



Scottish Centre for
Telehealth & Telecare



Introduction to Attend Anywhere

Dawn Robb
Attend Anywhere Project Manager

Emma Colville
Project Manager

Hazel Archer
Service Development Manager, NHS 24
TEC VC Workstream Lead



Aims



- Introduction to Video Consulting
- Demonstration
- Case Studies
- Results to Date
- Q&A



Video Consulting 3 Components

- Attend Anywhere platform
- Resource Centre
- Support for Adoption



Key Components - For the Patient



- Easy to use
- Nothing to install
- No need to authenticate
- Works across a range of devices
- Low(ish) bandwidth



www.sctt.org.uk/attendanywhere



The screenshot shows a web browser window with the URL <https://sctt.org.uk/programmes/attendanywhere/>. The page header includes the Scottish Centre for Telehealth & Telecare logo on the left and the NHS 24 logo on the right. A navigation bar contains links for Home, About, Programmes (highlighted), Database, Events, News, Resources, and Contact Us, along with social media icons for Twitter and Facebook. Below the navigation bar, a breadcrumb trail reads 'You are here: SCTT / Programmes / Attend Anywhere' and a search bar is visible.

The main content area is divided into two columns. The left column contains a sidebar with the following sections:

- Attend Anywhere**
 - How it is used?
 - Technical Requirements
 - AttendAnywhere – FAQs
 - Meet the Team
- Programmes**
 - Digital Health
 - Supported Self Management
 - Technology Enabled Care
 - European Projects
 - Knowledge Exchange
 - Attend Anywhere** (highlighted)
 - Archive
- Latest News**
 - New Video Consultation Programme Launch Cabinet Secretary for Health and Sport, Shona Robison MSP. [more]

The right column features the main heading 'Attend Anywhere – Consultations via video'. Below this is a paragraph: 'This is a demonstration site. From here, stakeholders can participate in a video call set up by the telehealth team, and see the consumer experience first-hand.' A large blue button with a video call icon and the text 'Start video call' is prominently displayed. Below the button is the section 'What is Attend Anywhere?' which explains that the platform helps health care providers offer video call access to their services as part of their 'business as usual', day-to-day operations. It also notes that users need a Google Chrome web browser on a computer or Android mobile device, or an app on Apple iPads or iPhones. Computer users will also need a web camera (usually built into laptops).

Below this is the section 'To take part in a video call' with two bullet points:

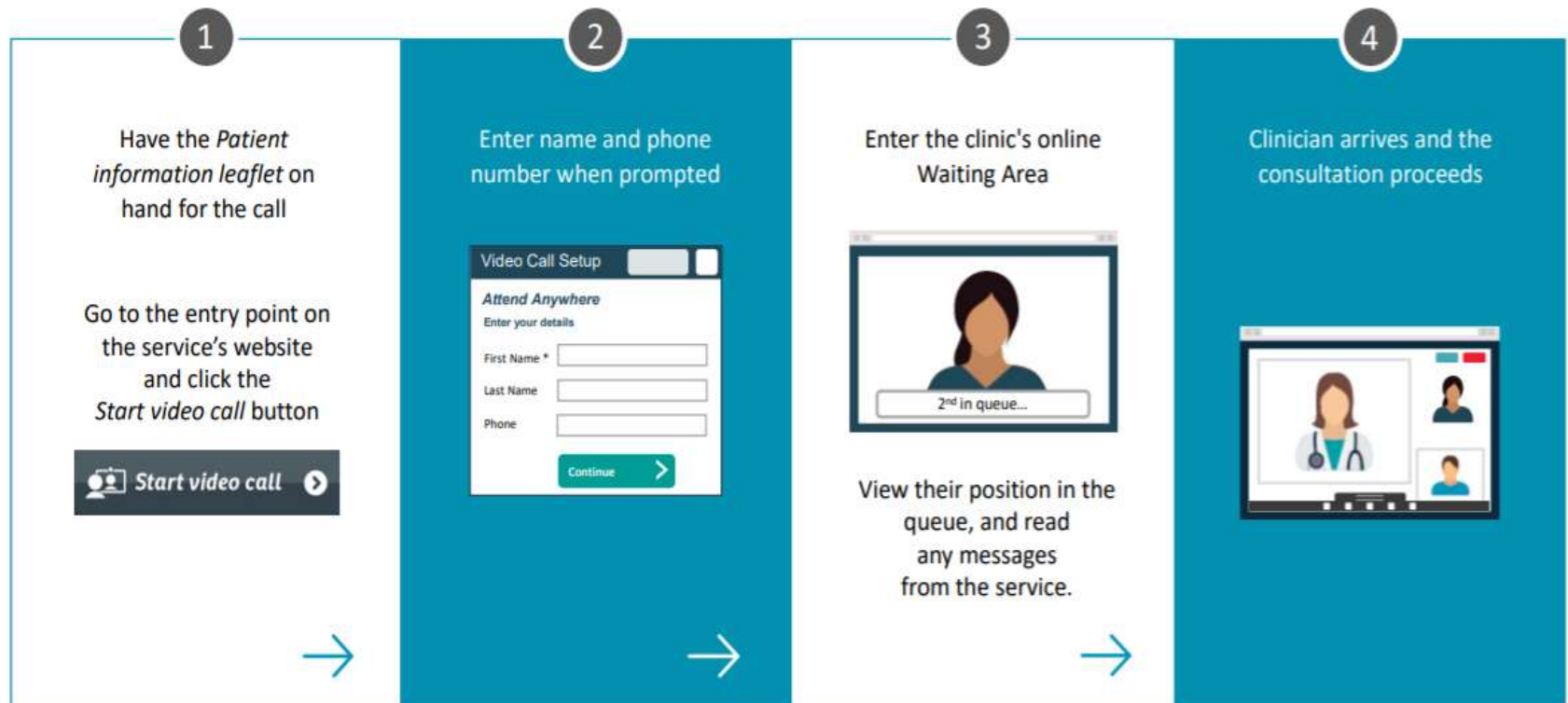
- Make sure that you have a current version of the Google Chrome web browser installed, and that you are viewing this page from Chrome...
- Make sure that your computer, smartphone, or tablet meets the technical requirements.

At the bottom, a three-step process diagram is shown:

1. On this webpage, click the Start video call button and follow instructions.
2. Wait in your own private video room.
3. Your healthcare provider sees you arrive in the waiting area queue...

The diagram includes visual representations of a smartphone screen showing a 'Health Service' interface, a tablet screen showing a 'Wait in your own private video room' screen with a person's video feed, and a tablet screen showing a 'People in waiting area' queue.

Patient Process



Demonstration



Case Studies



Grampian Sexual Health



P A R E N T A L
ADVISORY
EXPLICIT CONTENT

Western Isles Hand Surgery



Grampian Gastro



Western Isles Respiratory



Revive MS Support



The screenshot shows a web browser window with the URL <https://www.revivemssupport.org.uk/about-revive/revive-services/ms-nurse/>. The website has a blue header with the 'reviveMS' logo on the left, the phone number 'Tel: 0141 945 3344' in the center, and a search bar on the right. Below the header is a navigation menu with links: Home, About (highlighted), Fundraising, Volunteer, Contact, News, and Donate. Social media icons for Twitter, Facebook, and YouTube are also present.

On the left side of the page is a sidebar menu with the following items:

- Visions and Values
- Meet The Team
- Services
 - MS Nurse** (highlighted)
 - Welfare Advice Service
 - Counselling
 - Caring for those that care
- Therapy
- Groups and Classes
- Information for GPs
- Groups and Classes Schedule
- Outreach Clinics
- Our Roots
- FAQs

The main content area is titled 'Our MS Nurse' and contains the following text:

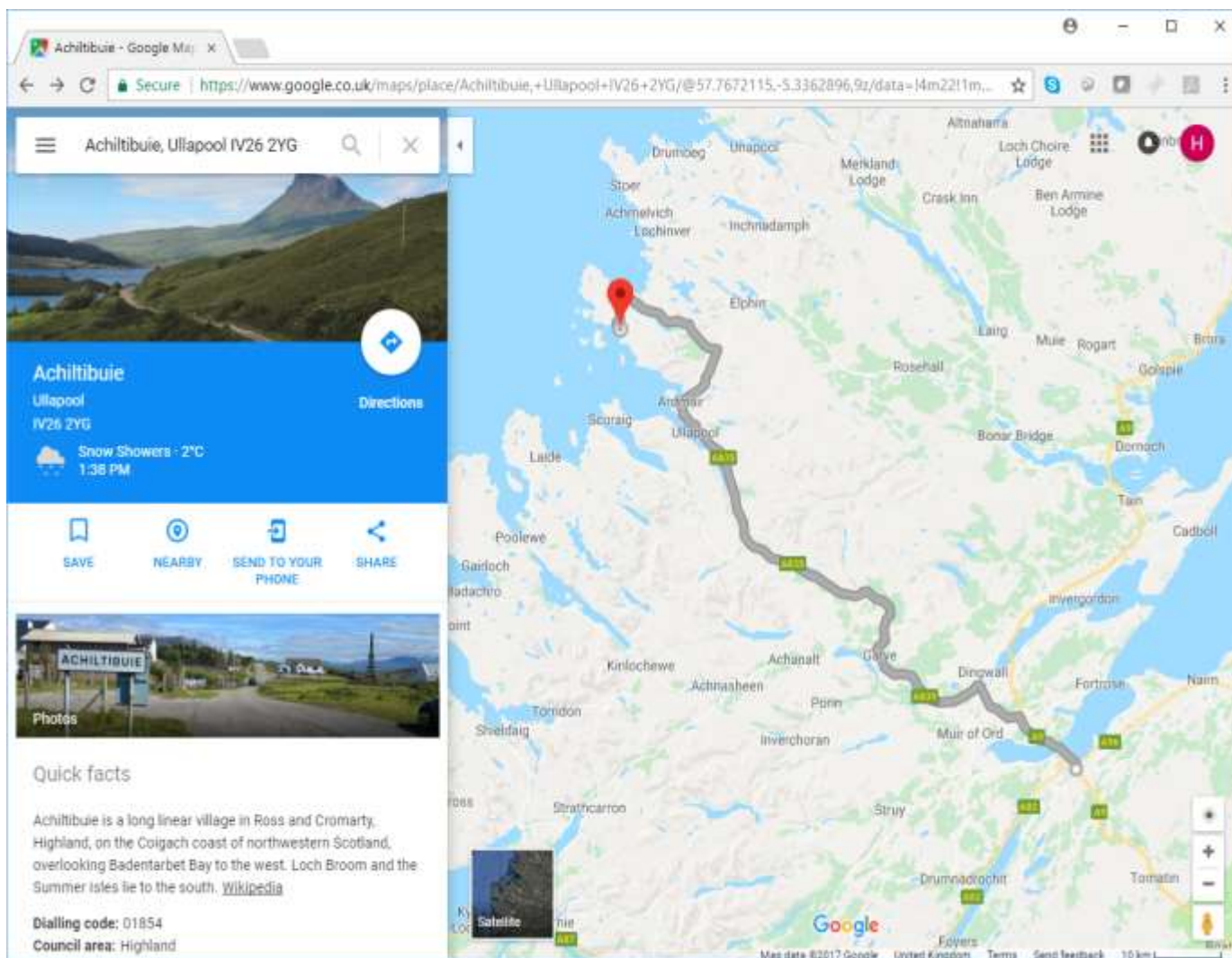
Our MS nurse is available to provide advice and support on all aspects of managing the symptoms of MS to people with MS, their family and carers.

When people apply to attend Revive MS Support for the first time, an appointment is made for them to meet our MS Nurse, Moira. During this appointment the client will have the opportunity to discuss their experience of MS so far and to find out more about what Revive MS Support can offer them.

