

# Tools to Get You Started

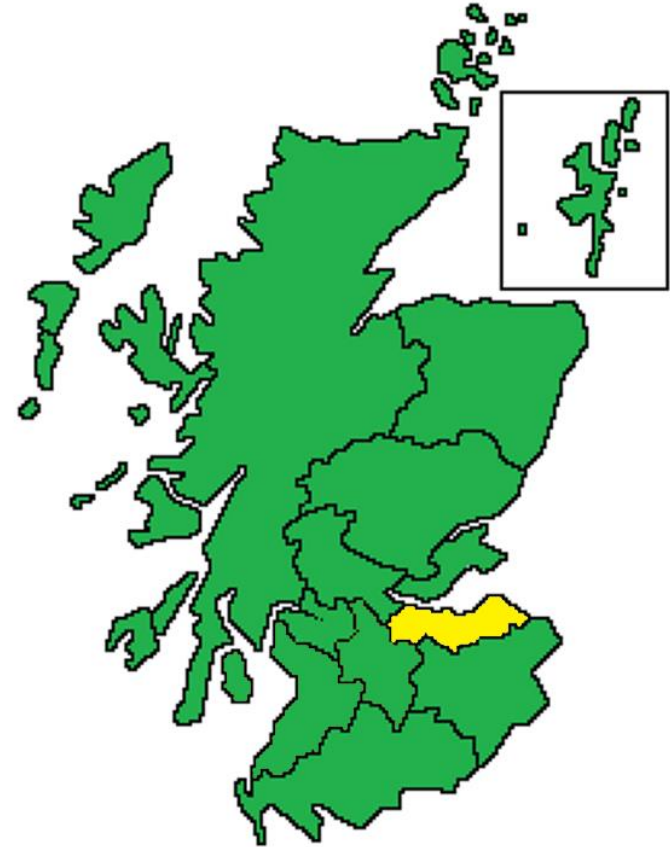
Hazel Archer, Technical Lead, SCTT

Dawn Robb, Attend Anywhere Project Manager



# Uptake

- Functional in 13/14 board areas.
- 170 service provider accounts



# Entities Created / Activity

Jan – Oct 2017	Set Up	Active	Sessions
Number of organisation units	55	44	
Number of waiting areas	125	64	591
Number of meeting rooms	106	69	1437

# Waiting Areas



Revive MS Support	MS Specialist Nurse
NHS Grampian	NHSG Digestive Disorders
Revive MS Support	Alternative Therapy
NHS Western Isles	Respiratory Waiting Area for Western Isles
NHS Highland Clinical Pharmacy Telehealth Service	NHS Highland Clinical Pharmacy Telehealth Service
NHS Grampian	Stonehaven Medical Practice Video Waiting Room
NHS Grampian	NHS Grampian Waiting Room 1
NHS Western Isles	Rheumatology
Orkney Attend Anywhere Clinic	Orkney Speech & Language Therapy

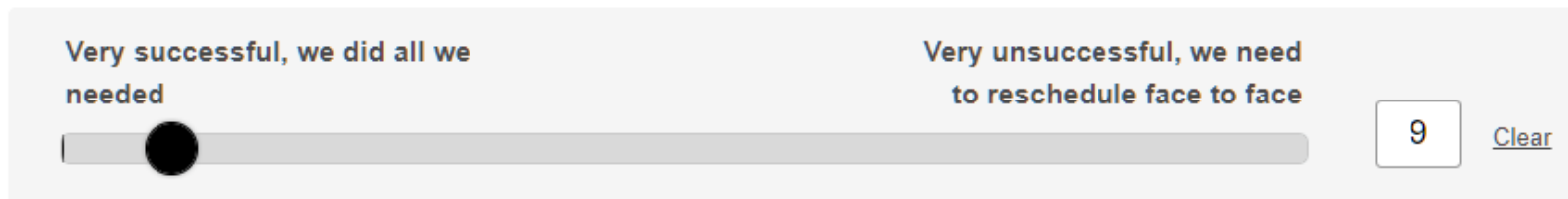
NHS Western Isles	Nutrition and Dietetics
NHSGGC Neurology Outpatient Services	NHSGGC - Epilepsy Outpatient Service
NHSGGC Contact Dermatitis Investigation Unit Pre-Assessment Clinic	CDIU Pre-Assess
Telescot video consulting project	Howden Health Centre
Renal Home Therapies	Renal Anywhere
Telescot video consulting project	Penicuik Medical Practice
NHS Forth Valley Outpatients	FV Diabetes Clinic
Rape Crisis Grampian	Rape Crisis Grampian
Revive MS Support	Counselling
NHS Tayside, Dermatology	Dermatology Outpatient Department,
Fraserburgh Stroke Rehabilitation Unit Speech and Language Therapy	Fraserburgh SRIU SLT

# User Feedback

\* 1. How easy was it to use the video consulting system?



