

**Video Consulting using Attend Anywhere**

**Progress Report**

Version 1.0

August 2018

# Background

The Technology Enabled Care (TEC) Programme was established in 2015, with an aim of increasing the use of video conferencing (VC) technologies for health and care consultations. Initially using traditional video conferencing systems such as Cisco and Polycom devices, a range of projects were established to improve communication between the health and social care sectors, support the use of VC consultation with outpatients and develop video mediated clinical services to care homes in Borders, Lanarkshire, Angus and Midlothian.

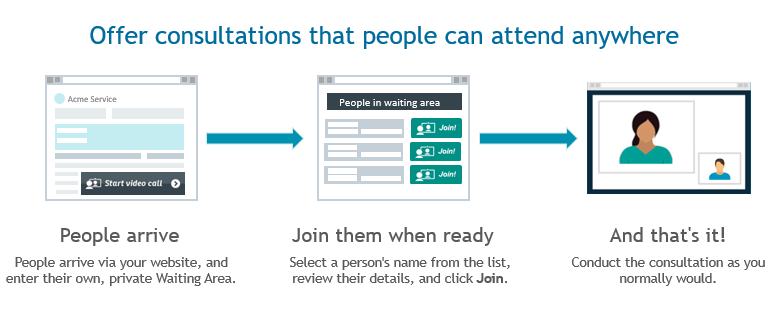
In late 2015, the team became aware of new product, Attend Anywhere, that uses browser based technology to deliver a video consulting solution that matches the consulting workflow. This greatly simplified the video consultation workflow and provided a simpler technical solution.

## Attend Anywhere

The development of Attend Anywhere was funded by Health Direct Australia. Health Direct Australia are government funded to provide services similar to NHS 24 such as out of hours care, nurse triage and a range of helplines. The aim was to develop a video consulting system that could compete with the ease of use of traditional telephony systems.

The Attend Anywhere system provides a video clinic environment that can be accessed by a member of the public using a web browser on their own device, be it a laptop, tablet or smartphone. The system is purpose built to meet the needs of the health and care sectors, with the ability to deliver video consulting services at scale.

Figure 1 Attend Anywhere Consultation Process



The Attend Anywhere system was procured in October 2016 and was formally launched by the Cabinet Secretary for Health and Sport in December 2016.

# Up-Take by Organisation

By March 2018, Attend Anywhere clinics had been established in 13/14 territorial boards as well at a range of Integrated Joint Boards and third sector organisations. In addition, the system is being trialled within the Golden Jubilee National Hospital and NHS 24. NHS Lothian have expressed an interest in using the service following a review of infrastructure standards.

A total of 107 organisational units have been set up on the system. Each organisational unit can contain one of more waiting areas managed by an administrator. These cover a wide range of health, care and third sector organisations. A full list of organisational units is contained in Appendix 1.

# Attend Anywhere Usage

Clinical and care services to citizens are provided via a ‘Waiting Area’. This provides the front door to the clinic, from where the service provider or clinician can collect the client. Each waiting area represents a different clinical or care service. Active waiting areas cover a wide range of specialties including consultant led outpatient clinics, AHP services, primary care and third sector provision. The full range of waiting areas is shown in Appendix 3.

There are currently 257 waiting areas created on the system, with 103 active in the last quarter.

The number of consultations has also increased significantly over the course of the programme. From the first patient consultation in February 2016, a sexual health appointment between Grampian and the Islands, the number of consultations[[1]](#footnote-1) has grown month on month. Over 1900 consultations have been held to date.

Figure 2 Attend Anywhere Activity

In addition to the clinical functionality, the Attend Anywhere system provides a platform to hold small VC meetings via virtual meeting rooms. There are currently 265 meeting rooms created on the system, of which 81 have been active in the last quarter. To date over 2,800 meetings have been held, yielding a knock on saving on staff time and travel.

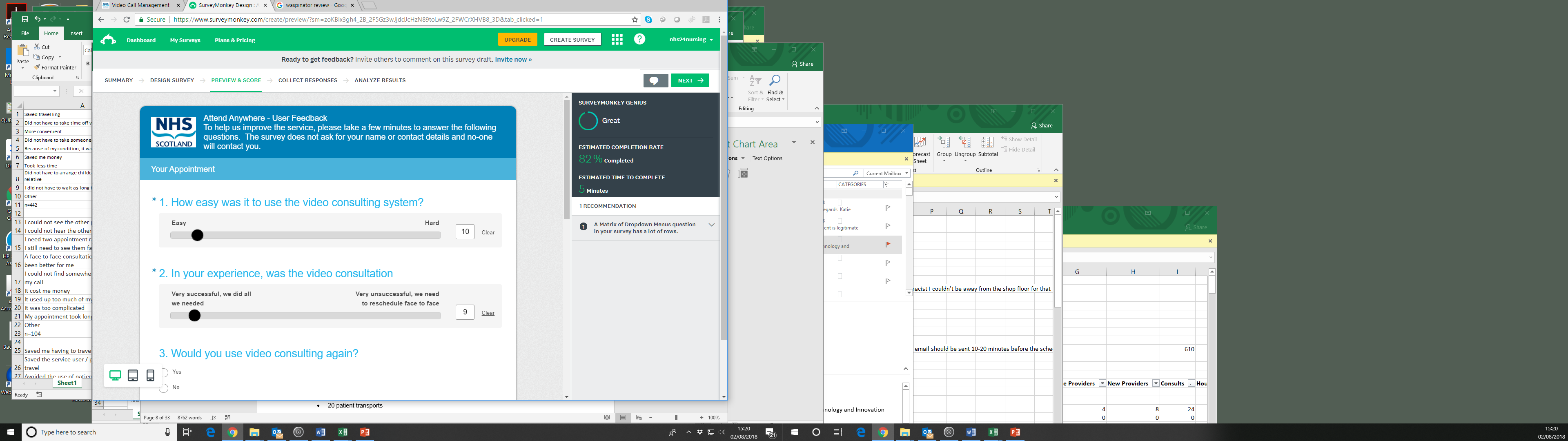
# User Feedback

User feedback has been measured using surveys presented to the user at the end of the call. Sperate surveys are displayed to providers and service users.

## Service User / Patient Feedback

Feedback from service users has been largely positive, with good scores for ease of use and success. However, it should be noted that questionnaires are displayed at the end of a call. Service users who failed to reach this stage would not have participated in the survey. The following results are based on 522 responses.

Figure 3 Ease of Use



It is notable that 98% of users said they would use the service again.

When queried about any technical issues around 25% of users reported problems. This figure was surprisingly high given the high scores for usability. A review of the individual responses showed that the issues fell into a wide range of categories, but many with a common theme around poor audio and video related to low bandwidth. However this does not appear to have stopped the consultations.

Based on 471 answers, travel savings were as follows. It should be noted that these figures account for one way only.

* 46 bus/train journeys
* 34 taxi rides
* 301 car journeys
* 29 flights
* 40 ferry crossings
* 20 patient transports

Service users indicated that on average they saved an 85 mile round trip. Of these journeys, 13% would have been paid for by the local Health Board.

Respondents were also asked to select both the benefits and disadvantages of Attend Anywhere. These are shown in Figures 7 and 8. The difference in scale between the two graphs is striking.

