

National Video Conferencing Service

Email: vc.support@nhs.scot

Telephone: 01224 816 666

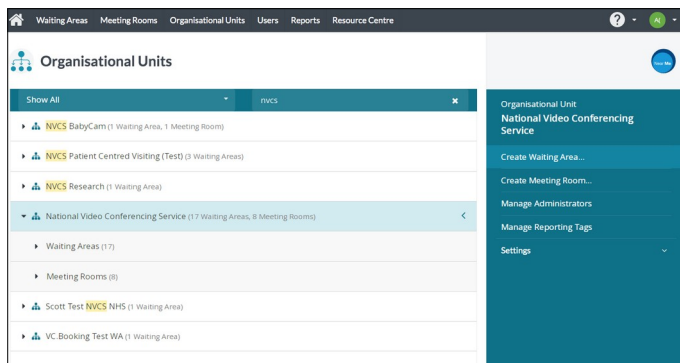
Near Me: OA Group Waiting Area Creation (full) v1.2

Many Organisation Administrators (Org Admins) direct those wishing a Waiting Area (WA) or Group WA to complete our online form [on this page](#). Some Org Admins will complete it for their users and we will create the WA for them. Some have us create the WA but add the required Service Administrators and Service Providers themselves.

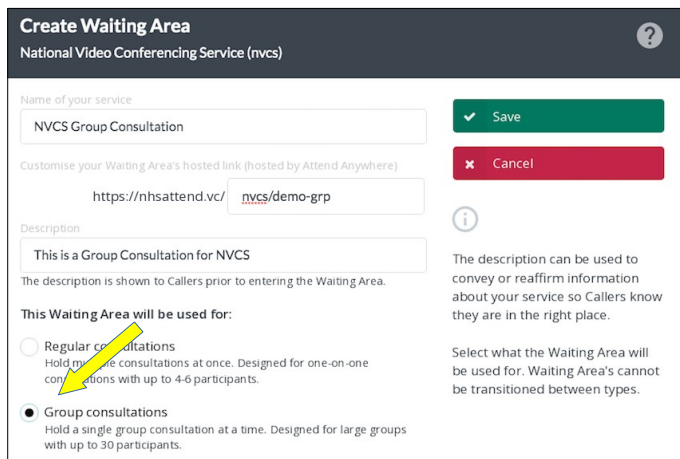
If you choose to create a Group Waiting Area yourself, there are a few steps to consider.

Creating the Waiting Area

Log in – <https://nhs.attendanywhere.com>



Find the appropriate Org Unit (don't forget there should be a maximum of 100 WAs per OU), click on its name and choose Create Waiting Area from the right hand panel.



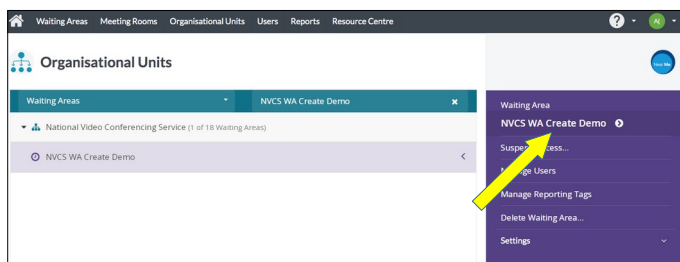
Enter the url following the format: board/service initials. To differentiate from other WAs, add -grp.

For example, <https://nhsattend.vc/nhs/bsm-grp> for an NHS Lothian bariatric pre-surgical maintenance support group.

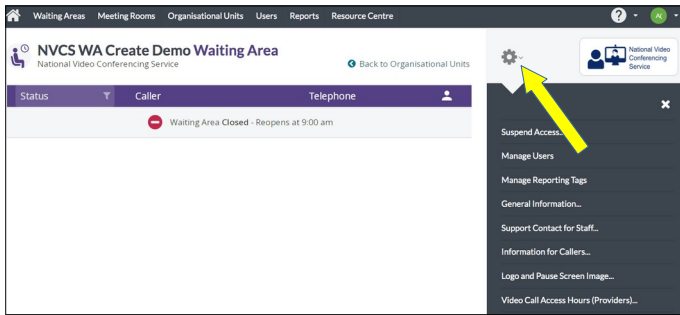
Add a description (callers will see this in their call set-up).

Make sure Group Consultations is chosen (yellow arrow). This cannot be changed later.

SAVE



Click on the name of the new WA in the left column then its name in the right column (yellow arrow), to enter the Waiting Area, where you'll customise it.



Once in, click the grey cog to access settings.

Don't add Service Admins until the end otherwise they'll receive emails for every change you're about to make.

At present – May 2022 – tagging is not possible.

Once available, start by adding the relevant Reporting Tags (choose Manage Report Tags).

Ignore General Information as you've created that by adding a WA description.