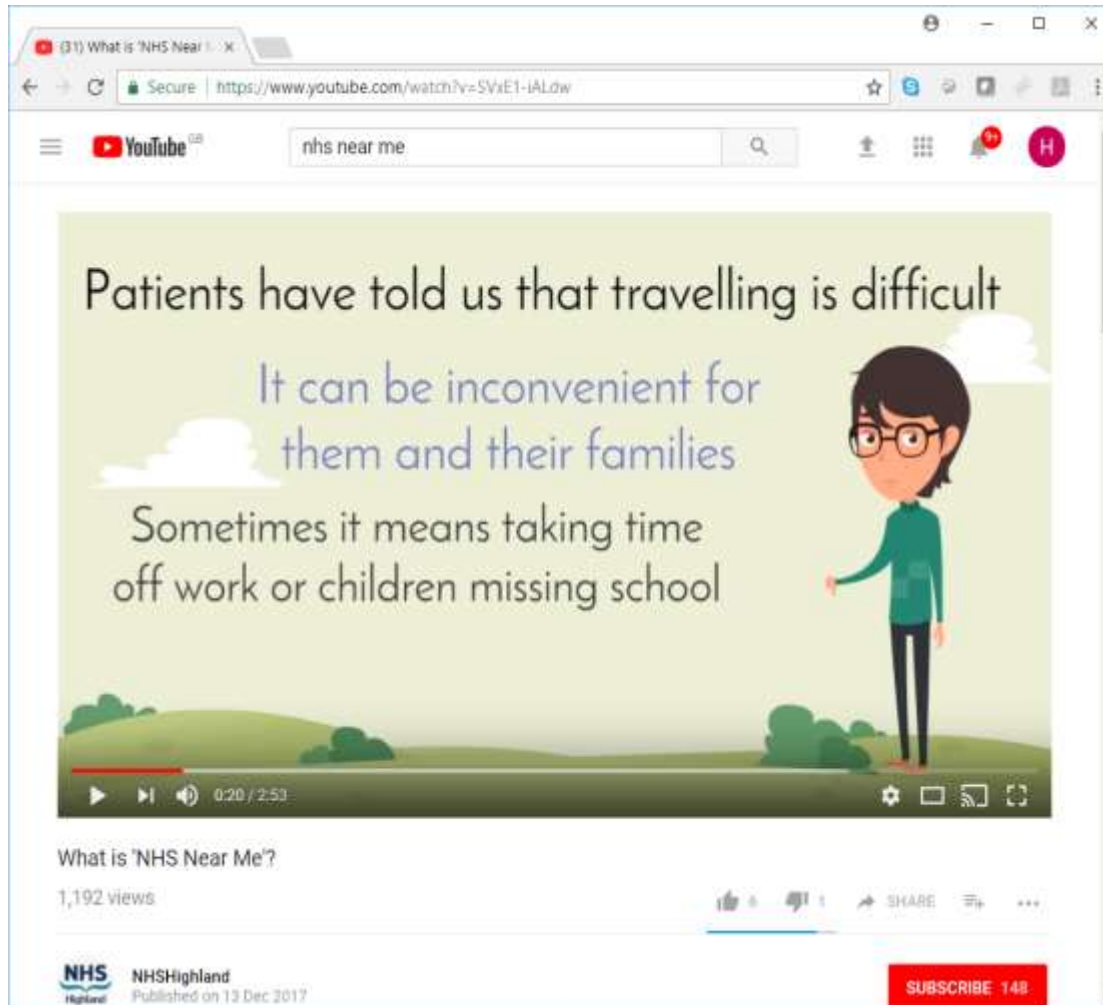
We endeavour to provide continuing support for our clients and those close to them. MS is a disease which can be unpredictable by nature and so clients may use the centre as and when they wish. They may not wish to attend for long periods of time. This is wholly understandable and an accepted part of the service which we provide.

MS is a progressive long term condition and so an individual's situation will change over time. We make every effort possible to ensure that the needs of the client continue to be met.