Figure 4 Benefits of Attend Anywhere

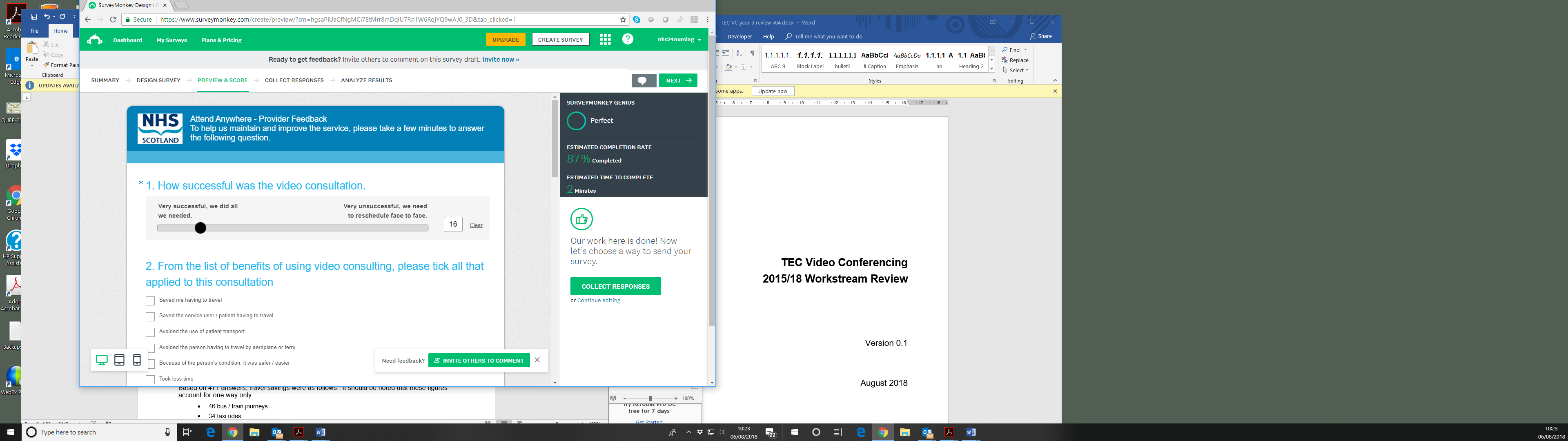
Figure 5 Disadvantages of Attend Anywhere

Review of the ‘Other’ disadvantages category showed that only 28 users reported a disadvantage. The remaining 54 respondents made positive comments on the service or entered ‘not applicable’.

## Service Provider Feedback

Feedback from service providers show a high level of success of the video call, as shown in Figure 6.

Figure 6 Success of Video Consultation



Key benefits noted were avoidance of travel for both the clinician and the patient. Of particular note is that out of 465 responses, 229 (49%) stated a benefit of avoided clinician travel.

However 35% of respondents advised that they had technical issues. The high level of technical issues is at odds with the good score around the success of the consultation.

A review of the responses indicated two key themes around bandwidth and audio quality. This is indicative of:

* poor quality broadband at either the remote or clinic location;
* using PC or laptop speakers rather than a headset or IP telephony device.

It is clear that further work is required to ensure service users are aware of equipment requirements and bandwidth limitations.[[2]](#footnote-2)

# Video Consulting Services

As Attend Anywhere is easy to use and is self-administered, licences for the system are provided on a self-serve basis. While it is possible to obtain usage information from the system, collecting details of the service developed, benefits and the outcome of any local evaluation is dependent on information being provided by the local team.

Table 1 Service Developments by Board AreaTable 1 provides an overview of service developments by board area. Where evaluation reports, feedback or other evidence has been provided, these have been embedded within the table.

Table 1 Service Developments by Board Area

|  |  |
| --- | --- |
| NHS Highland | Following a review of the Pharmacy Anywhere project (providing pharmacy review for patients of dispensing practices in rural areas) it was evident that adequate broadband remained an issue in rural areas. However, the project demonstrated the potential benefits of video consulting.  With funding from the TEC programme, the NHS Near Me programme was established, with the initial testing phase focusing on reducing the 10,000 patient journeys for outpatient consultations between Caithness General Hospital in Wick and Raigmore General Hospital in Inverness.  During this phase, three Near Me consultation rooms were established in Wick and 26 clinics held over 10 specialities. This benefitted 112 patients. The evaluation showed a high level of both patient and clinician satisfaction.  A standard processes document was developed and is available at <https://sctt.org.uk/programmes/video-enabled-health-and-care/attendanywhere/nhsnearme/>  The business case to extend the service across Highland has been approved by the NHS Highland Executive Management Team. A funding bid to the TEC Programme to cover the initial set up costs has also been approved.  The next phase of the programme will see:   * a further four staffed and nine unstaffed remote clinic sites established; * an NHS Near Me at home model established and shared; * an NHS Near Me primary care model established and shared: * a fully scaled service operational by March 2019 with the aim to deliver 20% of outpatient activity using NHS Near Me by Summer 2019.   In addition to the NHS Near Me programme, extensive use of Attend Anywhere has been made by the Weight Management service, with around 60 sessions held.  Within the Argyll and Bute area, Obstetrics and Midwifery services are being supported via Attend Anywhere links to remote patients. Eleven consultations have been held to date.  An Oncology service between Argyll and Bute and the Beatson has also been established, with 36 consultations. |
| NHS Grampian | With support from the Modern Outpatient programme, routine clinics for inflammatory bowel disease have been established. Using patient focused booking, patients are offered either a face to face consultation or a video consultation. To date, around 200 consultations have been logged for this service. A local review of the service is currently underway.  Outpatient appointments within the Sexual Health service are also provided via video consulting. Around 40 sessions have been undertaken.  Paediatric occupation therapy (burns, plastics and rheumatology) have held around 40 consultations for patients in Aberdeenshire and the Islands. The service has been well received by clients and is seen as a useful opportunity to discuss any issues and problem solve together. Involving both the patient and parent is easier than during a telephone consultation. Providing 1 to 1 sessions with children who would not have been able to come in to the clinic as frequently has had a positive impact on their outcome.  With funding from the Primary Care Digital Services Fund, GP practices within the Grampian area are being offered equipment to support the rollout of video consulting across the primary care sector. Early adopters include Stonehaven, Old Machar and Maryhill practices.  Other services in operation include: Diabetes, Paediatric Psychology, Speech and Language Therapy, Maternity, Mental Health, Oncology, Haematology, Physiotherapy, Clinical Genetics, Orthotics, CAMHS and the Healthpoint information service.  The CAMHS service, the Asthma Review team and the EPR (Electronic Patient Records) Programme also make significant use of the virtual meeting rooms. |
| NHS Tayside | Clinical services have been established in Paediatric Diabetes (DOTtalk), Dermatology and Perth Adult Psychology services. In addition, test of change funding form TEC has been awarded to integrate Attend Anywhere into pathways for dietetics support of patients with coeliac disease, irritable bowel disease and inflammatory bowel disease.  NHS Tayside are also planning the introduction of NHS Near Me. Work is currently underway to develop a Tayside specific version of the model that supports the local implementation of Trakcare. |
| NHS Forth Valley | Forth Valley have undertaken consultations in Diabetes and primary care and have set up waiting areas for CAMHS and Weight Management. Call volumes are low, indicating that these services are at the testing stage. |
| NHS Fife | While there is a desire to develop video consulting services within NHS Fife, it has not yet been possible to establish reliable connectivity. This is due to a combination of issues affecting the network firewall, proxy server and a lack of static addressing of the Attend Anywhere servers. The issues are specific to NHS Fife and not replicated elsewhere.  Work is ongoing with Fife eHealth and Attend Anywhere to resolve the issues.  Despite the issues, around 150 staff meetings have been held using the meeting room functionality. |
| NHS Greater Glasgow and Clyde | NHS Greater Glasgow and Clyde undertook a pilot of Attend Anywhere in Dermatology, Neurology and Diabetes. Working in conjunction with the Modern Outpatient Programme, the Dermatology Contact Dermatitis service is now routinely offering first appoints via video. Around 60 consultations have been held to date.  Following a review of the initial pilot phase, a business case is being developed to extend the use of Attend Anywhere, initially within Oncology. Work is also in development around a test of change to support Dermatology services to Argyll and Bute.  In addition, NHS Greater Glasgow and Clyde clinicians are supporting Attend Anywhere clinics managed via other boards. These include Hand Surgery clinics with the Western Isles and Oncology clinics with Argyll and Bute. |
| NHS Lothian | NHS Lothian have declined to take part in the programme, citing concerns around the use of Google Chrome (required by Attend Anywhere). It is anticipated that this position will be reviewed following the release of new eHealth standards currently in development.  There is significant interest from NHS Lothian clinicians to develop video consulting services. |
| NHS Lanarkshire | Services established in Lanarkshire cover both primary and secondary care. Over 50 outpatient consultations have been logged covering Paediatric Renal, Respiratory, Dietetics, Diabetes and Rheumatology.  Within primary care, the Integrated Community Support Teams are using the meeting room functionality to undertake daily case load updates across multiple sites. Around 130 meetings have been held to date, saving travel and staff time.  As part of the Infant and Maternal Health Pathway, NHS Lanarkshire is offering Attend Anywhere to support women who are breastfeeding. A leaflet has been created to give more information to women about the options available to support them.  Plans are in place to augment VC mediated services to care homes (currently using Cisco equipment) by providing Attend Anywhere clinics. This will utilise the WiFi deployed as part of the TEC funded programme.  Consideration is also being given to developing video clinics to support inmates of Shotts prison. |
| NHS Ayrshire and Arran | Although there is significant interest in developing video consulting services within Ayrshire and Arran, issues within the local TEC team have hampered progress. These issues are being addressed locally.  Within primary care, eight calls have been made to provide nursing home remote consultations. |
| NHS Dumfries and Galloway | Consultations have been held across a range of services including primary care, Sexual Health, Speech and Language Therapy, Smoking Cessation, Sleep Medicine, Diabetes and Mental Health. However, consultation numbers have been low. The use of meeting rooms has been higher with around 30 meetings held within the Midpark Hospital meeting room (in-patient mental health) and the Locality Clinical Leads meeting room.  Working with the National TEC Team, plans are in place to establish video mediated services to Care Homes for both in hours and out of hours. |
| NHS Borders | A small trial of video consulting within Orthopaedics was completed. Although successful, the follow up consultations were deemed clinically unnecessary and stopped.  Working with the National TEC Team, a project to deliver out of hours services between the Borders Emergency Care Centre and local Care Homes is currently underway. |
| NHS Western Isles | Western Isles have established a wide range of services with several in routine operation and seeing a large number of patients.  The Respiratory service has held around 90 consultations. This has avoided significant travel between the clinician’s home base in England and Stornoway.  Around 50 consultations have been held in Rheumatology, with the clinical team in Glasgow. Feedback from the clinicians has been positive and the service extended to cover additional clinicians, seeing patients at home (rather than the Western Isles Hospital) and arranging for the local nursing staff to be able to request X-rays on site.  To avoid travel to Glasgow, hand surgery clinics have been set up on a quarterly basis. Working with an extended scope physiotherapist in Stornoway, cases are reviewed by the hand surgeon in Glasgow. This is estimated to save £3000 in avoided travel per clinic.  Details of the service can be found at https://www.csp.org.uk/news/2018-06-06-physio-sets-orthopaedic-video-conferencing-clinics-patients-remote-western-isles.  A further 60 consultations have been held in Nutrition and Dietetics.  Other clinics in operation include Paediatrics, Child and Adolescent Mental Health, Speech and Language Therapy, Orthopaedics, Macmillan Nursing and the MS Service.  Western Isles also make extensive use of meeting rooms, with around 350 meetings held totalling 160 hours. |
| NHS Orkney | The main use of Attend Anywhere in Orkney is within the Speech and Language Service. Around 50 sessions have been held to date.  Other waiting rooms established, with small consultation numbers include Public Health, Ophthalmology, CAMHS and the Islands Network of Care.  It should be noted that patients from Orkney will also have been seen via Attend Anywhere clinics delivered from NHS Grampian. |
| NHS Shetland | Using an Attend Anywhere meeting room, Community Pharmacy and Primary Care Pharmacy staff have supported senior Social Care Workers on Yell to maintain Medication Administration Records (MARs) and undertake regular medication reviews for those in care. This has resulted in a reduction in social care staff time dealing with MARs issues and a month on month reduction in medication issues.  Children’s Occupation Therapy is being used for remote consultations, reducing the need for staff travel. It is hoped to extend the service to cover initial triage and screening.  Plans are also being developed to trial the use of Attend Anywhere to provide general surgery clinics between Unst and Lerwick. This aims to reduce patient travel, currently a three hour journey involving two ferry crossings. |
| Golden Jubilee National Hospital | The Golden Jubilee currently provide a remote consultation service using standard video conferencing systems for Orthopaedics. The use of Attend Anywhere is currently being trialled in conjunction with the NHS Near Me service in Highland. |

