



# The impact of Near Me video calls in Urgent Care

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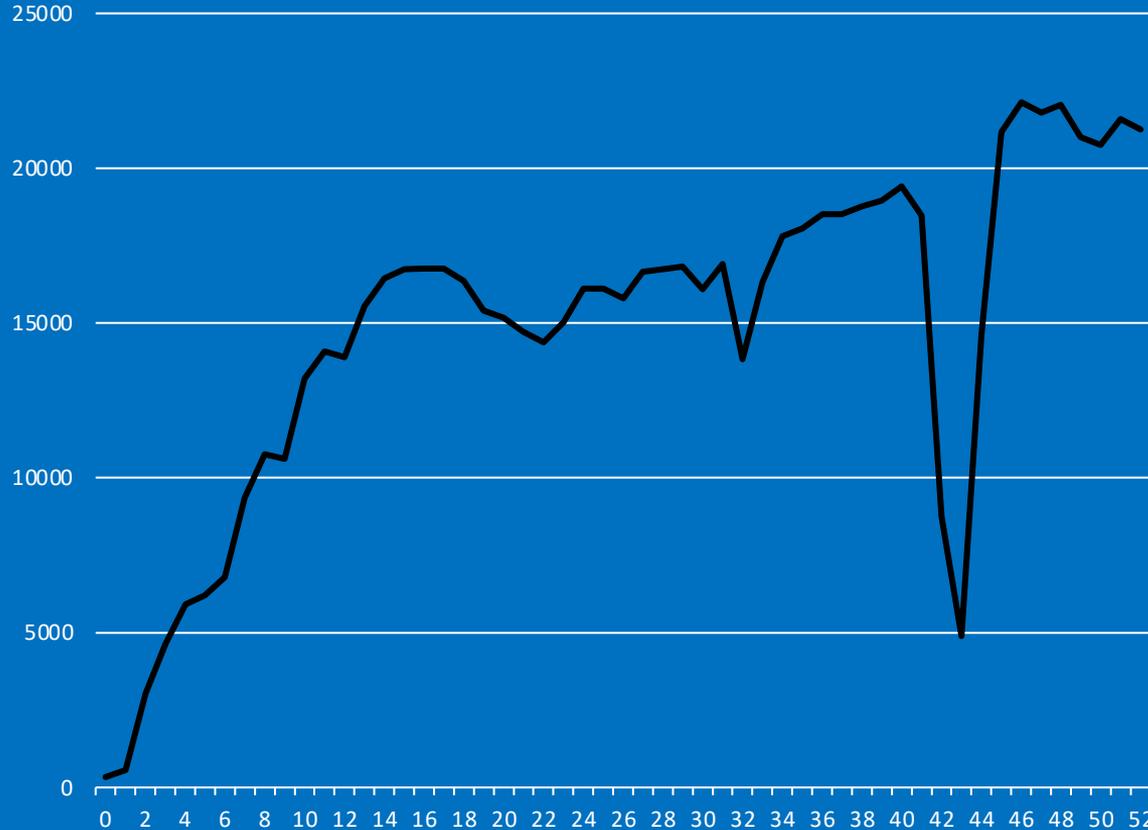
@NHSNearMe