\* 2. In your experience, was the video consultation



97% of people said they would 'use it again'

# Provider Feedback

\* 1. How successful was the video consultation.

Very successful, we did all we needed. Very unsuccessful, we need to reschedule face to face.

13 [Clear](#)

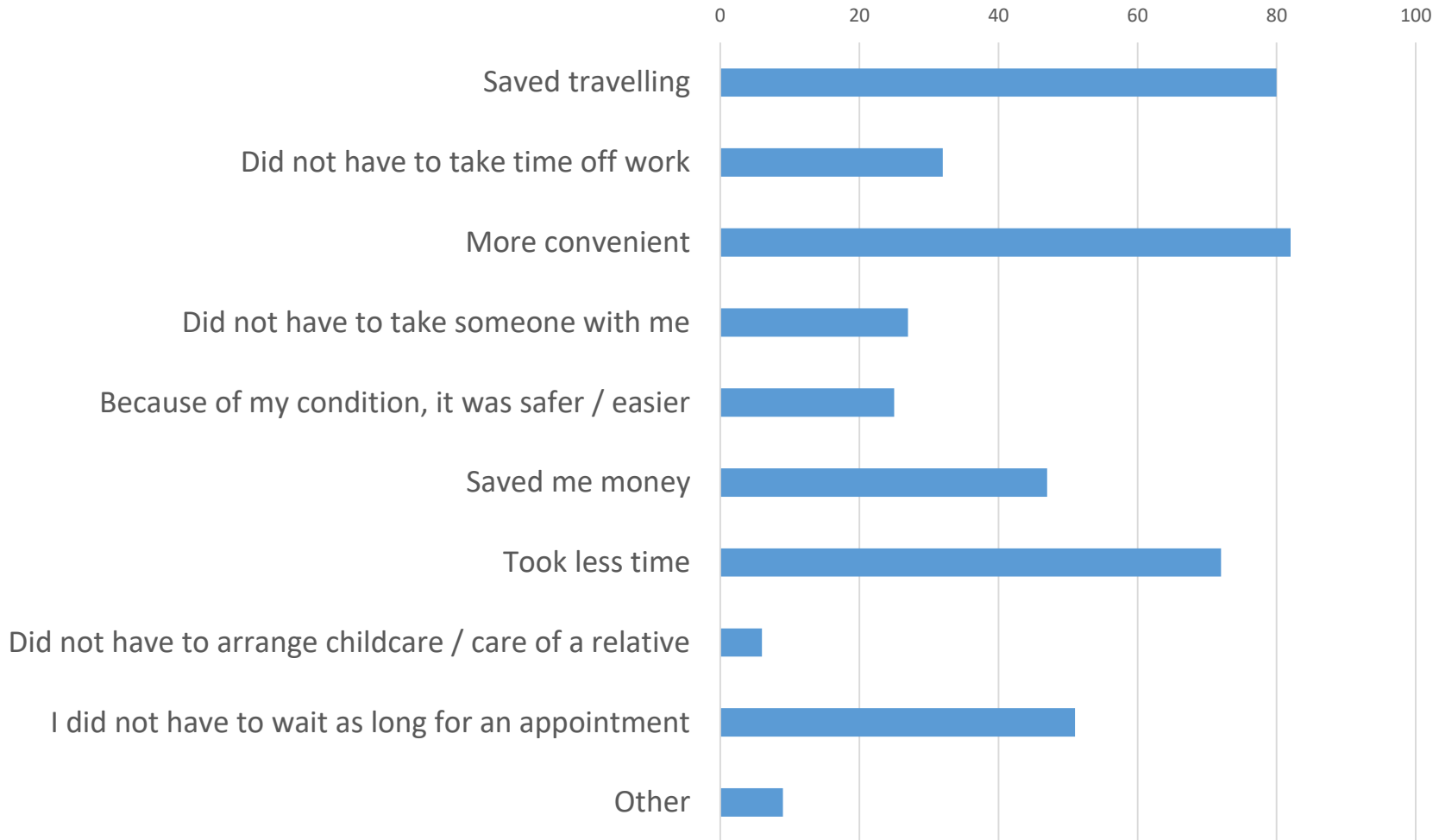
# Patient Travel Savings n=124

- 11 bus / train journeys
- 14 taxi rides
- 71 car journeys
- 10 flights
- 4 ferry crossings
- 6 patient transports
- Average 73 mile round trip
- 11% of journeys paid for by health board

