



Near Me: Telehealth enabling patients to attend appointments by video: scale up



Margaret Whoriskey Technology Enabled Care Programme, Scottish Government

Conditions to support : Scale UP

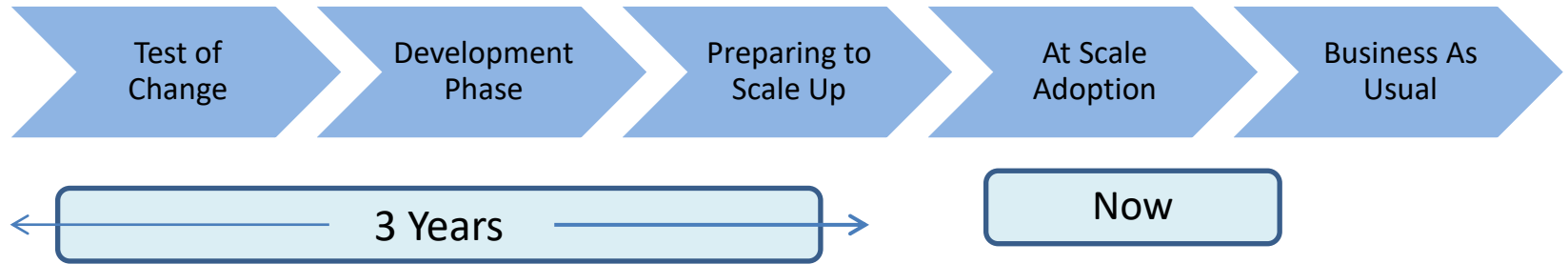
Policy

- Technology Enabled Care (2015 -)
- Digital Health and Care Strategy 2018
- Personalising Realistic Medicine 2019
- Scottish Budget 2020-21

Programme

- Building on earlier VC work
- 2017 -TEC Programme and funding for early adopters and national work
- 2018 National Procurement
- 2019 – funding to all Boards
- Improvement support and charge management
- Evaluation

Business as Usual –normal circumstances



Feb 2020 : 1100 consultations a month :
March 2021: aim for 3000 a month



Why Near Me now?