# What is Near Me?

Near Me



# Near Me Consultations since March 2020



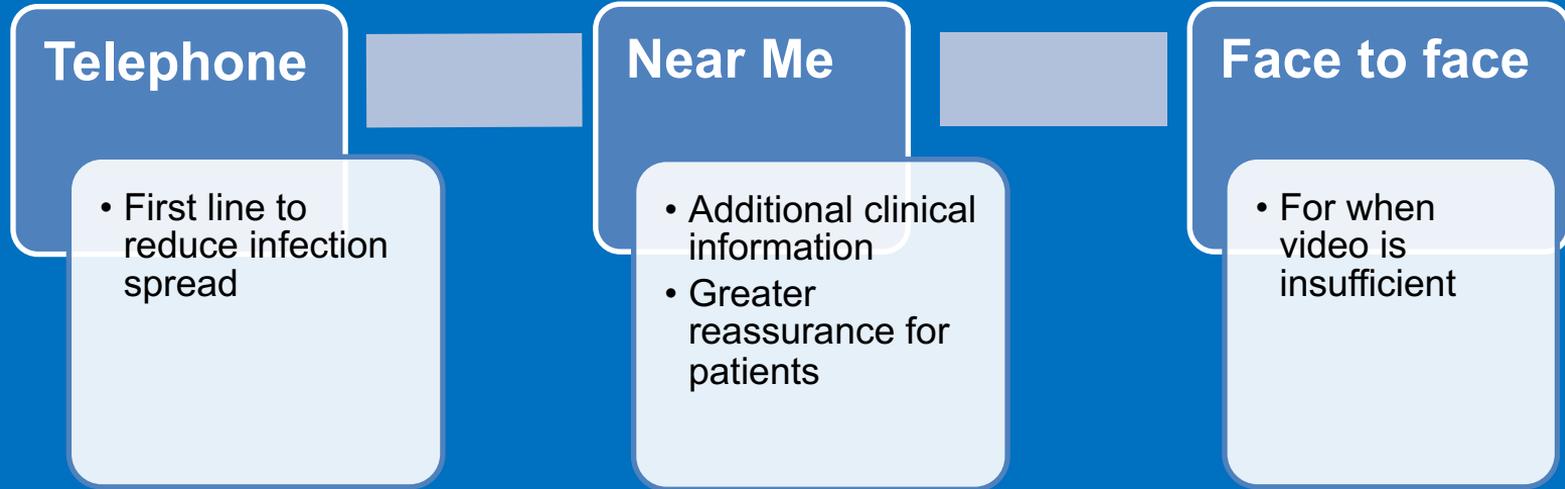
The Redesign of Urgent Care (RUC) programme seeks to promote significant transformational change in how optimal urgent care can be delivered for the people of Scotland.



Scottish Government. *NHS Ayrshire and Arran - redesign of urgent care - pathway finder programme: rapid external review*. 2020