Table 2 provides an overview of third sector organisations making significant use of Attend Anywhere. A number of other organisations are at an earlier stage of development. These include CHAS (Children’s Hospices Across Scotland), Alzheimer Scotland, Stroke Association Scotland, Scottish Epilepsy Centre, Relationships Scotland Orkney and Spina Bifida Hydrocephalus Scotland.

Table 2 Service Developments by 3rd Sector Organisations

|  |  |
| --- | --- |
| Revive MS Support | Revive MS Support make extensive use of video consulting, with over 200 consultation held to date. Services include specialist nursing support, counselling, alternate therapy and speech and language. |
| Rape Crisis Grampian | Attend Anywhere counselling sessions are routinely offered, with over 70 sessions held to date. Feedback from both service providers and service users has been very positive, with the waiting list of one provider reduced by two thirds. |
| Care-MND | Care MND provides support for people with Motor Neurone Disease. Fourteen consultations have been held to date. |
| University of Edinburgh | The Telescot Video Consulting Project was established with funding from the Chief Scientist Office. The team are assessing patients and primary care clinicians’ views of conducting a follow up consultation by video over the internet and are comparing the video consultations with face to face and telephone consultations.  Around 80 consultations, spread over six GP practices in NHS Lothian[[3]](#footnote-3) have been held. Results from the research project are due to be published later in the year.  Based on the study, a BMJ Opinion article has recently been published that discusses whether remote consulting saves time and adds value in primary care: <https://blogs.bmj.com/bmj/2018/08/07/technology-enabled-remote-consulting-save-time-add-value-primary-care/>  A further research project titled “Delivering Asthma Action Plans in a Digital Era” has also made use of the waiting areas with 13 sessions held. |

# Recommendations

Based on experience gained over the course of the programme and feedback from users, the following recommendations are made.

* Staff training and public engagement material should set realistic expectations around the relationship between available bandwidth and audio/video quality. These will be similar to using Skype or Facetime.
* Service providers should be reminded that image quality issues can often be resolved by getting both parties to “refresh” the call.
* Service providers should be reminded that audio quality is greatly improved by using either a headset or an appropriate IP telephony speaker.
* Users have recommended that short videos should made available as part of the engagement and training programmes. It is anticipated that these would lessen any anxiety for both staff and service users when using the technology.
* The NHS Near Me service model developed by NHS Highland is seen as a useful tool to support service development elsewhere. Further service models should be developed to support outpatient clinics to people at home, out of hours support to care homes and general practice.
* To support a once for Scotland approach, engagement materials should be developed to support the development of services to care homes and GP patients.
* A fuller, external evaluation of the service should be undertaken prior to contract renewal in October 2019.