Support Contact for Staff: default details are inherited from the OU but can be changed if desired. We'd suggest the following:

Support Name – NVCS Support
 Support email – vc.support@nhs.scot
 Support Telephone – 01224816666

The support website should be <https://www.vc.scot.nhs.uk/near-me>

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Information for Callers: this is inherited from the OU and the default advice for callers is "Visit <https://nhs.attendanywhere.com/callers>".

Please change to something like the following...

"If you encounter problems, please telephone the reception number given on your appointment letter or email.

Basic troubleshooting – <https://nhs.attendanywhere.com/troubleshooting>"

(We'll come back to the Caller Information Leaflet later in this guide.)

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The WA's logo will be inherited from the OU. If there isn't one, a logo should be added to the OU although you can add one directly to the Waiting Area. The best format is a scalable vector graphic (.svg). Once that's in place you can resize using your mouse wheel, if necessary.

If uploading a jpg/png/etc., make sure it's 360x110 pixels. You may need to pad out the width with white to do so.

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Video Call Access Hours (Providers)
NVCS WA Create Demo (National Video Conferencing Service)

Timezone of Waiting Area
London (Europe) (UTC 0)

The Waiting Area is accessible in this timezone, at the following times:

From 09:00 AM To 05:00 PM
 Monday Tuesday Wednesday Thursday
 Friday Saturday Sunday

From 12:00 AM To 12:00 AM
 Monday Tuesday Wednesday Thursday
 Friday Saturday Sunday

When the Waiting Area is closed, Callers are shown the day and time it will reopen.

+ Add another time

Save Cancel

Video Call Access Hours (Providers): the default is Monday to Friday, 09:00 – 17:00. Group Calls often operate outside standard working hours. We'd recommend 24/7.

To update, simply untick all the days given, click the plus icon for Add another time, tick all the days there and save. (No need to change the hours.)

See - <https://www.vc.scot.nhs.uk/aa-entry-time-2/>

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Ignore Video Call Access Hours (Callers), Waiting Area Links and Share Link Message

Before Calls (Caller Details)
NVCS WA Create Demo (National Video Conferencing Service)

On entry, Callers must provide:

First Name
 Last Name
 Date of Birth
 Telephone Number

If an item is not ticked, Callers will still be asked for the information, but it will not be mandatory.

Save Cancel

Before Calls (Caller Details): talk to the Providers who'll be using the WA and decide on the compulsory fields for the Before Calls (Caller Details) section. Most, but not all, opt for having all fields compulsory. We'd recommend a telephone number is required as it may be handy should a Provider wish to give support to a patient.

We believe a future update to the platform will give the ability to choose custom fields.

Before Calls (Please Read! Text)
NVCS WA Create Demo (National Video Conferencing Service)

Please Read! text for this Waiting Area.

Heading 1
 B I U
 This is not an emergency service. If you need emergency care, telephone 999
 No one is permitted to record the call without consent
 Everyone attending the consultation with you will be introduced
 Your video call will open in a new window
 If you experience any issues, click the Refresh button

Select Next step to proceed.

Please Read! text is displayed prior to Callers entering your Waiting Area. It can be used to convey or reaffirm information about your service; for example, to let Callers know what to expect, to remind them that your service is by appointment-only, or ask them to have certain documentation ready.

If left blank, the default text will be displayed.

Save Cancel

Before Calls (Please Read! Text): remove the line "Everyone attending the consultation with you will be introduced" (yellow arrow) as that's much less likely to be the case for Group Calls. Add a line providing a 'reception' desk number for patients to call should they encounter problems. For example, "Should you encounter a problem with your call, please telephone the number given in your appointment letter or email."

It's worth obtaining and providing the actual number, if known.

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For the moment, the During Calls section is not available for Group Waiting Areas.

After Calls: Scot Gov/NHS TEC require the addition of their provider and caller surveys.

Select “Are directed to different web pages...”

Providers -

<https://response.questback.com/scottishgovernment/srgdxgqjj4>

All other participants -

<https://response.questback.com/dynamic/scottishgovernment/0v8ythe7sy/answer?sid=v1dwXJoh0G&WaitingArea=XXXXX>

XXXX must be replaced by the WA’s ID – the last 5 numerals in the WA’s url – seen in the address bar of your browser when editing the WA.

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Manage Users: we’d recommend adding a couple of local Service Administrators. Give them Provider roles too. Add requested Providers. Add the following in the message box (yellow arrow) when adding users...

Basic, staff-side, training/reminder videos -

<https://www.vc.scot.nhs.uk/near-me/training/>

Tips - <https://www.vc.scot.nhs.uk/near-me/guides>

Group Calls - <https://www.vc.scot.nhs.uk/near-me/group-calls/>

Information for callers - <https://nearme.scot>

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Until Group WAs receive their own, default, Group-specific caller leaflets, edit the caller leaflet template you’ll find at <https://www.vc.scot.nhs.uk/near-me/groups-caller-leaflet/> and upload to your new Group Waiting Area. (May 2022 – the default Group WAs leaflet is the same as for a standard WA.)