

What is NHS Near Me?

NHS Near Me is a video consulting service for outpatient appointments. NHS Near Me appointments take place in your home using your own device and internet connection or at local NHS premises using our equipment and connection. In those NHS premises, volunteers and staff are on hand to connect you via video link to your consultant or other health professional.

How do I get an NHS Near Me appointment?

You may be asked during an appointment if you want your next appointment by NHS Near Me, or you can ask if it would be possible. NHS Near Me appointments are booked in advance, just like other outpatient appointments. You will receive a letter with the date, time and location of your appointment.

What are the benefits of NHS Near Me?

Benefits to you include reduced travel, reduced time away from home/work/school, and making it easier to have someone with you for support at your appointment who would not necessarily have been able to travel.

Is NHS Near Me right for me?

NHS Near Me is appropriate for many return or review appointments, but it is not for every person or every appointment. NHS Near Me cannot be used if you are having a procedure or require hands-on care. Your consultant or other specialist can advise on whether NHS Near Me is suitable for you. You may prefer to travel for some appointments and be seen face to face - that's fine too!

Is NHS Near Me secure?

NHS Near Me uses secure video consulting which has been approved as private and confidential by NHS Scotland. No NHS Near Me video calls are ever recorded and personal information entered into the system is only used to identify you in the waiting area and erased as soon as your video consultation is complete.

What if I'm unable to video call from home?

Selected specialities can offer appointments for people to attend closer to home than Dumfries and Galloway Royal Infirmary. NHS Near Me enabled consulting rooms have been set up across the region so that people can be supported to see their clinician.

Please turn over to find out what to expect

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From home

You will receive a letter with the date, time and location of your appointment. The location printed on your letter will be a web address which you will need to type in on your device. **Example:**

www.dghscp.co.uk/nhs-near-me

or

<https://nhsattend.vc/servicename>

You will need:



Apple Mac, iPad or iPhone using Safari



Android phone or tablet using Chrome



Desktop or laptop PC using Chrome. PCs will also need a **webcam and speakers/headset**.

A reliable internet connection – broadband or mobile

The week before your appointment

Please check and test your equipment and connection before your first NHS Near Me appointment from home. You can do this by making a call on **any Friday afternoon between 1 and 4pm** via the web address on your letter.

The day of your appointment

Just before the time of your appointment, go to the website stated on your letter:

Find and press the



button on the website and follow the on-screen instructions.

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From closer to home

You will receive a letter with the date, time and location of your appointment – the location printed on your letter will be an NHS Near Me enabled consulting room in your area.



You will need to:

1. Arrive at the location 10 minutes before your scheduled time and let reception know you are there.
2. Bring your appointment letter and any other paperwork sent to you that relates to this appointment.
3. Just before your appointment time you will be taken to an NHS Near Me room where the equipment and connection will be ready for you.
4. You will be collected by our 'virtual receptionist' who will confirm your identity and who you are waiting to see.
5. The virtual receptionist will transfer you to the waiting area for that service and the clinician will collect you when they are ready.
6. The appointment will run just like a face to face appointment, only you will be using technology such as a digital screen (much like a large TV), a microphone and a camera.
7. Your appointment will finish and the clinician will end the call and disconnect you.
8. Your appointment is finished and you may leave the room.