Highland Home Dialysis



NHS Near Me



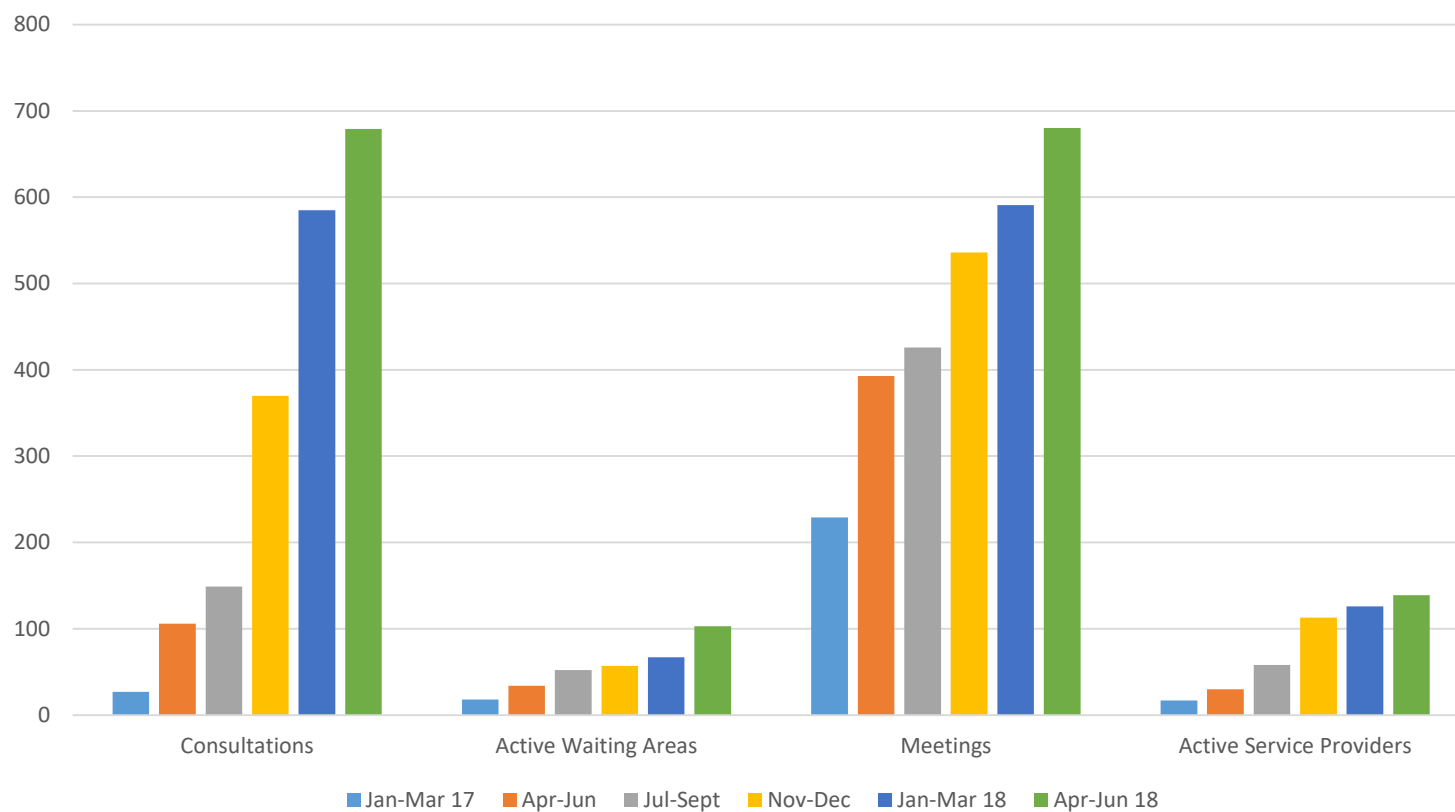
Results to Date



Activity

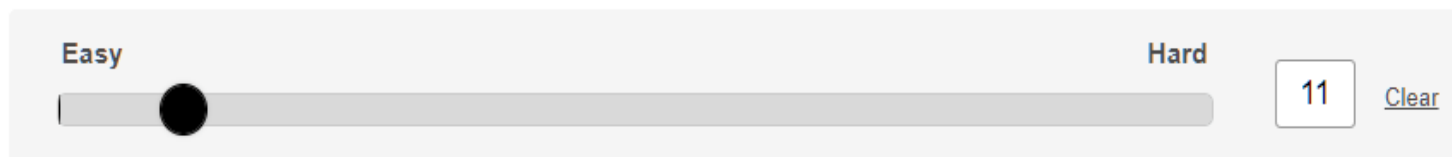


Attend Anywhere Activity

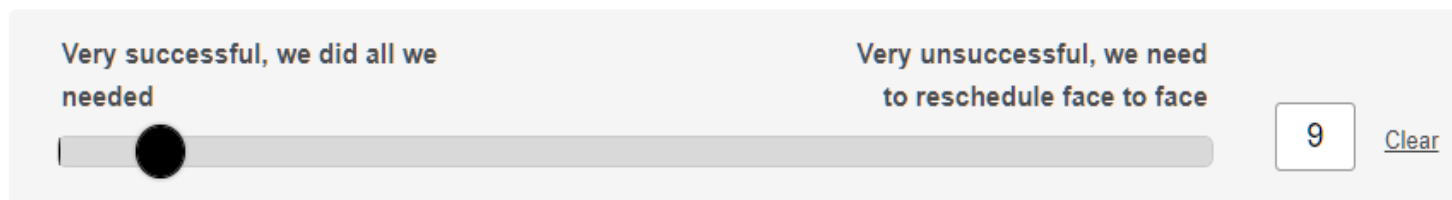


User Feedback

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



* 2. In your experience, was the video consultation



98% of people said they would 'use it again'

