

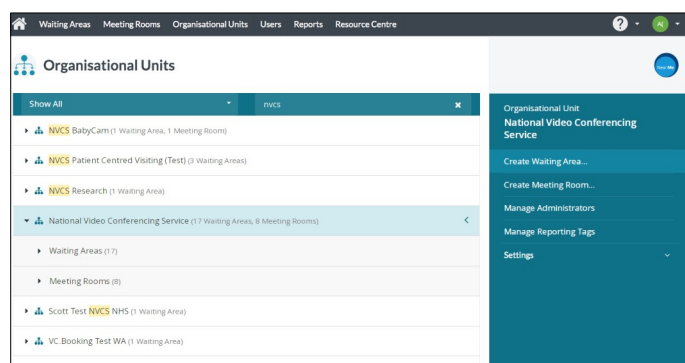
Near Me: OA Group Waiting Area Creation (full) v1.3

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.

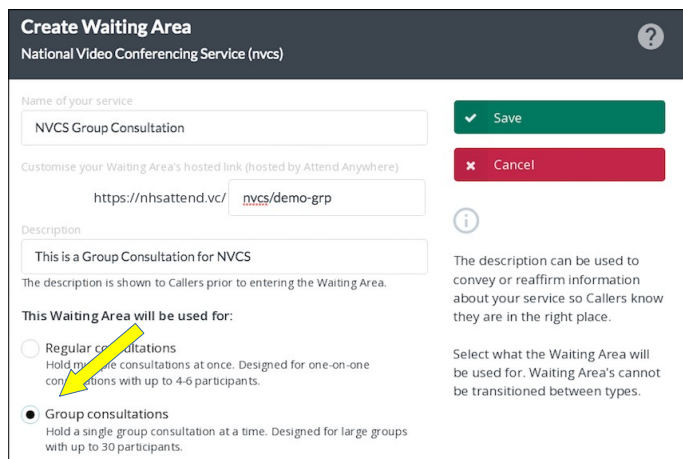
If you choose to create a Group Waiting Area yourself, there are a few steps to consider.

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.



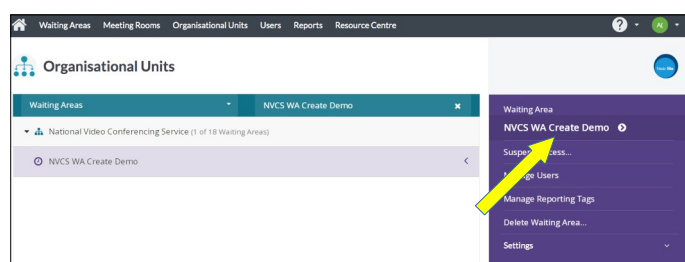
Enter the url following the format: board/service initials. To differentiate from other WAs, add -grp.

Keeping the initials short makes it much less likely your callers will miss-type.

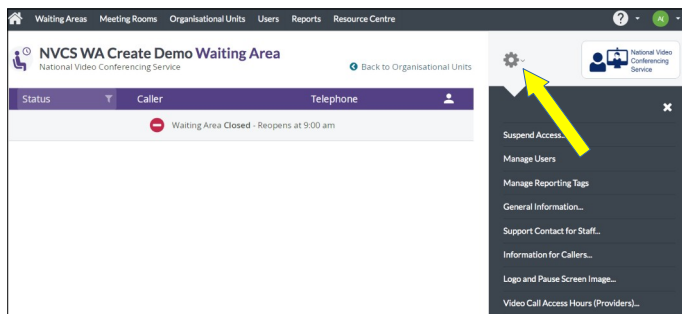
For example, <https://nhsattend.vc/nhs/bsm-grp> for an NHS Lothian bariatric pre-surgical maintenance support group.

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.

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

NVCS WA Create Demo (National Video Conferencing Service)

Who do staff contact for support?

Support Name (Mandatory)

Support Email (Mandatory)

vc.support@nhs.scot (default)

Support Telephone

01224816666 (default)

Support Website

Not provided (default)

Save

Cancel

Staff support contact details are displayed to Waiting Area users, and included in the footer of emails sent to new users.

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 Near Me Support
Support email – vc.support@nhs.scot
Support Telephone – 01224816666

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

SAVE.

Information for Callers

NVCS WA Create Demo (National Video Conferencing Service)

Advice for Callers

If you encounter problems please telephone your clinic's reception.

Save

Cancel

Advice for Callers is displayed on:

- The default Caller Information Leaflet
- The Call Screen if technical issues arise
- The Waiting Area's page
- The Waiting Area entry page to callers

Caller Information Leaflet

Use the default Caller Information Leaflet, or provide your own. How do I add branding to the default Caller Information Leaflet? The PDF must be no more than 4MB.

NVCS WA Cre...ientLeaflet.pdf

If left blank, the default text will be displayed.

The Caller Information Leaflet PDF can be downloaded by staff from the Waiting Area's page for distribution to callers.

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.)

SAVE.

Logo and Pause Screen Image

NVCS WA Create Demo (National Video Conferencing Service)

Waiting Area logo

Camera disabled' image

National Video Conferencing Service

Video is currently paused

The logo displays:

- At the top-left of the Call Screen during a call
- On the Waiting Area's page
- In emails generated by the system

Recommended size: 360px wide x 110px high. For best results, use an SVG image format.

This image displays on the provider's video tile when they pause their video stream during a call.

Recommended size: 800px wide x 600px high.

Save

Cancel

Use the scroll-wheel on your mouse (or pinch on a mobile device) to zoom/crop the image.

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.

SAVE.

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

Save **Cancel**

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

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

Select **Next** step to proceed.

Save **Cancel**

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.

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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After Calls
NVCS WA Create Demo (National Video Conferencing Service)

At the end of a call, participants:

Are redirected to different web pages, based on their identity

Save **Cancel**

Post-call page URL (Service Providers)

Post-call page URL (All other participants)

https://response.questback.com/dynamic/scottishgovernment/n

(Leaving either of these fields blank means that those participants will see the 'Your call has ended' screen.)

After a call finishes, participants can either be redirected to a custom web page which may (for example) contain more information or a survey, or the default 'Your call has ended' screen.

After Calls: Scot Gov/NHS TEC require the addition of caller survey.

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

Providers – leave blank

All other participants -
<https://response.questback.com/dynamic/scottishgovernment/nearmegroups2/answer?sid=ETVOIfWrsP&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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Add Users

NVCS WA Create Demo (nvcs)

Selected people:

wa.request@nhs.scot

staff.contact@nhs.scot

✓ Save

✕ Cancel

Email addresses or names of people to add to this Waiting Area

Select the roles that these people will be given:

☒ Service Administrator

☐ Service Coordinator

☒ Service Provider

☐ Service Referrer

Roles determine what a user can do. Users can have more than one role.

People without a user account will be invited to create one. After they create their account, the roles you assigned to them will be immediately applied.

Your message (appears in the invitation)

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/>

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>

SAVE.