



Near Me

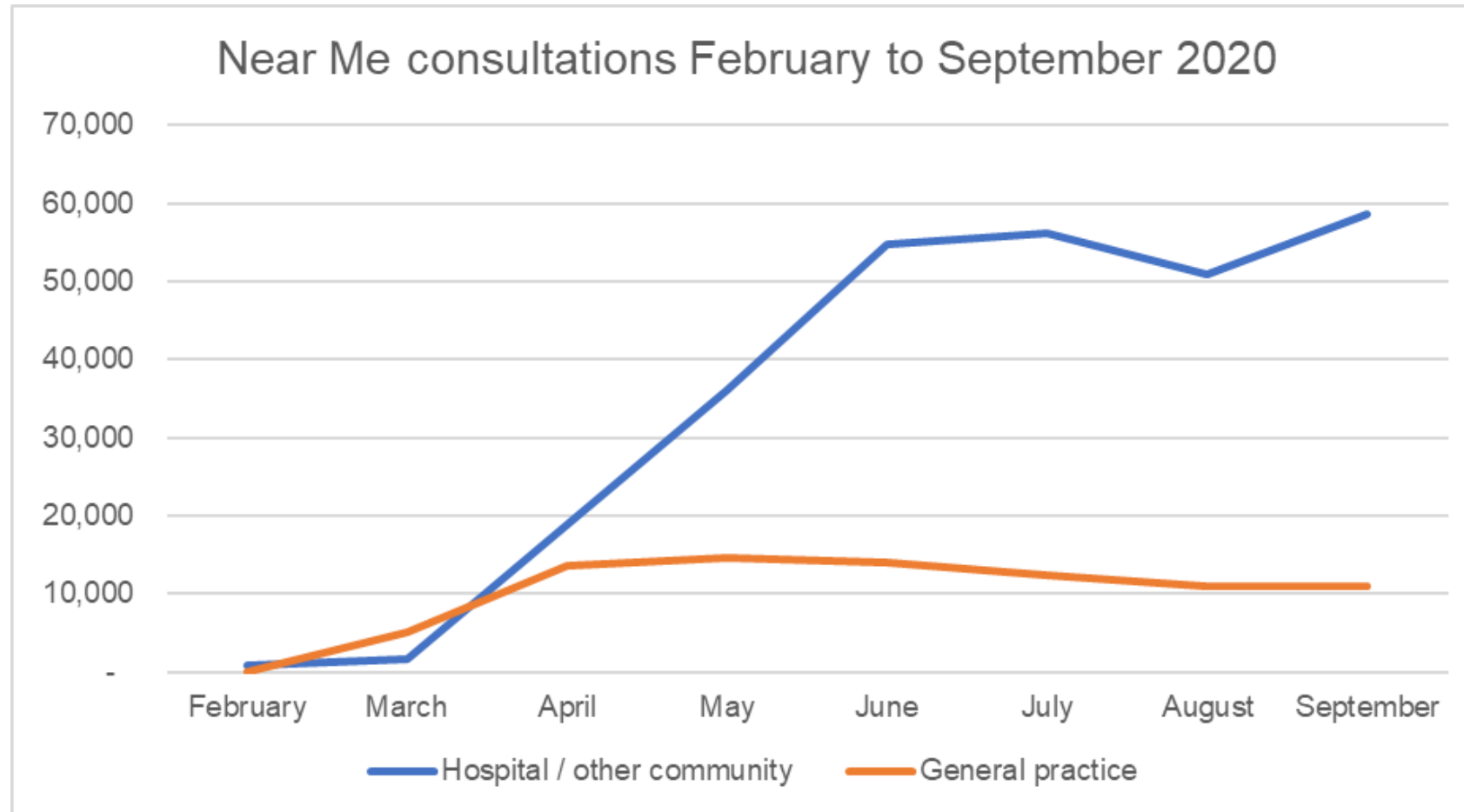
The financial impact

Debbie Paterson, policy and research manager

Background

- 2008 Scotland's e-Health Strategy
- 2014 Technology Enabled Care (TEC) programme
- 2015 – 2017 pilot project in the Highlands
- 2018 Digital Health and Care Strategy for Scotland
- 2018 Near Me launched nationally
- 2020 Covid-19

Impact of Covid-19



JMIR Publications
Advancing Digital Health & Open Science

Journal of Medical Internet Research

Published on 7.10.2021 in Vol 23, No 10 (2021): October

Preprints (earlier versions) of this paper are available at <https://preprints.jmir.org/preprint/31374>, first published June 18, 2021.

