

## **Enabling Near Me in community pharmacies**

Near Me is NHS Scotland's video consulting service. It can be used to reduce exposure to coronavirus by enabling both patients and clinicians to consult remotely. It also improves access to care for patients who find it difficult to attend health care premises.

Near Me is powered by Attend Anywhere technology. It has been procured by the Scottish Government for use across health and social care in Scotland. Near Me is already used in primary care, secondary care and some community teams: this includes some pharmacists working in GP practices and hospitals.

The next stage is to enable all community pharmacists to opt into using Near Me for their normal patient population. Guidance is currently being developed to support this. It will cover the technical set-up, processes for use and appropriate clinical use of Near Me within community pharmacy.

Over the next two weeks, Near Me will be tested in a small number of community pharmacies. The aim is to refine the guidance before making Near Me available to all community pharmacies in Scotland by mid-June.

In the meantime, community pharmacy teams can start to prepare for using Near Me by assessing their technical readiness and undertaking training. Details are given below.

Community pharmacies that are not part of the testing will not be given access to Near Me before mid-June. Test locations have been agreed by NHS board Directors of Pharmacy.

## Preparations for Near Me

1	<p><b>Internet connection</b></p> <p>Check internet connection at all locations pharmacists/pharmacy staff will consult from – including any remote use away from the pharmacy (eg, at home):</p> <ul style="list-style-type: none"><li>• A reliable internet connection is in place: Near Me does not require an NHS connection.</li><li>• A wired broadband/WiFi connection is preferred. The alternative is a mobile data connection (4G or 5G sim). <i>Note there is a cost of using mobile data so sufficient data allowance must be in place.</i></li><li>• Ensure any internet firewall or proxy is configured to allow access to Near Me websites and protocols. If required, firewalls settings can be found at: <a href="https://nhs.attendanywhere.com/rc/Content/D_Articles/Network_MediaPathways.htm">https://nhs.attendanywhere.com/rc/Content/D_Articles/Network_MediaPathways.htm</a> (account required for access)</li><li>• Check connectivity at: <a href="https://nhs.attendanywhere.com/webtctest">https://nhs.attendanywhere.com/webtctest</a></li><li>• If you have connection problems, check internet connection speed. Use a site to check, such as: <a href="http://www.speedtest.net">www.speedtest.net</a> or <a href="http://www.broadbandspeedchecker.co.uk">www.broadbandspeedchecker.co.uk</a></li></ul> <p>Minimum requirement: download 1.1Mbps, upload 0.7 Mbps, ping under 150ms If unable to reach minimum requirements, contact eHealth department at NHS board/HSCP and/or pharmacy's own eHealth/IT team.</p>
2	<p><b>Video calling devices</b></p> <p>Put in place video consulting equipment for pharmacists/staff:</p> <ul style="list-style-type: none"><li>• Set up consulting room computers with webcams and speakers or add integrated screens. Consider whether to do the same for dispensary computers.</li><li>• In some situations, a moveable device may be more useful: laptops, tablets or mobile phones.</li><li>• Be pragmatic about using equipment you already have during a coronavirus outbreak (as supplies of webcams are limited worldwide). Information governance approval to enable use of own devices (eg, smartphones) is available at: <a href="https://www.informationgovernance.scot.nhs.uk/covid-19-information-governance-advice/">https://www.informationgovernance.scot.nhs.uk/covid-19-information-governance-advice/</a></li><li>• If adding any new equipment to existing computers, ensure computer settings are correct for default microphone and speaker, and compatible with other devices in use.</li></ul>
3	<p><b>Hardware on video calling devices</b></p> <p>Check hardware meets the following requirements for all devices pharmacists/staff will use for video consulting:</p> <ul style="list-style-type: none"><li>• Computer operating Windows 7 or later, or Mac OS 10.11 or later</li><li>• Tablet or mobile phone operating Android 5.1 or later, or iOS 11.4 or later, or iPadOS 13 or later</li><li>• Chrome browser (version 71 or later) on computers/Android devices or Safari browser (version 11.4 or later) on Apple products (Attend Anywhere only works in these browsers).</li><li>• If any are missing, consult your board/HSCP eHealth/IT department.</li></ul> <p>Updated technical specifications available at: <a href="https://nhs.attendanywhere.com/callers/Content/D_Articles/What%20you%20need%20to%20make%20a%20video%20call.htm">https://nhs.attendanywhere.com/callers/Content/D_Articles/What%20you%20need%20to%20make%20a%20video%20call.htm</a></p>

## Training

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Ensure all pharmacy staff receive training on how to use Near Me's underlying video consulting platform (Attend Anywhere) so they can use it themselves and/or explain it to a patient:

- Make a test call as a patient at: [www.nearme.scot](http://www.nearme.scot)
- See the resources on Near Me video consulting available from NES on the Turas platform at: <https://learn.nes.nhs.scot/28943/coronavirus-covid-19/remote-consulting> [*Note: the Near Me section is below the telephone consulting section*]
- For pharmacy staff who will provide Near Me consultations, complete the video consulting skills training available on the Turas link above