# Place of Near Me

Near Me

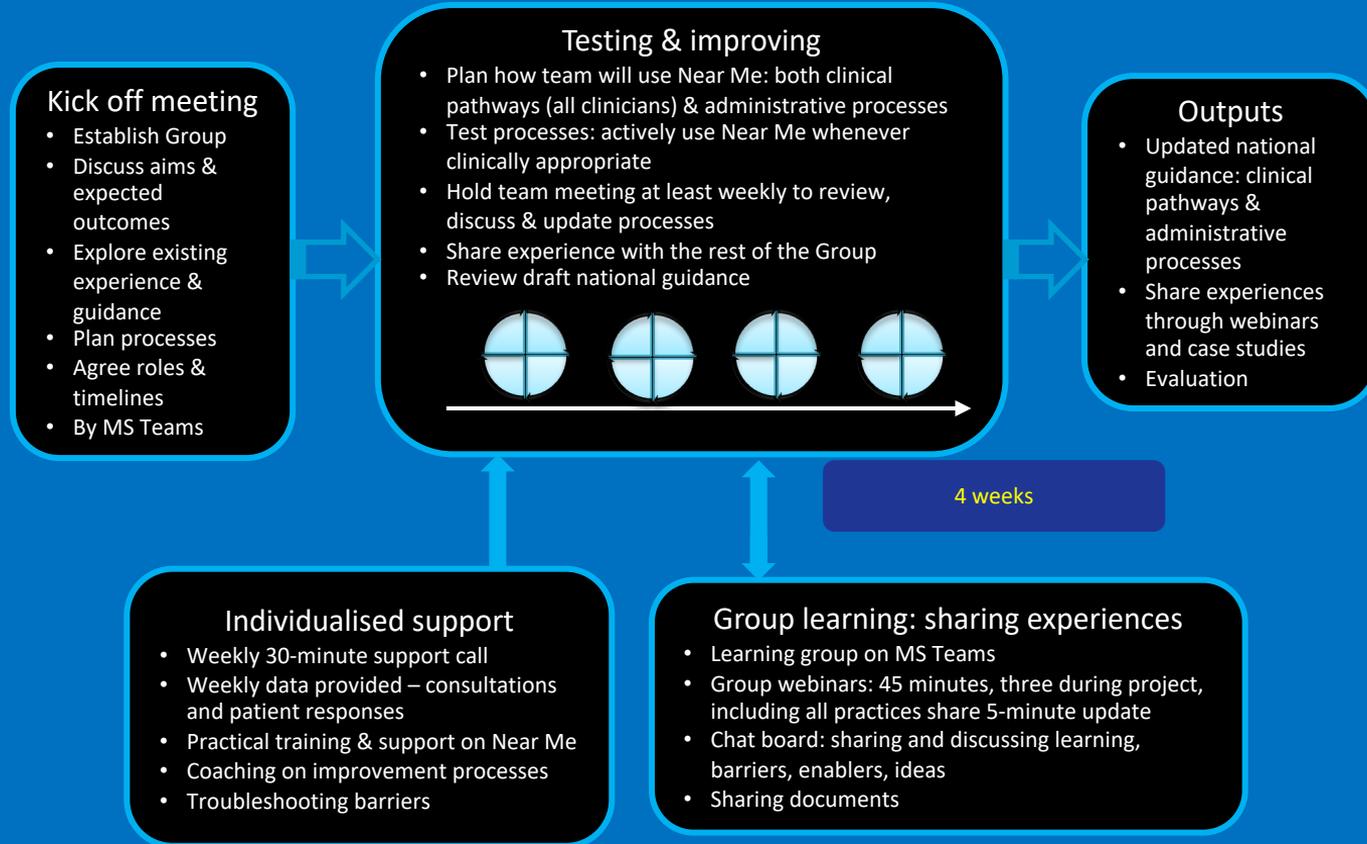


Appropriate use

# Near Me Network: Improvement Project

Rapid learning through a small group focused on embedding Near Me for four weeks and sharing experiences

Near Me



# Measures



## Process Measures

Number of Calls  
Number of Video Consultations

## Outcome Measures

Number of return patients  
Number of Self and Community Care  
Other Hospital Services



## Balancing Measures

Number of patients with unplanned return both for Call MIA and current MIU patients