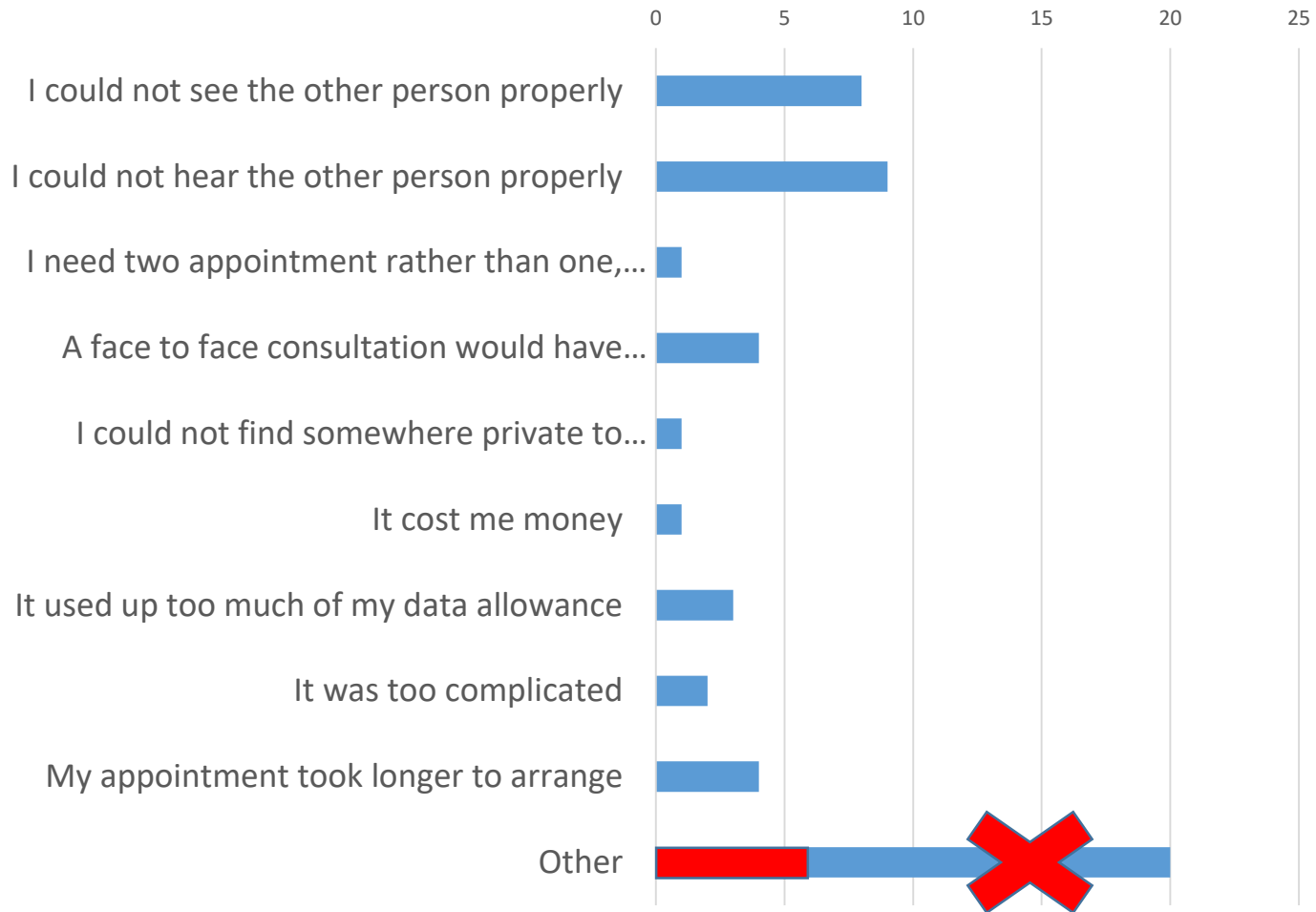




# Benefits



# Disadvantages





# Getting Started

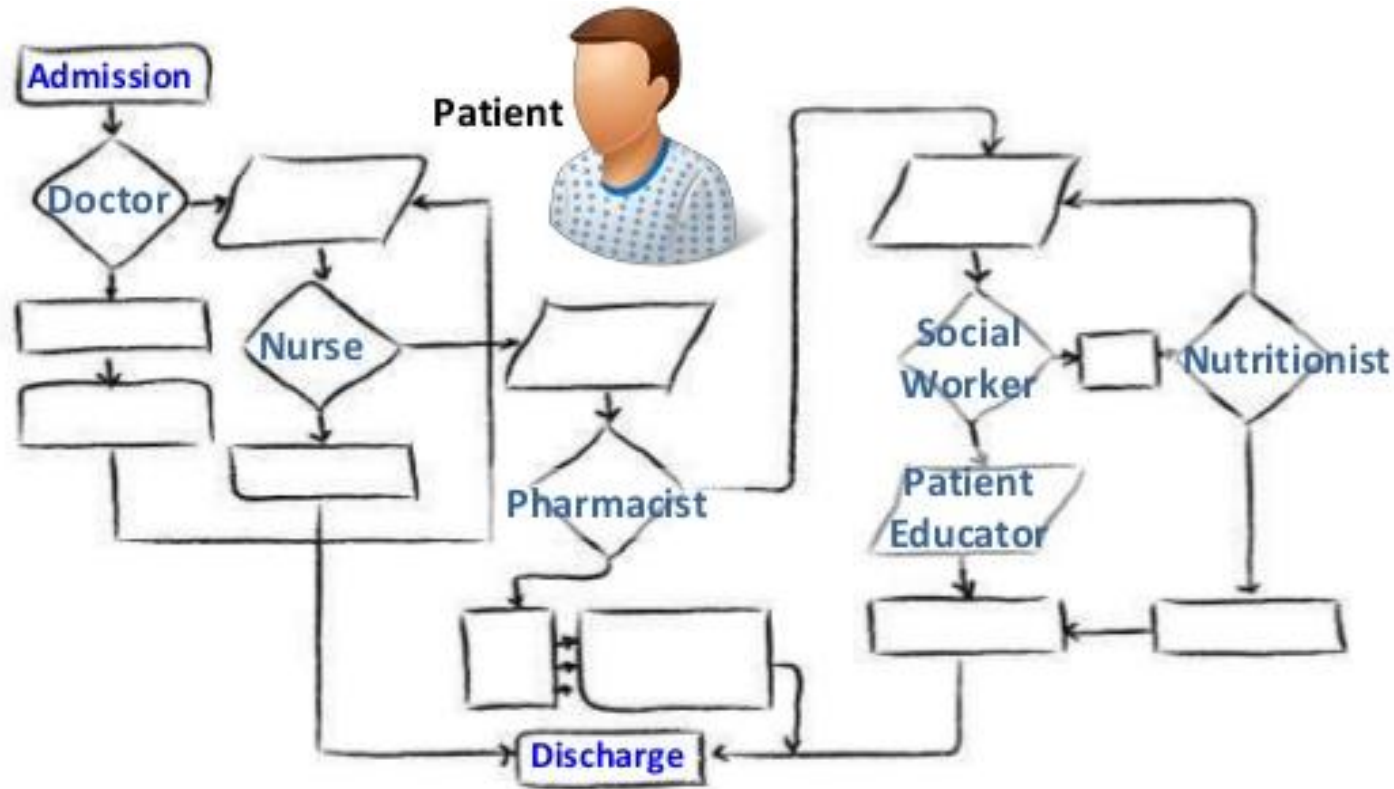
# Technical Requirements



Chrome Browser



# Think about the Patient Pathway



# Request a Waiting Area

<https://www.vc.scot.nhs.uk/service-desk/attend-anywhere/>



## Attend Anywhere – Request for Organisational Unit

Please fill out all fields on the form and return to [vc.support@nhs.net](mailto:vc.support@nhs.net).