Expanding Video Consultation Services at Pace and Scale in Scotland During the COVID-19 Pandemic: National Mixed Methods Case Study

Joseph Wherton Trisha Greenhalgh Sara E Shaw

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Remote-by-default care in the COVID-19 pandemic

Addressing the micro-, meso-, and macro-level challenges of a pandemic

Our approach

Team members

Publications, news and blog posts

TEC

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Home > Programme Areas > Near Me > Case Studies

Case Studies

Near Me
PUBLIC SERVICES
8 FEBRUARY, 2021

Experience from an Obstetrician
HEALTH CARE
28 JULY, 2020

Experience from a Colorectal Nurse Specialist
COMMERCIAL
10 JULY, 2020

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Scottish Government
Riaghaidtas na h-Alba
gov.scot

Evaluation of the Attend Anywhere / Near Me video consulting service in Scotland, 2019-20

HEALTH AND SOCIAL CARE

social research

NHSNearMe
3,031 Tweets

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NHSNearMe @NHSNearMe - 15 Oct
By asking about #NearMe this:
"Unlike most of the populace, chronic pain sufferers have great difficulty in attending appointments at Health Centres and Hospitals. The simple act of having to sit on a hard seat in an overcrowded waiting area can be very painful and traumatic."

NHSNearMe @NHSNearMe - 15 Oct
By asking about #NearMe this:
"Video consulting should continue to be offered after physical distancing is over, but it is not universally appropriate. It should therefore be an option rather than mandatory."

NHSNearMe @NHSNearMe - 14 Oct
By asking about #NearMe this:
"This service has no doubt been a positive addition for our family and a service that I hope can continue. Although it may be beneficial to have a combination of video and face to face appointments."

NHSNearMe @NHSNearMe - 14 Oct
By asking about #NearMe this:
"Where actual face to face appointments are not needed, this is such a great facility to be able to use. Please continue expanding the service with our blessing."

Edge Health

Video Consultations in Secondary Care

A report by Edge Health for NHS England and NHS Improvement | September 2021

Financial implications – costs avoided

- Highlights from work in England:
 - 530 years of patient travel and waiting time
 - 78 million patient travel miles
 - 14,200 tonnes of greenhouse gas emissions
 - 50 road traffic accidents avoided
 - 3,000,000 hours of patient time off work
 - £1.14m of personal protective equipment (PPE)
 - 1,730 hospital acquired infections, excluding Covid-19

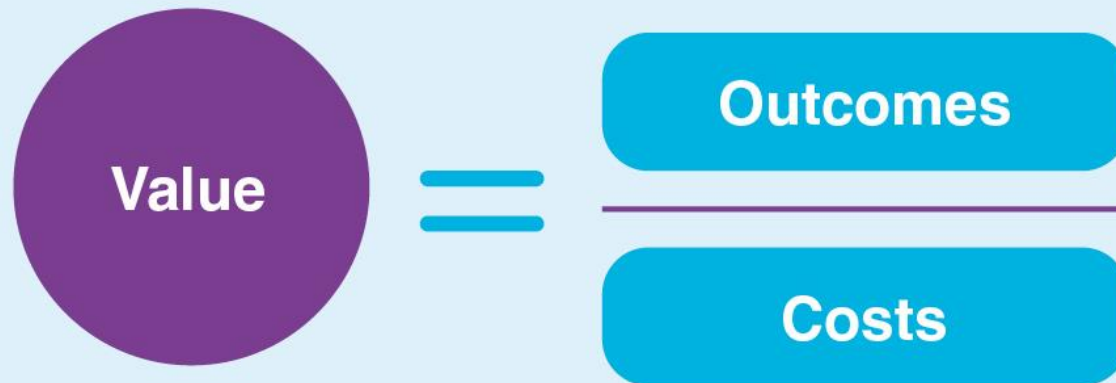
Source: [Edge Health, Video consultations in secondary care](#)

Financial implications – costing

Consultant	• All activity
Nurse	• Face to face only
Receptionist	• Face to face only
Consumables	• Face to face only
Facilities costs	• All activity
Capital charges	• All activity
Attend Anywhere licence	• Video only

Financial implications – value

The value equation



Outcomes are the full set of patient outcomes over the patient pathway

Costs are the total costs of resources used to care for a patient over the patient pathway

So where next?

○ Benefits realisation

- For the patient – outcomes, access and time
- For the NHS body – better infection control
- For the health economy – environmental impact, economic impact of lost work days

○ Financial impact

- For budget holders
- As part of system transformation



debbie.paterson@hfma.org.uk

About the HFMA

The Healthcare Financial Management Association (HFMA) is the UK representative body for finance professionals working in the NHS and the wider healthcare sector. Our aim is to support the NHS finance function, to promote good practice in financial management and to improve the general understanding of NHS finance issues.

Our work is informed by a number of committees and special interest groups made up of healthcare finance practitioners. We publish numerous guides and briefings aimed at finance professionals, non-executive directors and non-finance staff. We also provide training and development opportunities – including a suite of web based learning modules – across all of these groups.

www.hfma.org.uk