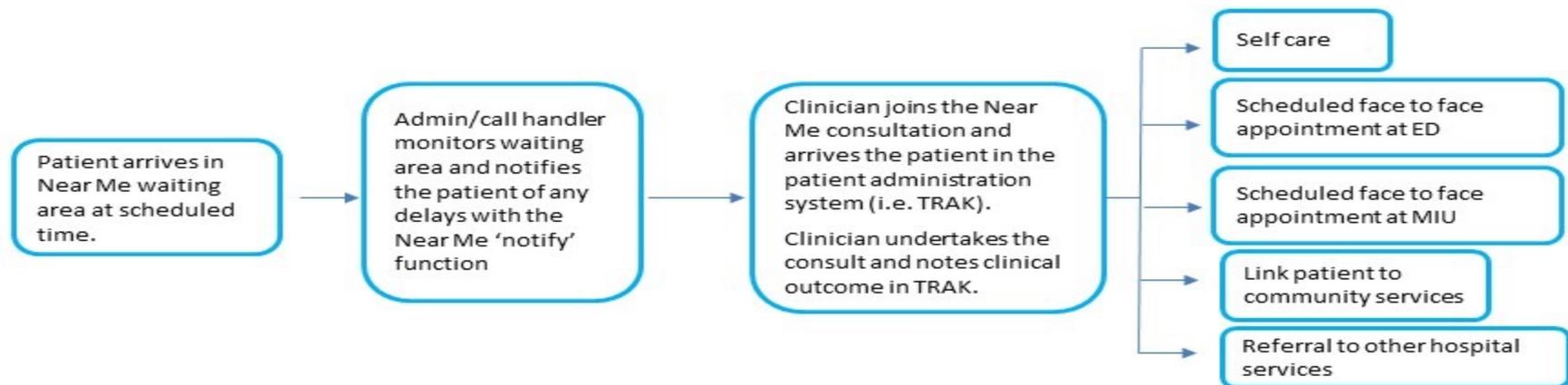
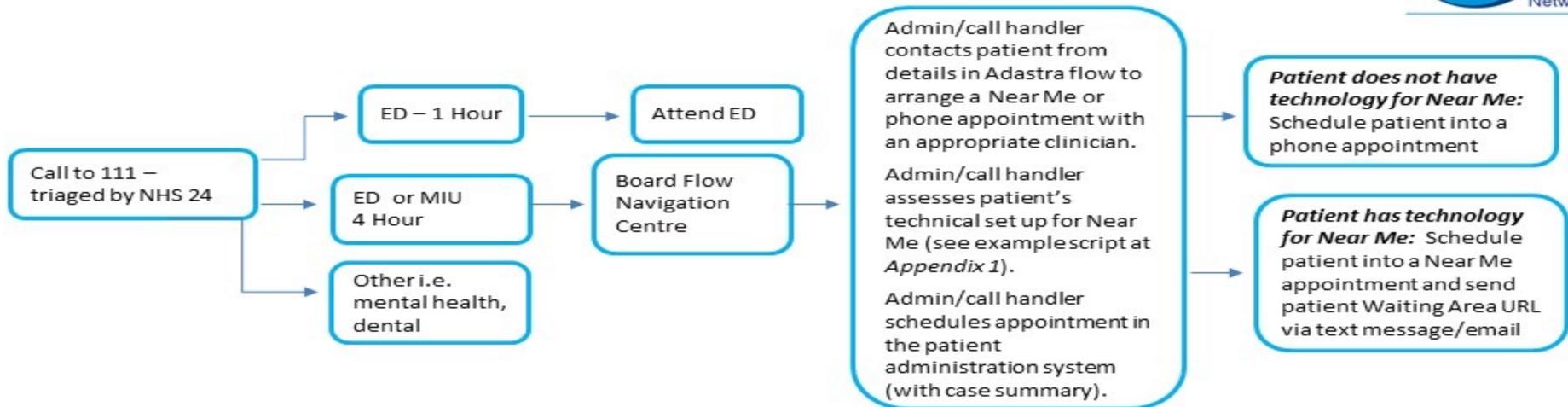
## Qualitative Measures