### About the Organisation Unit

<b>Name</b> (eg Myname Medical Centre, Myboard Cardiology Clinic)	
<b>Abbreviated Name (less than 18 characters)</b>	
<b>Description</b> (A few sentences on what services you will be providing)	
<b>Address</b>	
<b>Postcode</b>	
<b>Main Telephone Number</b>	
<b>Email Address</b> (for change notification)	
<b>Health Board</b>	

### Executive Sponsor

<b>Name of Executive Sponsor</b>	
<b>Job Title</b>	
<b>Email Address</b>	

### Primary contact for the National VC Team / Project Team

<b>Name</b>	
<b>Email</b>	

# Create some Users

Welcome to your new NHS Waiting Area.



Here's your new Waiting Area!

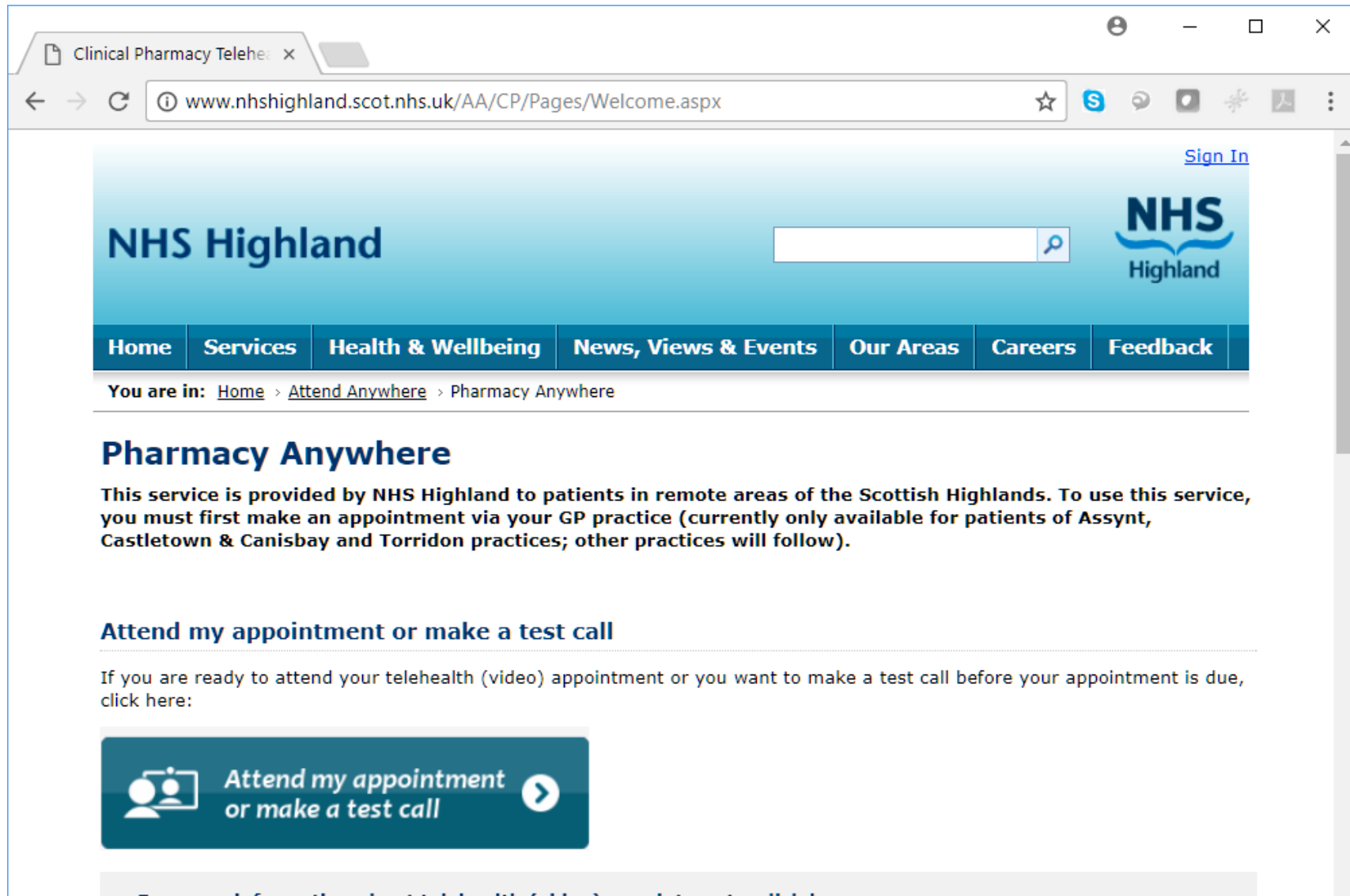


Admin Training



Manage access to waiting areas – setting up providers

# Set up your Web Site

A screenshot of a web browser displaying the NHS Highland website. The browser's address bar shows the URL "www.nhshighland.scot.nhs.uk/AA/CP/Pages/Welcome.aspx". The page header includes the NHS Highland logo, a search bar, and a "Sign In" link. A navigation menu contains links for Home, Services, Health & Wellbeing, News, Views & Events, Our Areas, Careers, and Feedback. Below the menu, a breadcrumb trail reads "You are in: Home > Attend Anywhere > Pharmacy Anywhere". The main content area features a section titled "Pharmacy Anywhere" with a paragraph explaining the service: "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)." Below this is a sub-section titled "Attend my appointment or make a test call" with a paragraph: "If you are ready to attend your telehealth (video) appointment or you want to make a test call before your appointment is due, click here:". At the bottom of this section is a dark teal button with a white icon of two people on a video call, the text "Attend my appointment or make a test call", and a white right-pointing arrow.



# Patient Access

## Attending your appointment via a video call



### NHS ACME Health Surgery Waiting Area

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, go to:

[www.sctt.org.uk/attendanywhere](http://www.sctt.org.uk/attendanywhere)

Instead of travelling to your appointment, you enter the clinic's waiting area online.

The health service is notified when you arrive,

 Is it secure?

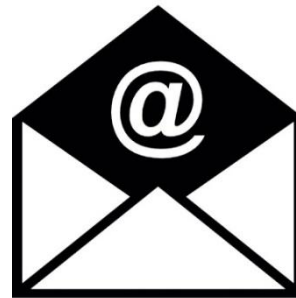
