

Use of Near Me in future health and care services



Vision

To deliver safe, person-centred and sustainable care through video consulting

29 June 2020

Introduction

Near Me video consulting is transforming the way people are accessing health and care services. Near Me is used in every NHS Board area in Scotland, and is now being expanded to care services. As part of the response to COVID-19, Near Me was made available in nearly every hospital and GP practice. Prior to March 2020, there were around 300 Near Me consultations a week: by June, it was nearly 17,000 a week, with more than 150,000 in total.

How to use Near Me

To use Near Me, you need a device for making a video call (like a smartphone) connected to the internet.

For more information, see: www.nearme.scot

Use of Near Me in the “new normal”

Near Me can be used in any care setting, for both routine long-term condition appointments and for acute care. It is used in hospital, GP and community services. It can also enable professionals to work remotely from their base.

The Near Me team is running a public engagement exercise on this vision from Monday 29 June to Friday 24 July 2020. To tell us your views visit

<https://response.questback.com/scottishgovernment/nearmeviews>

To contact us, see details at www.nearme.scot

Aim: all health and care consultations are provided by Near Me whenever it is appropriate



Policy context

Increasing the use of video consulting to deliver care closer to people's homes is included in *Protecting Scotland's Future: the Government's Programme for Scotland 2019-2020*

Rationale for use

The key reasons for maximising use of Near Me across Scotland are:

- **Enables physical distancing:** Near Me enables services to continue to be provided without potential exposure to COVID-19, and reduces the number of people coming into NHS and social care premises.
- **Delivers person centred and convenient care:** Near Me enables people to attend appointments from the location of their choice. This can reduce travel, minimise time taken off work or school, or avoid needing carers to support.
- **Addresses environmental imperatives:** by reducing travel, Near Me improves the move towards net zero and the carbon footprint of services.