Patient Travel Savings

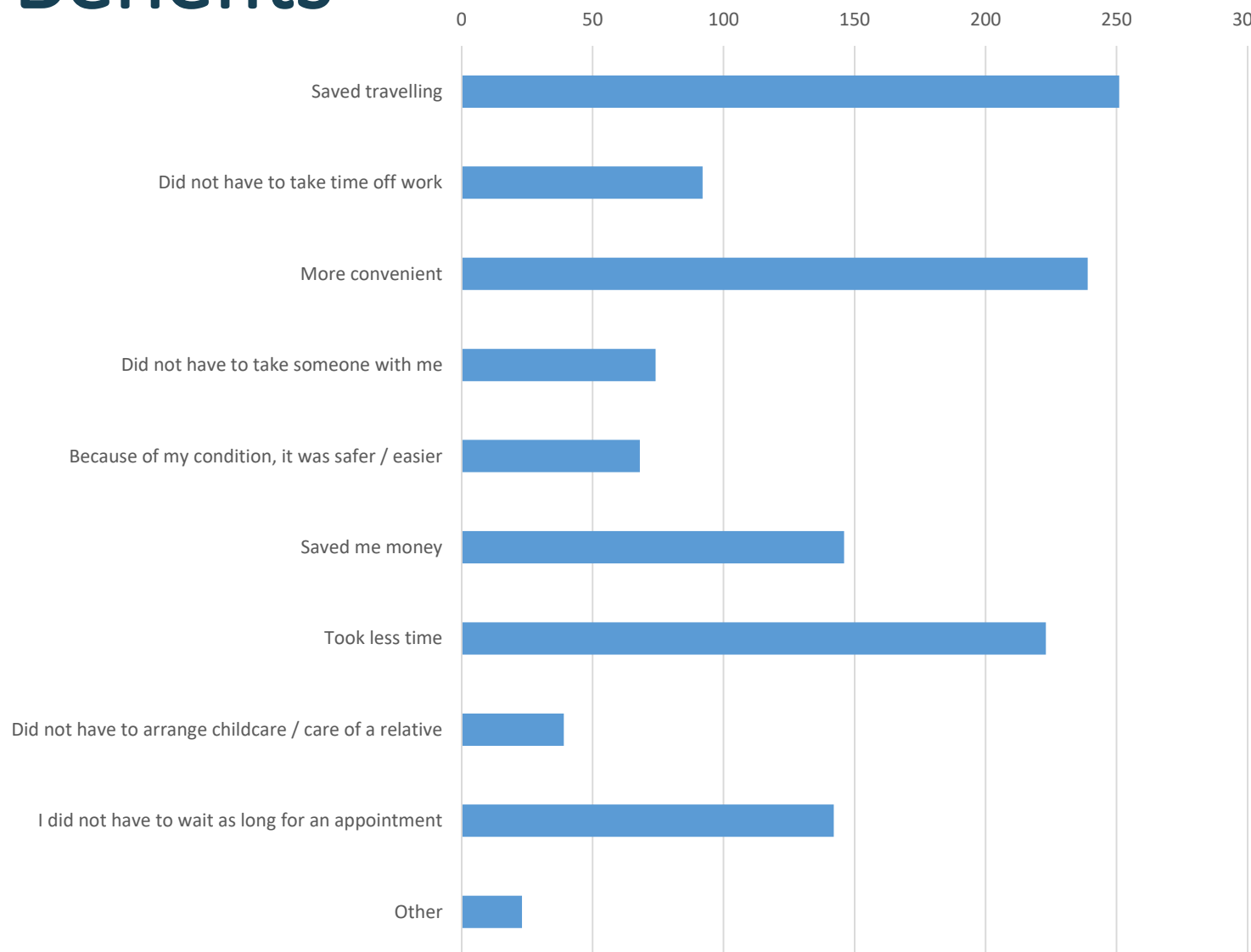
n=323 

- 27 bus / train journeys
- 23 taxi rides
- 210 car journeys
- 19 flights
- 18 ferry crossings
- 12 patient transports



