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| **Description** | **Document / Link** |
| **Guidance to Primary Care practices**  The Scottish Government as part of Coronavirus resilience planning issued a directive on 12 March that all GP Practices across Scotland as a matter of urgency should have access to NHS Near Me. To support this, the TEC Programme has produced guidance for using video consultations in Primary Care. This provides step by step information on setting up an NHS Near Me Service within a Primary Care practice.  **The place of NHS Near Me in Primary Care consultations should be as follows:**  The majority of patients with covid-19 can be managed remotely with advice on symptomatic management and self isolation. Where possible effective telephone triage should continue to be used for this. Video consultations using NHS Near Me should be used where additional visual cues and therapeutic presence is required. | <https://www.bmj.com/content/bmj/368/bmj.m1182.full.pdf> |
| **Setting up NHS Near Me**  When starting to provide Near Me, practices should consider:  **Technical set up – has the practice got in place:**   * Video consulting equipment – webcams, tablets or smartphones plus internet connection * If clinicians are working remotely, remote access to clinical system (eg, Vision, EMIS) * Near Me waiting room for practice * All clinicians and other relevant staff have Near Me log-in and completed training * All staff have made a test call as a patient   **Process set up – has the practice agreed:**   * Clinical criteria for Near Me appointments * Code to identify Near Me appointments * Clinic templates that show clinicians with Near Me appointment availability * Patient entry system – start call button and patient information (website preferred) * Process for identifying that patients have arrived for appointments * Process for provision of prescriptions and other follow up * Contingency plan for Near Me call failure | <https://bjgplife.com/wp-content/uploads/2020/03/Video-consultations-a-guide-for-practice.pdf> |
| **Service roles for NHS Near Me:**  There are three different service roles for NHS Near Me   * **Provider** – clinician facilitating the appointment * **Administrator** – member of the team who can make changes to the system, assign users and roles * **Co-ordinator** – member of the team who can view the waiting area, send messages to patients waiting and suspend or resume video call access |  |
| **Service providers**  In GP Practices a Service Provider will usually be a GP, ANP or Practice Nurse The documents opposite provider a step by step guide to using video consultations and how to use Near Me and access patient notes on the same screen  Service Provider can   * view calls to their Waiting Area * join calls in the Waiting Area * receive new call notifications from the Waiting Area   The following link is a general training video for the service provider role | <https://www.youtube.com/watch?v=aCuveNRC86Y> |
| **Service administrators**  A Service Administrator can make changes to their Waiting Area's settings, assign users to the Waiting Area, assign roles to users in the Waiting Area, view calls to the Waiting Area, and suspend or resume video call access to the Waiting Area. This user guide outlines how to do carry out these activities.  The video link shows how to carry out some basic admin tasks on your waiting area | <https://youtu.be/-_JjJnDJRTw> |
| **Service co-ordinators**  A Service Coordinator can view calls to their Waiting Area, send messages to people in the Waiting Area and suspend or resume video call access to the Waiting Area. The document opposite provides a step by step guide to monitoring a waiting area. |  |
| **Super User**  Ideally each clinical service should identify someone to be a super user who can answer questions from colleagues. If you have been identified as a super user within your team, this user guide provides full information.  Also available is a guide to support clinicians to carry out a consultation with more than one clinician logged into NHS Near Me and participating in the consultation. |  |