# Appendix 1 Attend Anywhere Organisational Units

| **Organisational Unit** | **Created** | **Service Providers** | **Service Providers Participated in Consultations** | **Consultations** | **Consultation Hours** | **Meetings** | **Meeting Hours** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| NHS Grampian | 06/12/2016 | 31 | 18 | 300 | 49 | 70 | 22 |
| Scottish Centre for Telehealth | 21/11/2016 | 42 | 16 | 274 | 50 | 354 | 127 |
| NHS Highland Near Me | 10/01/2018 | 62 | 29 | 272 | 62 | 11 | 5 |
| NHS Western Isles | 11/04/2017 | 37 | 18 | 249 | 160 | 341 | 158 |
| Revive MS Support | 31/03/2017 | 6 | 6 | 216 | 105 | 5 | 1 |
| NHS Fife - Allied Health Professions | 11/04/2017 | 32 | 28 | 105 | 26 | 148 | 35 |
| Telescot video consulting project | 29/11/2016 | 20 | 15 | 81 | 14 | 0 | 0 |
| National Video Conferencing Service | 12/05/2017 | 11 | 9 | 81 | 11 | 39 | 6 |
| Rape Crisis Grampian | 22/06/2017 | 5 | 5 | 75 | 34 | 0 | 0 |
| Pharmacy Anywhere | 30/03/2017 | 7 | 6 | 66 | 10 | 3 | 0 |
| NHS Highland Specialist Weight Management Service | 04/10/2017 | 1 | 1 | 64 | 40 | 0 | 0 |
| Orkney Attend Anywhere Clinic | 26/04/2017 | 23 | 6 | 63 | 29 | 14 | 1 |
| NHS Lanarkshire | 08/09/2017 | 69 | 14 | 62 | 9 | 289 | 48 |
| NHSGGC Contact Dermatitis Investigation Unit Pre-Assessment Clinic | 12/10/2017 | 4 | 2 | 62 | 10 | 0 | 0 |
| NHSG - Paediatric Occupational Therapy | 01/08/2017 | 9 | 9 | 43 | 10 | 1 | 0 |
| NHS Greater Glasgow and Clyde | 20/12/2016 | 13 | 4 | 40 | 7 | 5 | 0 |
| Dumfries & Galloway Acute | 08/03/2017 | 36 | 9 | 40 | 6 | 14 | 4 |
| NHS Highland, Argyll and Bute, Oncology | 06/09/2017 | 8 | 6 | 36 | 11 | 0 | 0 |
| NHS Forth Valley Outpatients | 14/02/2017 | 6 | 4 | 31 | 5 | 10 | 0 |
| NHS Borders - Borders General Hospital | 19/04/2017 | 10 | 6 | 29 | 3 | 27 | 3 |
| Dumfries & Galloway Primary Care | 03/03/2017 | 32 | 10 | 28 | 2 | 19 | 7 |
| NHSGGC Neurology Outpatient Services | 15/09/2017 | 18 | 6 | 28 | 5 | 0 | 0 |
| NHS Shetland Virtual Clinic | 31/05/2017 | 12 | 8 | 25 | 6 | 31 | 11 |
| NHSG Maryhill Group Practice | 06/02/2018 | 15 | 7 | 22 | 3 | 11 | 3 |
| Alzheimer Scotland | 04/05/2017 | 11 | 3 | 20 | 3 | 80 | 48 |
| NHS Highland Demo Org | 27/07/2017 | 6 | 4 | 20 | 3 | 7 | 3 |
| Perth Adult Psychological Therapies Service | 08/12/2017 | 5 | 4 | 20 | 13 | 0 | 0 |
| NHSG Child and Adolescent Mental Health Service | 16/03/2018 | 25 | 6 | 18 | 8 | 30 | 15 |
| NHSG - Aberdeen - Maternity Ward | 24/10/2017 | 2 | 2 | 17 | 4 | 3 | 0 |
| NHS Ayrshire & Arran Nursing Home Remote Consulting for Primary Care | 11/08/2017 | 6 | 3 | 16 | 1 | 12 | 1 |
| NHSG Digestive Disorders | 06/06/2018 | 12 | 2 | 16 | 3 | 0 | 0 |
| NHS Greater Glasgow and Clyde General Outpatients | 16/08/2017 | 4 | 5 | 15 | 2 | 4 | 1 |
| Clinical Audit Research Evaluation - Motor Neurone Disease | 23/11/2017 | 8 | 3 | 14 | 6 | 16 | 14 |
| Diabetes Out There, Paediatric Diabetes Team | 13/12/2017 | 5 | 2 | 14 | 2 | 0 | 0 |
| Edinburgh University: Delivering Asthma Action Plans in a Digital Era | 29/03/2018 | 1 | 1 | 13 | 4 | 0 | 0 |
| NHSLanarkshire Respiratory | 15/12/2017 | 5 | 4 | 12 | 1 | 6 | 1 |
| NHS Highland, Argyll and Bute, Obstetrics and Midwifery | 07/08/2017 | 8 | 4 | 11 | 3 | 1 | 1 |
| NHSG - Old Machar Medical Practice | 04/09/2017 | 12 | 1 | 11 | 1 | 1 | 0 |
| NHSG - Department of Paediatric Psychology | 06/09/2017 | 3 | 3 | 11 | 9 | 0 | 0 |
| NHSH - Renal Home Therapies | 25/10/2017 | 3 | 2 | 10 | 4 | 0 | 0 |
| NHSG Diabetes Specialist Nurses | 16/08/2017 | 5 | 2 | 9 | 2 | 5 | 1 |
| NHSG - Anchor | 03/05/2018 | 2 | 2 | 9 | 1 | 0 | 0 |
| NHS Tayside, Dermatology | 31/05/2017 | 3 | 2 | 8 | 1 | 0 | 0 |
| NHSG - Aberdeenshire Physio | 08/06/2018 | 6 | 5 | 8 | 3 | 0 | 0 |
| Fraserburgh Stroke Rehabilitation Unit Speech and Language Therapy | 26/07/2017 | 2 | 1 | 7 | 2 | 0 | 0 |
| NHSLanarkshire Diabetes | 06/11/2017 | 6 | 2 | 7 | 2 | 4 | 2 |
| SBH Scotland | 28/12/2017 | 2 | 2 | 7 | 0 | 0 | 0 |
| NHSG - Speech & Language Therapy Service for Adults - Moray | 16/02/2018 | 1 | 1 | 7 | 3 | 0 | 0 |
| NHSG - healthpoint | 08/03/2018 | 5 | 1 | 7 | 1 | 0 | 0 |
| Small Isles Health Centre | 15/09/2017 | 6 | 4 | 6 | 1 | 0 | 0 |
| NHS Grampian: Mental Health Dietetic Service | 18/04/2018 | 2 | 2 | 6 | 1 | 0 | 0 |
| My Highland Psychiatry Clinic | 13/10/2017 | 1 | 1 | 5 | 2 | 1 | 0 |
| NHS Ayrshire & Arran Remote Pulmonary Rehabilitation Programme | 18/04/2018 | 2 | 2 | 5 | 1 | 0 | 0 |
| Dumfries & Galloway Third Sector | 16/03/2017 | 11 | 4 | 4 | 0 | 0 | 0 |
| Aberdeenshire Community Dietetic Dept | 26/07/2017 | 10 | 4 | 4 | 2 | 22 | 6 |
| NHSLanarkshire Dietitians | 30/10/2017 | 1 | 1 | 3 | 1 | 3 | 1 |
| Salus Occupational Health | 12/03/2018 | 1 | 1 | 3 | 0 | 0 | 0 |
| NHSG Orthotics Department | 23/05/2018 | 2 | 2 | 3 | 1 | 0 | 0 |