Video calls are secure; your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

 How much does a video call cost?

The video call is free (except for your internet usage).

# Get a Short URL

<https://nhsattend.direct/myclinic>



# Support

- Support for staff available from:
  - Your local administrator e.g. password resets, new clinics, new users
  - National VC Service on 01224 816666
- Support for patients available by logging a call with the VC Service

# nhs.attendanywhere.com/resourcecentre

Attend Anywhere Resource Centre

Discover Prepare Setup Use

## Attend Anywhere Resource Centre

Video consulting resources for health service providers and administrators

Sign in to the Management Platform

Search

Discover Prepare Set up Use

### About the Resource Centre

The Attend Anywhere Resource Centre is contributed to by a community of Telehealth and technology professionals, as well as clinicians and health service managers. Its purpose is to share knowledge and innovation related to the adoption of video consulting and, in doing so, reduce duplication and shorten the learning curve for those just starting out. It contains recommended activities for offering video call access to your health services, as

### How does it all fit together?

Discover Prepare Setup Use Evaluate

1st step  
2nd step  
3rd step

# Quotes from Patients

I definitely think it us a worthwhile endeavour. Especially for the infirm, housebound or those of us who have anxiety going to a clinic.

I found the 'virtual clinic' very beneficial. I didn't have to take the day off to come and see you. In fact I took half hour out if my work day.

I found your clinic reassuring. I've felt so cut off from nurse support for my ms cos i cant travel so well and this meant that all i needed to communicate was my smartphone.

I think the VC clinic is a good idea. Saves time and is more convenient, although it would probably still be good to meet face to face sometimes.

This service has the potential to revolutionize N.H.S. consultations both in cost and treatment outcome.

## More Information

[www.sctt.org.uk/attendanywhere](http://www.sctt.org.uk/attendanywhere)

[hazel.archer@nhs.net](mailto:hazel.archer@nhs.net)

[dawn.robb1@nhs.net](mailto:dawn.robb1@nhs.net)