Patient Feedback  
Staff Feedback  
Patient Stories

CALL  
**MIA**  
MINOR INJURY ASSESSMENT



Reducing variation by converting unscheduled care into scheduled care





Right patient, right place, support shielding,  
reduce overcrowding



3 Month Review  
571 Patients Used  
the Call Mia Service

To Date  
1866 Patients Used  
the Call Mia Service



3 Month Review  
45% had a outcome of  
self/community care

To Date  
45% had a outcome of  
self/community care



3 Month Review  
41% Reduction in attendance at  
Hospital

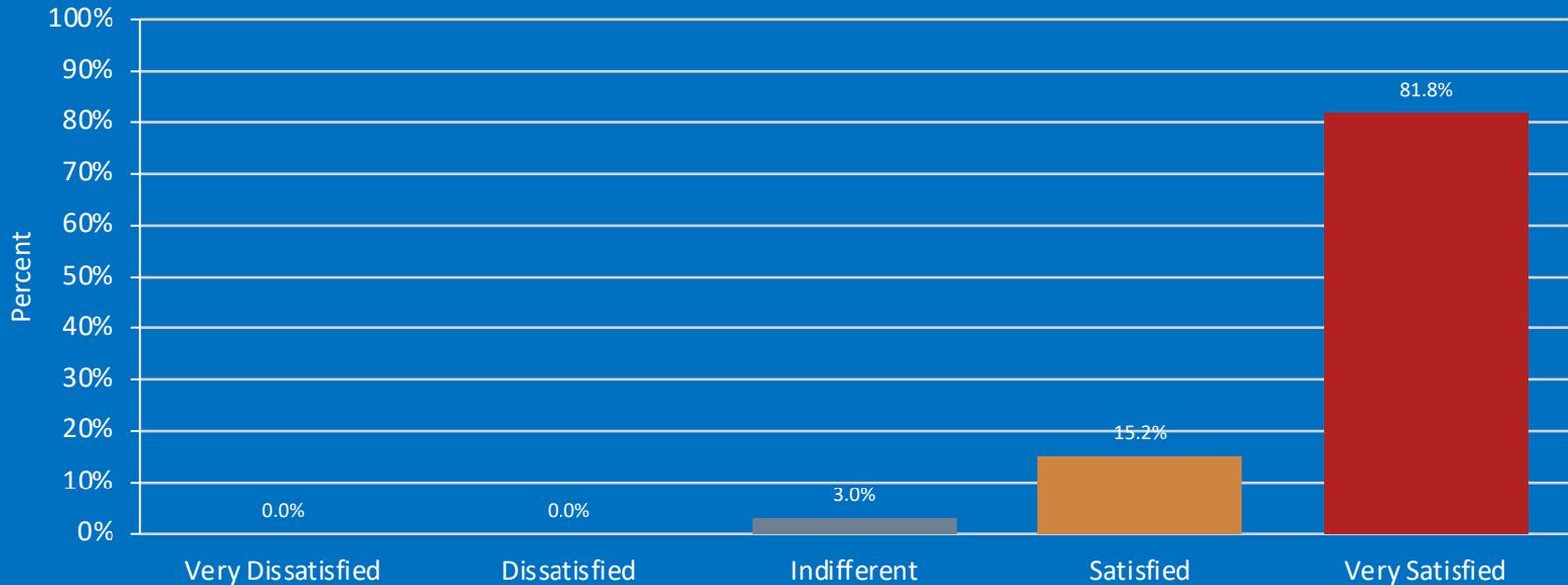
Near Me

CALL  
**MIA**  
MINOR INJURY ASSESSMENT

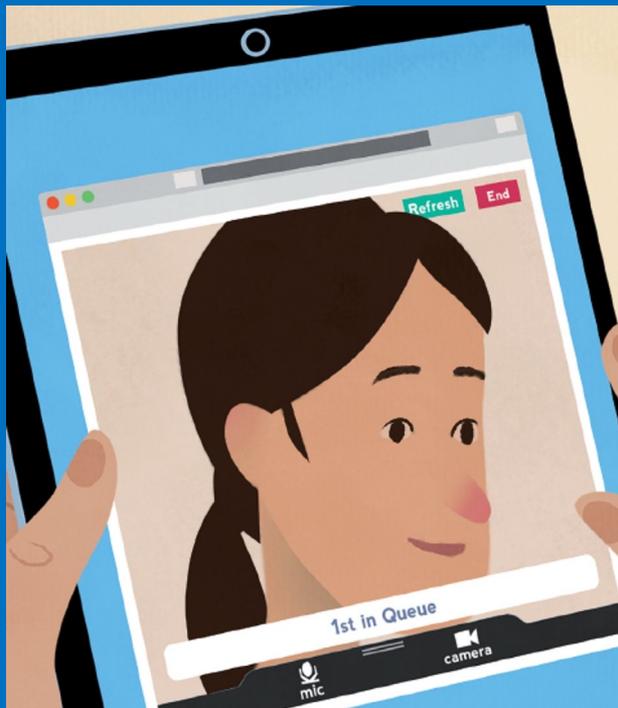


# How happy were you with the service you received today?

Near Me



Near Me



For more information on Near Me please visit

<https://www.nearme.scot/>

<https://tec.scot/nearme/>



Questions?