| NHSG Clinical Genetics | 26/06/2018 | 3 | 1 | 3 | 0 | 0 | 0 |
| Dietetic Diabetes Service, NHS Tayside | 14/11/2017 | 2 | 1 | 2 | 1 | 0 | 0 |
| NHSLanarkshire Speech & Language Therapy | 08/12/2017 | 6 | 1 | 2 | 0 | 3 | 0 |
| Specialist Diabetes Service, NHS Tayside | 05/02/2018 | 1 | 1 | 2 | 0 | 0 | 0 |
| NHS Grampian Childrenâ€™s acute paediatrics | 20/02/2018 | 1 | 1 | 2 | 0 | 0 | 0 |
| Distress Brief Intervention Programme | 26/04/2018 | 6 | 2 | 2 | 0 | 0 | 0 |
| NHSG - Denburn/Aurora Medical Practice | 26/07/2017 | 1 | 1 | 1 | 0 | 21 | 4 |
| SBC Social Work Adult Services | 08/08/2017 | 11 | 0 | 1 | 0 | 3 | 0 |
| Kilbryde Hospice | 08/08/2017 | 3 | 1 | 1 | 1 | 0 | 0 |
| NHSG - An Caorann Medical Practice | 13/09/2017 | 1 | 1 | 1 | 0 | 0 | 0 |
| Allied Health Professionals, Highland Council | 10/10/2017 | 3 | 1 | 1 | 0 | 29 | 10 |
| NHS Highland Fracture Clinic | 17/10/2017 | 2 | 1 | 1 | 0 | 0 | 0 |
| Wheelchair Services Raigmore | 18/12/2017 | 2 | 1 | 1 | 0 | 0 | 0 |
| NHSLanarkshire Neurology | 28/12/2017 | 6 | 1 | 1 | 0 | 3 | 0 |
| Argyll & Bute HSCP Neurology Service | 06/02/2018 | 2 | 1 | 1 | 0 | 0 | 0 |
| NHS Grampian:Inverbervie Medical Practice | 17/05/2018 | 1 | 1 | 1 | 0 | 0 | 0 |
| Demo North Lanarkshire H&SC | 29/05/2018 | 1 | 1 | 1 | 0 | 3 | 0 |
| VOCAL Midlothian | 07/06/2018 | 3 | 1 | 1 | 0 | 1 | 0 |
| NHSG Applied Psychology Clinic | 03/07/2018 | 3 | 1 | 1 | 0 | 0 | 0 |
| CrossReach Confidential Connections | 16/05/2017 | 1 | 0 | 0 | 0 | 53 | 24 |
| Fife Employment Access Trust | 19/05/2017 | 0 | 0 | 0 | 0 | 4 | 0 |
| DEMO mPower Waiting Area | 19/06/2017 | 1 | 0 | 0 | 0 | 1 | 0 |
| Stroke Rehabilitation â€“ NHS Grampian | 26/07/2017 | 1 | 0 | 0 | 0 | 0 | 0 |
| NHST Blue Medical Practice | 18/09/2017 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSGGC Oncology Outpatient Services | 29/09/2017 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asthma Reviews NHS Grampian | 25/10/2017 | 3 | 0 | 0 | 0 | 19 | 8 |
| LIFT | 27/10/2017 | 0 | 0 | 0 | 0 | 0 | 0 |
| Nutrition and Dietetics Ninewells Hospital | 30/11/2017 | 0 | 0 | 0 | 0 | 0 | 0 |
| Stroke Association Scotland | 22/12/2017 | 1 | 0 | 0 | 0 | 12 | 6 |
| NHSLan Stroke Support Team | 09/02/2018 | 4 | 0 | 0 | 0 | 0 | 0 |
| NHS Grampian Adult Community Learning Disability Service | 05/03/2018 | 3 | 0 | 0 | 0 | 9 | 0 |
| Childrenâ€™s Hospices Across Scotland | 06/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHST - Adult Acquired Speech and Language Therapy | 26/04/2018 | 2 | 0 | 0 | 0 | 0 | 0 |
| NHST - Stroke Liaison Nurse Service | 26/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSB Primary Care â€“ Peebles GP Cluster | 03/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG - Danestone Medical Practice | 03/05/2018 | 1 | 0 | 0 | 0 | 0 | 0 |
| NHS Ayrshire & Arran remote Respiratory Consultation | 18/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Glenlivet Medical Practice | 23/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Moray Coast Medical Practice | 25/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Ardach Health Centre | 25/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Turriff Medical Practice | 28/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHS Grampian: Elgin Community Surgery | 28/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Laurencekirk Medical Group | 01/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Insch Medical Practice | 01/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| Remote Occupational Therapy | 01/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Forres Health & Care Centre Health & Care Centre | 04/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Banchory Group Practice | 04/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Strathdon Medical Practice | 05/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Cruden Medical Group | 05/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Ellon Group Practice | 05/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Inverurie Medical Group | 05/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSAA: AUCS Urgent Care Resource Hub | 26/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHS Greater Glasgow and Clyde AHP Services | 27/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Ballater Clinic | 03/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHST Brechin Health Centre | 20/07/2018 | 1 | 0 | 0 | 0 | 0 | 0 |
| NHSG Dietetics RACH | 24/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| SBC Social Work Criminal Justice Service | 27/07/2018 | 1 | 0 | 0 | 0 | 1 | 0 |
| Scottish Epilepsy Centre | 03/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHSG Infant Feeding | 16/08/2018 | 3 | 0 | 0 | 0 | 0 | 0 |
| Relationships Scotland Orkney | 20/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 Attend Anywhere Waiting Areas

