feedback Staff Feedback **Patient Stories** 

#### **Balancing Measures**

Number of patients with unplanned return both for Call MIA and current MIU patients









## Right patient, right place, support shielding, reduce overcrowding





3 Month Review 571 Patients Used the Call Mia Service To Date
1866 Patients Used
the Call Mia Service



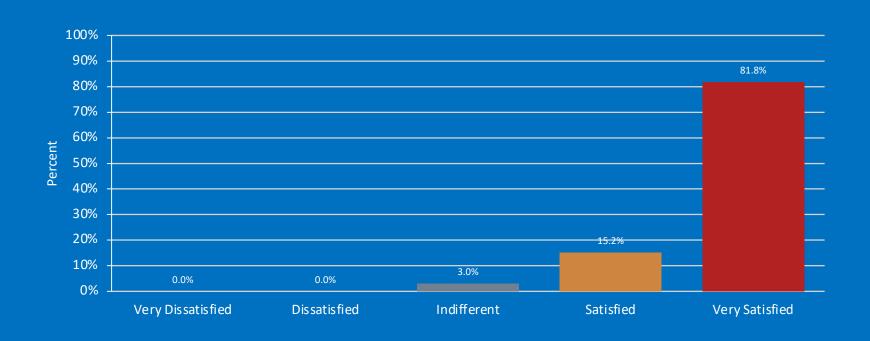
3 Month Review 45% had a outcome of self/community care To Date 45% had a outcome of self/community care

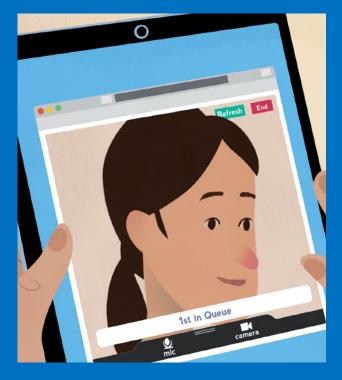


3 Month Review 41% Reduction in attendance at Hospital

# How happy were you with the service you received today?









For more information on Near Me please visit

https://www.nearme.scot/

https://tec.scot/nearme/



# Questions?