

NHS NEAR ME



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Caithness

PATIENT FEEDBACK

Caithness Courier, Wednesday, November 1, 2017

Shock over numbers heading to Raigmore

FORTY people a day are making the 200-plus mile trip from Caithness to Inverness to attend medical appointments at Raigmore Hospital.

The figure emerged at the weekend at

"Surely they can reduce that number?" Among Chat's aims is to increase the number of outpatient clinics and medical procedures that can be done in the far north to reduce the number

ORIGINS: PHARMACY ANYWHERE

- April – December 2017
- Clinical medication reviews
- 3 dispensing GP practices
- 3 remote clinical pharmacists

Telehealth function	System
Pharmacist remote access to medical records	Vision Anywhere
Patient-pharmacist video consultation	Attend Anywhere

Attending your appointment via a video call

NHS Highland Pharmacy Anywhere

Where appropriate, you can have your consultation online via a video call. Video calling is as convenient as a phone call, with the added value of face-to-face communication. It can save you time and money, and brings your care closer to home.

Where do I go to attend my appointment?

To attend your appointment, visit www.nhs.uk

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

How much does a video call cost?

There is no charge (except for your internet connection).

PHARMACIST MEDICATION REVIEWS – INFORMATION FOR PATIENTS

What is a medication review?
A medication review is a meeting to talk just about your medicines. Your medicines should be reviewed regularly (usually once a year) to check they are right for you.

What is the new medication review service?
We are offering a new service where your medicines will be reviewed by a clinical pharmacist who is working with the medical practice. Pharmacists are experts in medicines and our clinical pharmacist has additional qualifications in prescribing.

Why do I need a medication review?
When you are first prescribed a medicine, your doctor, nurse and pharmacist check that it is the best medicine for you. However, things may change. For example:

- You might develop a side effect from the medicine
- Your health might have changed
- You might have started taking other additional medicines
- Guidelines for treating conditions change over time.

All of these factors can affect whether a medicine remains the best choice for you.

What happens at a medication review?
You will be given an appointment with a pharmacist, either by telephone or video link. This could take place in your own home, your workplace or GP practice. Please ensure you are in a private space. The review will usually take 10 minutes. The pharmacist will discuss your medicines with you, and you can ask any questions you have about your medicines.

Will my medicines be changed?
Possibly, but only to improve your treatment. Before any changes are made, the reasons for the change will be explained and you will be asked for your agreement.

Do I need to have anything with me for my medication review?
It would be very useful if you could have with you:

- All of the medicines you receive on prescription
- Any medicines you buy (such as from a pharmacy or other shop)

Medicines often have two names (a brand name and a generic name) so having the medicines with you at the review will prevent any confusion if the pharmacist calls the medicine a different name to the name you normally use.

What questions will I be asked at my medication review?
You will be asked how you are getting on with your medicines. Some of the questions you might be asked include:

- Are you able to take all of your medicines?
- Are there any medicines you miss out or forget to take?
- Do you feel you are having side effects from your medicines?
- Do you have any concerns about your medicines?

Information produced by North Highland Pharmacy Team, July 2014, updated March 2017. To be reviewed March 2019.

www.nhshighland.scot.nhs.uk/aa/cp/Pages/Welcome.aspx

NHS Highland

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Pharmacy Anywhere

This service is provided by NHS Highland to patients in remote areas of the Scottish Highlands. To use this service, you must first make an appointment via your GP practice (currently only available for patients of Assynt, Castletown & Canisbay and Torridon practices; other practices will follow).

Attend my appointment or make a test call

If you are ready to attend your telehealth (video) appointment or you want to make a test call click here:

Attend my appointment or make a test call

- For more information about telehealth (video) appointments, click here
- For more information about the clinical pharmacy service, click here

More information about telehealth (video) appointments

How do telehealth appointments work?

No Service 14:37 84%

nhs.attendanywhere.com

NHS Highland Clinical Pharmacy
Telehealth Service:
NHS Highland Clinical Pharmacy
Telehealth Service

Enter the Waiting Area

Click the following button to enter the NHS Highland Clinical Pharmacy Telehealth Service waiting area.