It should be noted that the licencing model is based on active waiting areas. That means that waiting areas not used in the preceding month and not counted towards the licence usage.

| **Organisational Unit** | **Waiting Area** | **Consultations** | **Consultation Hours** |
| --- | --- | --- | --- |
| Scottish Centre for Telehealth | (demo) NHS ACME Health Surgery Waiting Area | 272 | 48.219 |
| Scottish Centre for Telehealth | ACME Surgery referral service | 1 | 0.258 |
| Telescot video consulting project | Telescot Demo Health Service | 9 | 2.054 |
| Telescot video consulting project | Brunton Place Surgery | 16 | 1.704 |
| Telescot video consulting project | Bonnyrigg Health Centre | 9 | 4.409 |
| Telescot video consulting project | Leven Medical Practice | 7 | 0.671 |
| Telescot video consulting project | Penicuik Medical Practice | 17 | 2.708 |
| Telescot video consulting project | Howden Health Centre | 14 | 1.655 |
| Telescot video consulting project | Mackenzie Medical Centre | 9 | 0.794 |
| NHS Grampian | NHSG Digestive Disorders | 205 | 33.265 |
| NHS Grampian | NHS Grampian Waiting Room 1 | 38 | 6.97 |
| NHS Grampian | NHS Grampian waiting area 2 | 0 | 0 |
| NHS Grampian | Ex OMP Waiting Room | 2 | 0.102 |
| NHS Grampian | NHS Grampian Waiting Room 2 | 0 | 0 |
| NHS Grampian | NHS Grampian Waiting Area 3 | 0 | 0 |
| NHS Grampian | Stonehaven Medical Practice Video Waiting Room | 52 | 7.698 |
| NHS Grampian | Skene Medical Practice Video Waiting Room 1 | 0 | 0 |
| NHS Grampian | Peterhead Medical Practice Video Waiting Room | 2 | 0.492 |
| NHS Grampian | Aberlour Medical Practice Video Waiting Room | 0 | 0 |
| NHS Grampian | Danestone Medical Practice Video Waiting Area | 0 | 0 |
| NHS Grampian | NHS Grampian Neurology Video Waiting Area | 0 | 0 |
| NHS Grampian | ARI ICU Waiting Area | 0 | 0 |
| NHS Greater Glasgow and Clyde | (Demo) Health service for NHS GGC | 34 | 5.756 |
| NHS Greater Glasgow and Clyde | health records test | 0 | 0 |
| NHS Greater Glasgow and Clyde | test training | 0 | 0 |
| NHS Greater Glasgow and Clyde | MND Waiting Area | 5 | 0.708 |
| NHS Greater Glasgow and Clyde | Epilepsy Waiting Area | 0 | 0 |
| NHS Greater Glasgow and Clyde | NHSGGC Resp Services - Respiratory Physiotherapy | 1 | 0.223 |
| NHS Forth Valley Outpatients | FV Diabetes Clinic | 10 | 2.612 |
| NHS Forth Valley Outpatients | Ophthalmologist and Ophthalmology | 4 | 0.471 |
| NHS Forth Valley Outpatients | CMcG Demo | 15 | 1.99 |
| NHS Forth Valley Outpatients | CAMHS clinic | 1 | 0.04 |
| NHS Forth Valley Outpatients | Diabetes - A82NV2 | 0 | 0 |
| NHS Forth Valley Outpatients | WM Service | 0 | 0 |
| NHS Forth Valley Outpatients | Dr Shahin's clinic | 0 | 0 |
| NHS Forth Valley Outpatients | Carronbank Medical Practice | 1 | 0.043 |
| Dumfries & Galloway â€“ Primary Care | Moffat High Street Surgery | 0 | 0 |
| Dumfries & Galloway â€“ Primary Care | Moffat Church Place Surgery | 0 | 0 |
| Dumfries & Galloway â€“ Primary Care | Annan Greencroft North Surgery | 9 | 0.531 |
| Dumfries & Galloway â€“ Primary Care | D&G Out of Hours Service | 2 | 0.28 |
| Dumfries & Galloway â€“ Primary Care | Newton Stewart Cairnsmore Medical Practice | 8 | 0.744 |
| Dumfries & Galloway â€“ Primary Care | Psychology Self Help Service | 0 | 0 |
| Dumfries & Galloway â€“ Primary Care | Scottish Ambulance Service - D&G | 0 | 0 |
| Dumfries & Galloway â€“ Primary Care | D&G Pharmacy | 0 | 0 |
| Dumfries & Galloway â€“ Primary Care | Whithorn Pharmacy | 1 | 0.054 |
| Dumfries & Galloway â€“ Primary Care | Sexual Health D&G | 1 | 0.067 |
| Dumfries & Galloway â€“ Primary Care | Lochthorn Medical Practice | 3 | 0.216 |
| Dumfries & Galloway â€“ Primary Care | Adult Speech and Language Therapy Service | 1 | 0.16 |
| Dumfries & Galloway â€“ Primary Care | Quit Your Way Dumfries & Galloway | 2 | 0.129 |
| Dumfries & Galloway â€“ Acute | Demo Waiting Area | 28 | 3.691 |
| Dumfries & Galloway â€“ Acute | Sleep Medicine Service / CREWS | 3 | 0.294 |
| Dumfries & Galloway â€“ Acute | Dermatology | 0 | 0 |
| Dumfries & Galloway â€“ Acute | Diabetes Service | 2 | 0.193 |
| Dumfries & Galloway â€“ Acute | D&G Mental Health Service | 6 | 1.969 |
| Dumfries & Galloway â€“ Acute | D&G Psychology Service | 1 | 0.234 |
| Dumfries & Galloway â€“ Acute | Nutrition & Dietetic Service | 0 | 0 |
| Dumfries & Galloway â€“ Acute | Inflammatory Bowel Disease (IBD) Service | 0 | 0 |
| Dumfries & Galloway â€“ Acute | Midpark Meetings | 0 | 0 |
| Dumfries & Galloway â€“ Third Sector | Dumfries and Galloway Carers Centre | 2 | 0.082 |
| Dumfries & Galloway â€“ Third Sector | Dumfries and Galloway Advocacy Service | 2 | 0.248 |
| Dumfries & Galloway â€“ Third Sector | Support in Mind Scotland | 0 | 0 |
| Dumfries & Galloway â€“ Third Sector | mPower Project | 0 | 0 |
| Dumfries & Galloway â€“ Third Sector | Newton Stewart Hospital | 0 | 0 |
| Pharmacy Anywhere | Pharmacy Anywhere Service | 66 | 9.541 |
| Revive MS Support | Revive MS Support | 0 | 0 |
| Revive MS Support | MS Specialist Nurse | 64 | 16.84 |
| Revive MS Support | MS Specialist Physiotherapist | 1 | 0.214 |
| Revive MS Support | Counselling | 7 | 4.555 |
| Revive MS Support | Alternative Therapy | 134 | 78.158 |
| Revive MS Support | Speech and Language Therapy | 10 | 4.758 |
| Revive MS Support | Continence Support | 0 | 0 |
| NHS Fife - Allied Health Professions | Speech & Language Therapy Service | 21 | 4.063 |
| NHS Fife - Allied Health Professions | Occupational Therapy - Children and Young People | 84 | 21.805 |
| NHS Western Isles | Respiratory Waiting Area for Western Isles | 89 | 82.123 |
| NHS Western Isles | Rheumatology | 51 | 12.331 |
| NHS Western Isles | Langabhat Medical Practice | 0 | 0 |
| NHS Western Isles | MS Service | 7 | 1.508 |
| NHS Western Isles | Nutrition and Dietetics | 59 | 40.564 |
| NHS Western Isles | Occupational Therapy | 0 | 0 |
| NHS Western Isles | SVQ Assessor | 0 | 0 |
| NHS Western Isles | Macmillan Nurse Service | 0 | 0 |
| NHS Western Isles | Macmillan Nurse Service | 0 | 0 |
| NHS Western Isles | Macmillan Nurse Service | 0 | 0 |
| NHS Western Isles | Macmillan Nurse Service | 3 | 1.627 |
| NHS Western Isles | Smoking Cessation | 1 | 0.041 |
| NHS Western Isles | Langabhat Practice | 0 | 0 |
| NHS Western Isles | Orthopaedic Service | 5 | 9.474 |
| NHS Western Isles | CAMHS | 6 | 2.367 |
| NHS Western Isles | Speech & Language Therapy | 3 | 0.905 |
| NHS Western Isles | Attend Anywhere TEC Test Waiting Area | 11 | 1.514 |
| NHS Western Isles | Cardiac Nursing | 1 | 0.042 |
| NHS Western Isles | Adult Community Mental Health Service | 1 | 0.035 |
| NHS Western Isles | ADP | 0 | 0 |
| NHS Western Isles | Paediatric Clinic | 7 | 3.143 |
| NHS Borders - Borders General Hospital | NHS Borders - BECS | 29 | 3.133 |
| NHS Borders - Borders General Hospital | Diabetes | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney GP Dounby | 1 | 0.251 |
| Orkney Attend Anywhere Clinic | Balfour Outpatients - Orthopaedics | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney Speech & Language Therapy | 49 | 25.38 |