- Average 75 mile round trip
- 12% of journeys paid for by health board

Benefits



Disadvantages



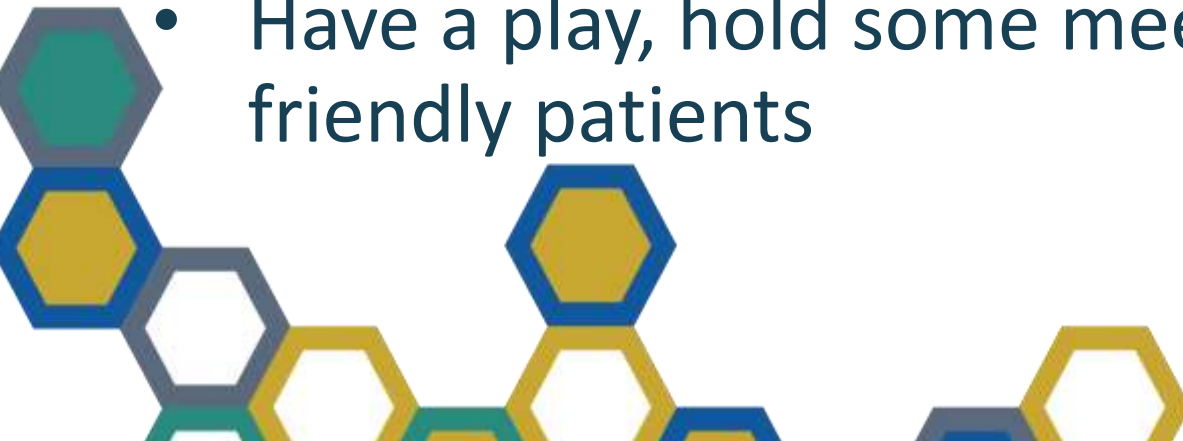
Getting Started



Initial Setup



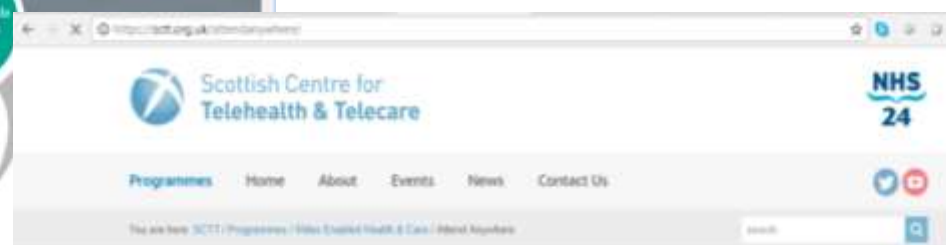
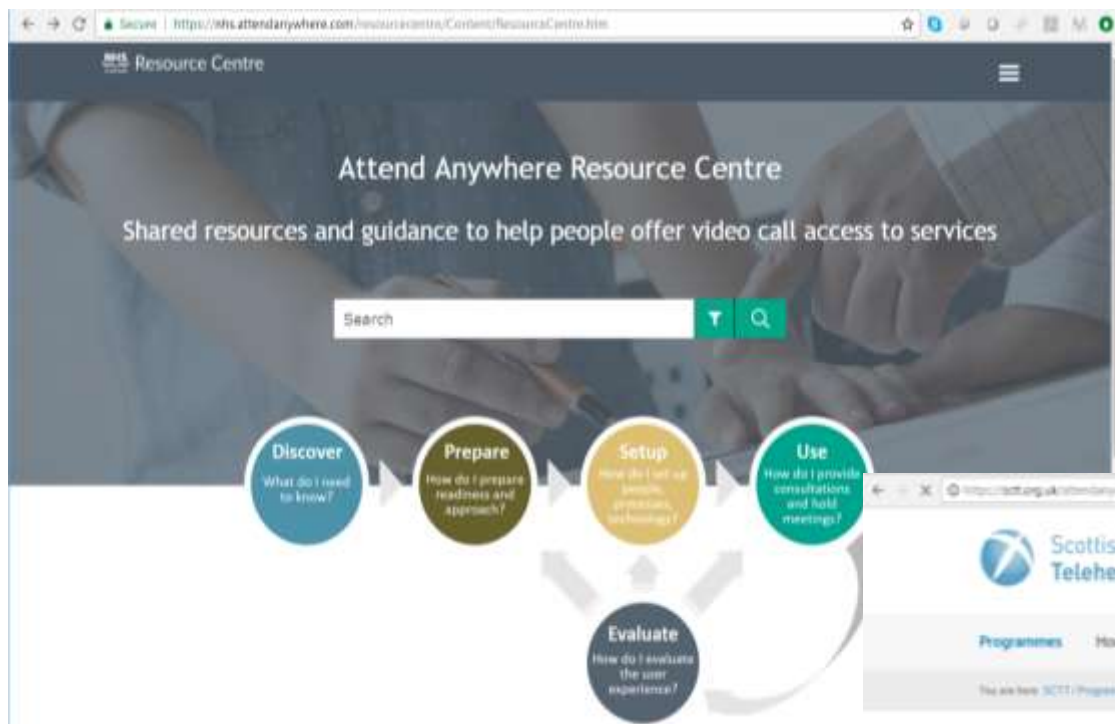
- Think about what you are trying to achieve
- Speak to us
- Speak to your local support people
- IT setup – Google Chrome, webcam, headset
- Have a play, hold some meeting, see a few friendly patients



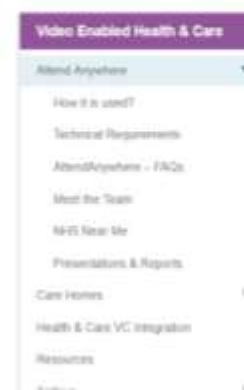
Things to help



<https://nhs.attendanywhere.com/resourcecentre>



www.sctt.org.uk/attendanywhere



Consultations via Video

This is a **demonstration site**. From here, stakeholders can participate in a video call set up by the telehealth team, and see the consumer experience first hand.



What is Attend Anywhere?

Attend Anywhere is a web-based platform that helps health care providers offer video call access to their services as part of their 'business as usual', day-to-day operations.

Apart from internet access, all people need to use Attend Anywhere is the Google Chrome web browser on a computer or Android mobile device, or an app on Apple iPads or iPhones. Computer users will also need a web camera (usually built into laptops).

Full details of the system can be found on the [Attend Anywhere resource centre](#).

To take part in a video call

Quotes from Patients



I definitely think it is 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 of 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

hazel.archer@nhs.net

dawn.robb1@nhs.net