Start video call

Need help or more information?
[Setup guide](#)
[Troubleshooting](#)

Round trips saved

110 miles

160 miles

100 miles



NHS NEAR ME OVERVIEW

Aim: reduce unnecessary travel

Deliver outpatient appointments by:

- Telephone
- Attend Anywhere at home
- Attend Anywhere at NHS facility –
with or without local clinical support
- Face to face

NHS NEAR ME VIDEO

GETTING THE PROCESS RIGHT

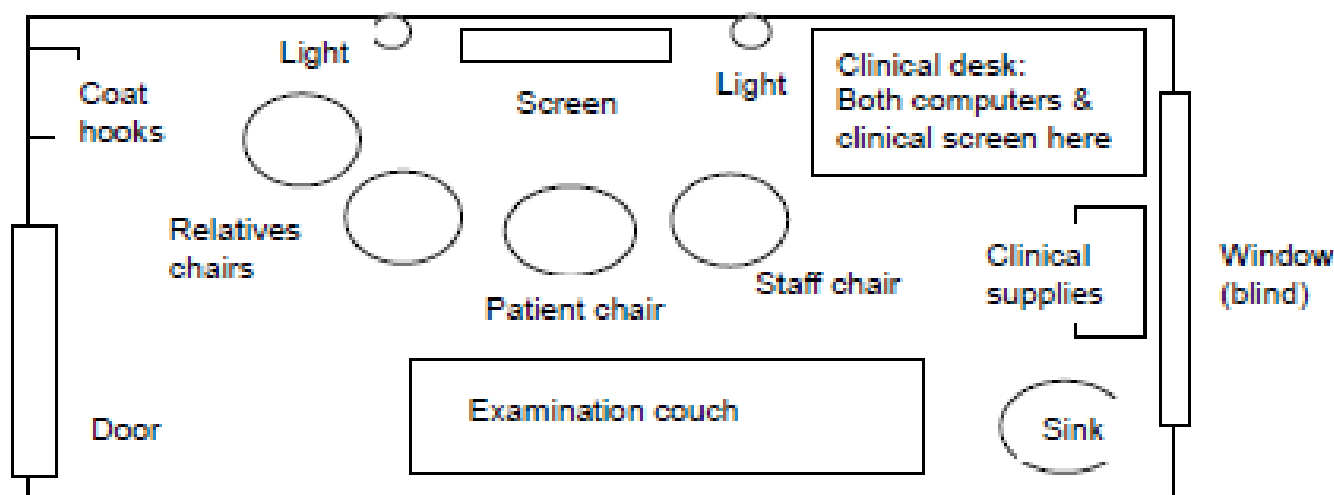
1: Identify which patients/ appointment types can be provided by video consultation (service-specific)

2: Confirm process for booking patient appointments for different appointment types and remote clinic rooms/clinical support

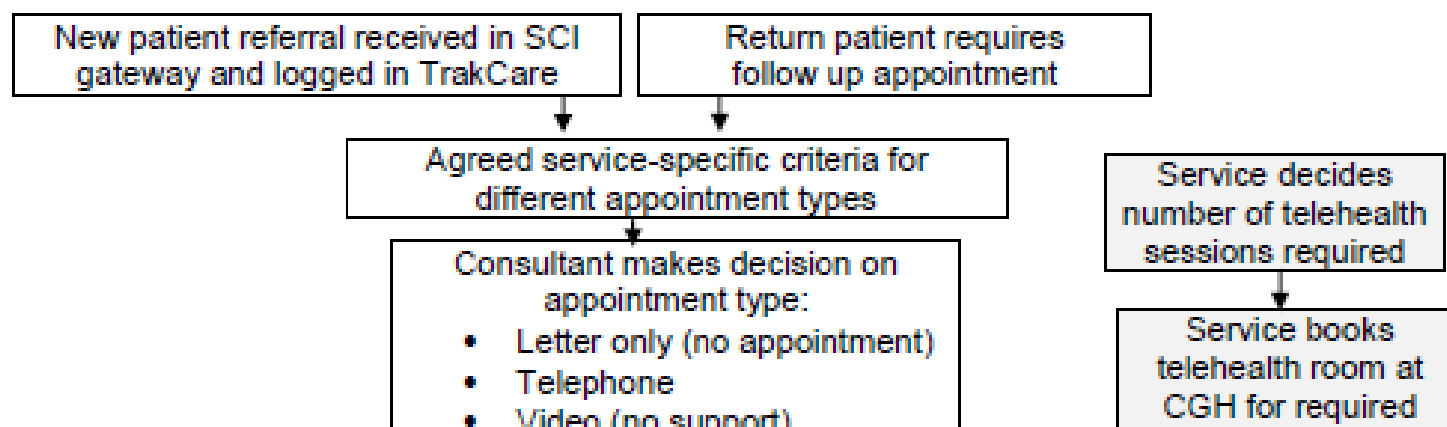
3: Set up service-specific infrastructure to enable remote video consultation

4: Confirm how clinical information will be transferred and how consultation outcomes will be recorded

Telehealth clinic rooms: room design at Caithness General (initially 2 rooms identified)



Step 2: Confirm process for making appointments – anticipated process is:





Launches December 2017
First clinics early 2018

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