| Orkney Attend Anywhere Clinic | NHS Orkney Diabetes Clinic | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney Multiple Sclerosis Clinic | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHSO Community Mental Health Team | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney Public Health | 3 | 0.368 |
| Orkney Attend Anywhere Clinic | NHS Orkney Paediatric and Physiotherapy Service | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney Melanoma Clinic | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney Ophthalmology Clinic | 3 | 0.946 |
| Orkney Attend Anywhere Clinic | NHS Orkney Community Nursing | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney INOC - Papa Westray | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney INOC - Westray | 1 | 0.197 |
| Orkney Attend Anywhere Clinic | NHS Orkney INOC - Sanday | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney INOC - Eday | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney INOC - Stronsay | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney INOC - Hoy | 0 | 0 |
| Orkney Attend Anywhere Clinic | NHS Orkney CAMHS | 3 | 0.281 |
| Alzheimer Scotland | Alzheimer Scotland | 0 | 0 |
| Alzheimer Scotland | Training Room | 19 | 2.454 |
| Alzheimer Scotland | Tech Surgeries | 0 | 0 |
| Alzheimer Scotland | Dementia Dog Enquiries | 0 | 0 |
| Alzheimer Scotland | Digital Dementia Advisor | 1 | 0.081 |
| National Video Conferencing Service | National Video Conferencing Service | 79 | 11.293 |
| National Video Conferencing Service | Yet Another NVCS Waiting Area | 1 | 0.042 |
| CrossReach Confidential Connections | Bluebell Perinatal Service | 0 | 0 |
| CrossReach Confidential Connections | CrossReach Perinatal Service | 0 | 0 |
| CrossReach Confidential Connections | CrossReach Counselling Tom Allan Centre Glasgow | 0 | 0 |
| CrossReach Confidential Connections | CrossReach Counselling Lothians | 0 | 0 |
| CrossReach Confidential Connections | CrossReach Counselling Moray | 0 | 0 |
| CrossReach Confidential Connections | CrossReach Counselling Inverness | 0 | 0 |
| Fife Employment Access Trust | Fife Employment Access Trust | 0 | 0 |
| NHS Tayside | Dermatology Outpatient Department | 8 | 0.894 |
| NHS Shetland Virtual Clinic | General Surgery | 11 | 1.935 |
| NHS Shetland Virtual Clinic | IBD | 0 | 0 |
| NHS Shetland Virtual Clinic | NHS Shetland Pharmacy Services | 7 | 0.867 |
| NHS Shetland Virtual Clinic | Childrenâ€™s Occupational Therapy | 7 | 3.287 |
| DEMO mPower Waiting Area | DEMO mPower Waiting Area | 0 | 0 |
| Rape Crisis Grampian | Rape Crisis Grampian | 74 | 33.546 |
| Fraserburgh Stroke Rehabilitation Unit Speech and Language Therapy | Fraserburgh SRU SLT | 7 | 1.768 |
| Aberdeenshire Community Dietetic Dept | Aberdeenshire Community Dietetic Dept | 4 | 1.521 |
| NHSG - Denburn/Aurora Medical Practice | Denburn Medical Practice | 1 | 0.147 |
| NHSG - Denburn/Aurora Medical Practice | Mental Health Services | 0 | 0 |
| NHSG - Denburn/Aurora Medical Practice | Aurora Medical Practice | 0 | 0 |
| Stroke Rehabilitation â€“ NHS Grampian | Stroke Rehabilitation â€“ NHS Grampian | 0 | 0 |
| NHS Highland Demo Org | staff test | 20 | 2.547 |
| NHSG - Paediatric Occupational Therapy | Combined Child Health | 42 | 10.076 |
| NHS Highland, Argyll and Bute | Obstetrics & Midwifery Virtual Clinic | 11 | 2.501 |
| SBC Social Work Adult Services | SBC Social Work Adult Services | 1 | 0.445 |
| Kilbryde Hospice | Kilbryde Hospice | 1 | 0.519 |
| NHS Ayrshire & Arran Nursing Home Remote Consulting for Primary Care | Nursing Home Remote Consulting for Primary Care | 8 | 0.496 |
| NHS Ayrshire & Arran Nursing Home Remote Consulting for Primary Care | Attend Anywhere Demo | 2 | 0.101 |
| NHS Ayrshire & Arran Nursing Home Remote Consulting for Primary Care | Tam's Brig Surgery waiting area | 3 | 0.182 |
| NHS Greater Glasgow and Clyde General Outpatients | NHSGGC - Diabetes Outpatient Service | 10 | 1.348 |
| NHS Greater Glasgow and Clyde General Outpatients | Diabetes Projects | 1 | 0.036 |
| NHS Greater Glasgow and Clyde General Outpatients | Diabetes Inbetweeners Service | 3 | 0.85 |
| NHS Greater Glasgow and Clyde General Outpatients | Diabetes Young Adult Clinic | 0 | 0 |
| NHS Greater Glasgow and Clyde General Outpatients | AHP Twilight Dialysis Dietitian | 1 | 0.039 |
| NHSG Diabetes Specialist Nurses | NHSG Diabetes Specialist Nurses YP Service | 7 | 1.507 |
| NHSG Diabetes Specialist Nurses | NHSG Acute DSN | 2 | 0.565 |
| NHSG Diabetes Specialist Nurses | NHSG South DSN | 0 | 0 |
| NHSG Diabetes Specialist Nurses | NHSG North DSN | 0 | 0 |
| NHSG Diabetes Specialist Nurses | NHSG Moray DSN | 0 | 0 |
| NHSG - Old Machar Medical Practice | Old Machar Medical Practice Video Waiting Room | 11 | 1.072 |
| NHS Highland Argyll and Bute | Oncology | 35 | 10.713 |
| NHSG - Department of Paediatric Psychology | Department of Paediatric Psychology | 11 | 8.531 |
| NHSLanarkshire | NHSLanarkshire (General) Waiting Area | 31 | 5.262 |
| NHSLanarkshire | NHSLanarkshire GP Practices | 1 | 0.038 |
| NHSLanarkshire | NHSLanarkshire ICST Teams | 5 | 0.632 |
| NHSLanarkshire | Demo Lanarkshire | 22 | 2.53 |
| NHSG - An Caorann Medical Practice | An Caorann MP | 1 | 0.218 |
| Small Isles Health Centre | Small Isles GP | 6 | 0.694 |
| NHSGGC Neurology Outpatient Services | NHSGGC - Epilepsy Outpatient Service | 13 | 1.35 |
| NHSGGC Neurology Outpatient Services | NHSGGC - Head and Neck Service | 7 | 1.504 |
| NHSGGC Neurology Outpatient Services | NHSGGC - MND Waiting Area | 1 | 0.123 |
| NHSGGC Neurology Outpatient Services | NHSGGC - Headache | 0 | 0 |
| NHSGGC Neurology Outpatient Services | NHSGGC - Epilepsy | 0 | 0 |
| NHSGGC Neurology Outpatient Services | NHSGGC - MS | 0 | 0 |
| NHSGGC Neurology Outpatient Services | NHSGGC - LD Epilepsy | 3 | 1.11 |
| NHST Blue Medical Practice | Crieff Blue Medical Practice | 0 | 0 |
| NHSGGC Oncology Outpatient Services | NHSGGC - Oncology Outpatient Service | 0 | 0 |
| NHS Highland Specialist Weight Management Service | Specialist Weight Management Service | 60 | 37.535 |
| Allied Health Professionals | Highland Council | 1 | 0.037 |
| NHSGGC Contact Dermatitis Investigation Unit Pre-Assessment Clinic | CDIU Pre-Assess | 62 | 10.163 |
| My Highland Psychiatry Clinic | Psychiatry Clinic | 5 | 1.809 |
| NHS Highland Fracture Clinic | Fracture Clinic Telehealth | 1 | 0.056 |
| NHSG - Aberdeen - Maternity Ward | Aberdeen - Maternity Ward | 17 | 3.914 |
| Asthma Reviews NHS Grampian | Asthma Reviews NHS Grampian | 0 | 0 |
| NHSH - Renal Home Therapies | Renal Anywhere | 0 | 0 |
| NHSH - Renal Home Therapies | Renal Anywhere | 10 | 3.827 |
| LIFT | LIFT - Aberdeen | 0 | 0 |
| LIFT | LIFT - Dundee | 0 | 0 |
| NHSLanarkshire Dietitians | NHSLanarkshire Paediatric Dietitians | 3 | 1.028 |
| NHSLanarkshire Diabetes | NHSLanarkshire Diabetes | 6 | 1.604 |
| Dietetic Diabetes Service | NHS Tayside | 2 | 0.815 |
| Clinical Audit Research Evaluation - Motor Neurone Disease | CARE-MND | 14 | 5.746 |
| Nutrition and Dietetics Ninewells Hospital | Dietetics NWs | 0 | 0 |
| NHSLanarkshire Speech & Language Therapy | NHSLanarkshire Speech & Language Therapy | 2 | 0.257 |
| Perth Adult Psychological Therapies Service | perthadultpsych | 18 | 12.416 |