To reduce exposure – patients, other patients in practice, clinicians

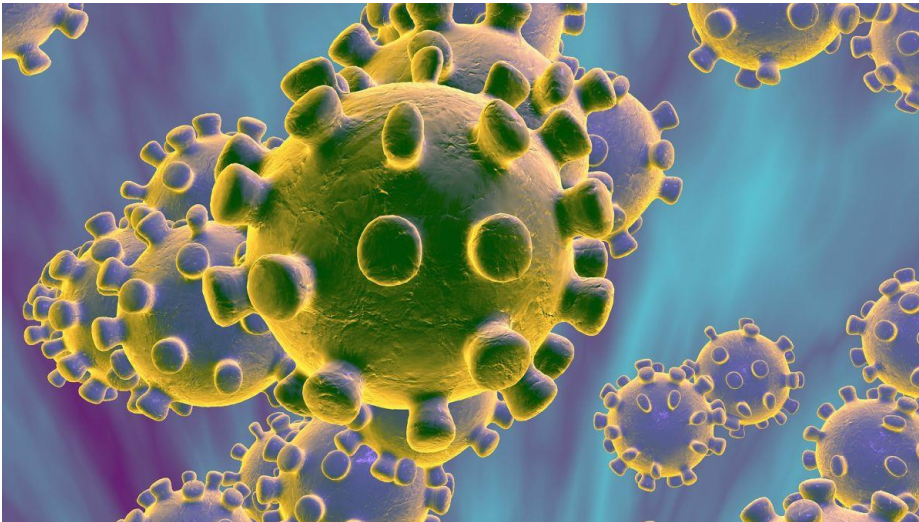
For consultations for Covid19

For continuation of normal /priority services

To enable home working

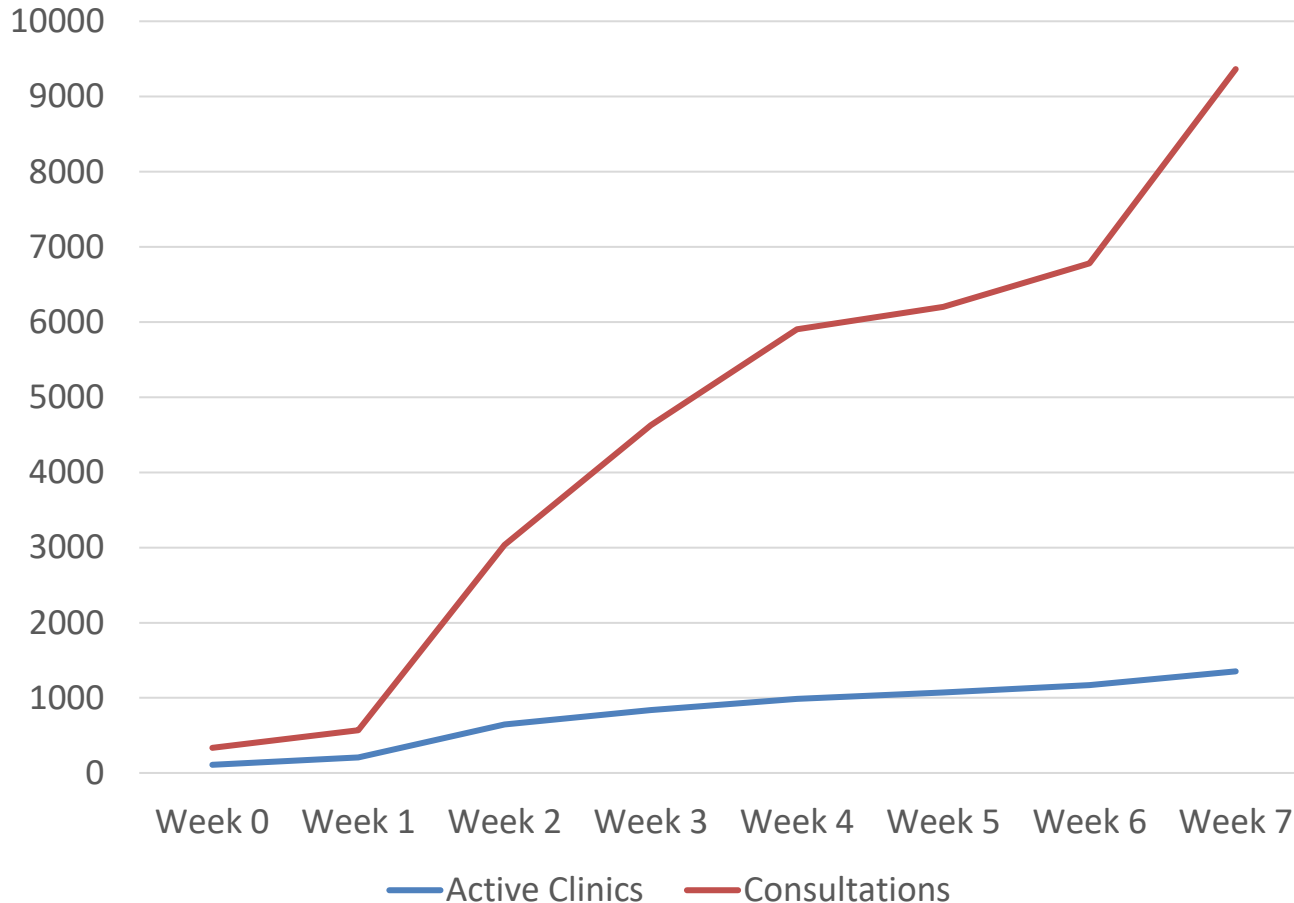
Decision support

To provide resilience



April 2020

Near Me All Consults from 1st March



Primary care consultations

week 0: 22
Week 1: 97
Week 2: 899
Week 3: 2443
Week 4: 2917
Week 5: 2797
Week 6: 2813
Week 7: 3449

What made the difference?

- Digital interventions and Near Me now seen as of critical importance by all with decision to extend to all primary care services and secondary care (priority specialities) ; weeks not years
- Speedy Procurement and getting practices equipped
- Ability to scale up rapidly due to investment, training , support and evaluation - creating the conditions
- Redirect staffing resources from wider primary care and secondary care improvement programmes to Near Me
- Public awareness
- Accountability