| Diabetes Out There | Paediatric Diabetes Team | 14 | 2.12 |
| Diabetes Out There | Paediatric Diabetes Team | 0 | 0 |
| NHSLanarkshire Respiratory | NHSLanarkshire Respiratory | 12 | 1.486 |
| Wheelchair Services | Raigmore Hospital | 1 | 0.153 |
| Stroke Association Scotland | Stroke Association Scotland | 0 | 0 |
| NHSLanarkshire Neurology | NHSLanarkshire Neurology | 1 | 0.044 |
| SBH Scotland | Health and Wellbeing Clinic | 7 | 0.406 |
| NHS Highland Near Me | Respiratory Service | 70 | 17.135 |
| NHS Highland Near Me | Orthopaedics Service | 16 | 6.143 |
| NHS Highland Near Me | Colorectal Service | 6 | 0.663 |
| NHS Highland Near Me | NHS Highland Reception | 58 | 6.589 |
| NHS Highland Near Me | test | 0 | 0 |
| NHS Highland Near Me | Psychiatry Service | 19 | 4.338 |
| NHS Highland Near Me | Stroke & Rehabilitation Service | 25 | 13.074 |
| NHS Highland Near Me | Rheumatology Service | 7 | 2.229 |
| NHS Highland Near Me | Diabetes Service | 1 | 0.127 |
| NHS Highland Near Me | Cardiology Service | 14 | 3.003 |
| NHS Highland Near Me | Psychology Service | 1 | 0.055 |
| NHS Highland Near Me | Endocrine Service | 3 | 0.509 |
| NHS Highland Near Me | Oncology Service | 0 | 0 |
| NHS Highland Near Me | Gastroenterology Service | 3 | 0.475 |
| NHS Highland Near Me | Renal Service | 19 | 3.339 |
| NHS Highland Near Me | NHS Near Me Out of Hours | 0 | 0 |
| NHS Highland Near Me | General Medical Service | 6 | 1.111 |
| NHS Highland Near Me | Ophthalmology Service | 0 | 0 |
| NHS Highland Near Me | Obstetrics and Gynaecology Service | 6 | 0.777 |
| NHS Highland Near Me | Haematology Service | 8 | 0.659 |
| NHS Highland Near Me | Dermatology Service | 1 | 0.113 |
| NHS Highland Near Me | Neurology Service | 4 | 0.305 |
| Specialist Diabetes Service | NHS Tayside | 2 | 0.214 |
| NHSG Maryhill Group Practice | Maryhill Moray | 22 | 2.955 |
| Argyll & Bute HSCP Neurology Service | Argyll & Bute HSCP Neurology Service | 0 | 0 |
| Argyll & Bute HSCP Neurology Service | Argyll and Bute neurology | 1 | 0.082 |
| NHSLan Stroke Support Team | NHSLanarkshire Stroke Service | 0 | 0 |
| NHSG - Speech & Language Therapy Service for Adults - Moray | NHSG - SLT Moray Adults | 7 | 2.614 |
| NHS Grampian Childrenâ€™s acute paediatrics | NHSG Childrenâ€™s Acute Paediatrics | 2 | 0.284 |
| NHS Grampian Adult Community Learning Disability Service | NHSG Adult Community Learning Disability Service | 0 | 0 |
| NHSG - healthpoint | Healthpoint | 7 | 1.432 |
| Salus Occupational Health | Safety & Return to Work Services | 3 | 0.4 |
| NHSG Child and Adolescent Mental Health Service | NHSG CAMHS | 17 | 7.451 |
| Edinburgh University: Delivering Asthma Action Plans in a Digital Era | Delivering Asthma Action Plans in a Digital Era | 13 | 3.622 |
| Childrenâ€™s Hospices Across Scotland | Childrenâ€™s Hospices Across Scotland | 0 | 0 |
| NHS Ayrshire & Arran Remote Pulmonary Rehabilitation Programme | NHS AA Remote Pulmonary Rehabilitation Programme | 5 | 1.084 |
| NHS Grampian: Mental Health Dietetic Service | Mental Health Dietetic Service | 5 | 1.399 |
| Distress Brief Intervention Programme | Distress Brief Intervention | 0 | 0 |
| Distress Brief Intervention Programme | DBI Aberdeen | 0 | 0 |
| Distress Brief Intervention Programme | DBI Inverness | 0 | 0 |
| Distress Brief Intervention Programme | DBI Borders | 2 | 0.153 |
| Distress Brief Intervention Programme | DBI Lanarkshire | 0 | 0 |
| NHST - Adult Acquired Speech and Language Therapy | Tayside Adult SLT | 0 | 0 |
| NHST - Stroke Liaison Nurse Service | Stroke Liaison | 0 | 0 |
| NHSB Primary Care â€“ Peebles GP Cluster | Peebles GP Cluster | 0 | 0 |
| NHSG - Danestone Medical Practice | Danestone Medical Practice | 0 | 0 |
| NHSG - Anchor | Haematology | 4 | 0.35 |
| NHSG - Anchor | Oncology | 5 | 1.115 |
| NHS Grampian:Inverbervie Medical Practice | Inverbervie Medical Practice | 1 | 0.042 |
| NHS Ayrshire & Arran remote Respiratory Consultation | NHSA&A Remote Respiratory | 0 | 0 |
| NHSG Glenlivet Medical Practice | NHSG Glenlivet Medical Practice | 0 | 0 |
| NHSG Orthotics Department | NHSG Orthotics Department | 3 | 0.934 |
| NHSG Moray Coast Medical Practice | NHSG Moray Coast MP | 0 | 0 |
| NHSG Ardach Health Centre | NHSG Ardach Health Centre | 0 | 0 |
| NHSG Turriff Medical Practice | NHSG Turriff Medical Practice | 0 | 0 |
| NHS Grampian: Elgin Community Surgery | Elgin Community Surgery | 0 | 0 |
| Demo North Lanarkshire H&SC | Demo North Lanarkshire Adult services | 1 | 0.319 |
| NHSG Laurencekirk Medical Group | NHSG Laurencekirk Medical Group | 0 | 0 |
| NHSG Insch Medical Practice | NHSG Insch Medical Practice | 0 | 0 |
| Remote Occupational Therapy | Remote Occupational Therapy | 0 | 0 |
| NHSG Forres Health & Care Centre Health & Care Centre | NHSG Culbin Medical Practice | 0 | 0 |
| NHSG Forres Health & Care Centre Health & Care Centre | NHSG Varis Medical Practice | 0 | 0 |
| NHSG Banchory Group Practice | NHSG Banchory Group Practice | 0 | 0 |
| NHSG Strathdon Medical Practice | NHSG Strathdon Medical Practice | 0 | 0 |
| NHSG Cruden Medical Group | NHSG Cruden Bay | 0 | 0 |
| NHSG Cruden Medical Group | NHSG Hatton | 0 | 0 |
| NHSG Ellon Group Practice | NHSG Ellon Group Practice | 0 | 0 |
| NHSG Inverurie Medical Group | NHSG Inverurie Medical Group | 0 | 0 |
| NHSG Digestive Disorders | NHSG Digestive Disorders | 16 | 3.373 |
| VOCAL Midlothian | VOCAL Midlothian | 1 | 0.109 |
| NHSG - Aberdeenshire Physio | NHSG - Aberdeenshire Physio | 8 | 2.829 |
| NHSAA: AUCS Urgent Care Resource Hub | NHSAA:AUCS Urgent Care Resource Hub | 0 | 0 |
| NHSG Clinical Genetics | NHSG Clinical Genetics | 3 | 0.146 |
| NHS Greater Glasgow and Clyde AHP Services | NHS Greater Glasgow and Clyde AHP Services | 0 | 0 |
| NHSG Ballater Clinic | NHSG Ballater Clinic | 0 | 0 |
| NHSG Applied Psychology Clinic | NHSG Applied Psychology Clinic | 1 | 0.093 |
| NHST Brechin Health Centre | NHST Brechin HC | 0 | 0 |
| NHSG Dietetics RACH | NHSG Dietetics RACH | 0 | 0 |
| SBC Social Work Criminal Justice Service | SBC Social Work Criminal Justice Service | 0 | 0 |
| Scottish Epilepsy Centre | Scottish Epilepsy Centre | 0 | 0 |
| NHSG Infant Feeding | NHSG Infant Feeding | 0 | 0 |

1. A consultation is defined as a meeting between a service provider and a service user, arriving via the waiting area, that lasts longer than 2 minutes. [↑](#footnote-ref-1)
2. When establishing services, users are advised that a connection can not be guaranteed. This is because it is not possible to guarantee that a person at home has a good quality internet connection and a good quality device. It is essential that good backup plans are in place to move to a phone consultation or reschedule face to face. Users are also advised that PCs speakers are generally inadequate for a video consultation. A headset or IP speaker phone device are recommended. [↑](#footnote-ref-2)
3. NHS Lothian have so far declined to take part in the Attend Anywhere programme. As a result, the research team provided tablets and a separate broadband connection to support the study. This added avoidable technical complexity to the study. [↑](#footnote-ref-3)