

WHAT IS NEAR ME?

An information leaflet for the community of Staffin about Near Me

Near Me is an appointment with your Consultant or Doctor by Video to save you the long journey to Inverness, Fort William or your Dr's Surgery. You will only get a 'NEAR ME' appointment if that is what your Consultant or Doctor decides.

HOW DOES IT WORK

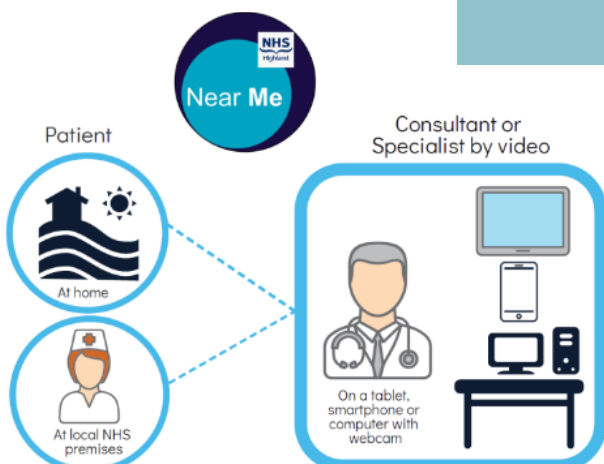
To use Near Me: you need a (video calling device like) a smart phone, tablet or laptop and also an internet connection. Five minutes before your appointment search for NHS Near ME or go to their website <https://nhsh.scot/nearme> and click on your clinic from the list on the left hand side and press the Start Video Call button. you can do a test call before your appointment



You might arrive to your waiting area where your Consultant joins you or you might be greeted by Outpatient Reception. If the receptionist connects you please tell her which clinic your appointment is with and she will transfer you to your consultant. It is a good idea to write down any questions you have for your Consultant so that you remember everything you want to ask.

If you have a family member, Carer or District Nurse who can be there to help you with your call please let them know as soon as you get your appointment. If you don't have someone to help you the Staffin Helpers are here to help you so just get in touch with us on the number on this leaflet and we will make sure there is someone there to set up the appointment.

WHAT IF I CAN'T GET THROUGH TO MY APPOINTMENT?



If for any reason you cannot get through to your Near Me appointment just Call 01463 704000 and ask to be put through to your consultant, when you get connected to your Clinic explain you had a video call and its not working and they will connect you to a telephone call. Only do this if it is not possible to get into the Waiting Room

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HOW WILL I KNOW THAT THIS IS A VIDEO APPOINTMENT?

On your appointment letter you will see:

Date,

Time,

Clinic

Team

Where?

Below this in the next paragraph it will say:

'Your hospital appointment will take place by NHS Near ME video consulting. The aims of Near Me are to reduce the unnecessary travel for patients and make it easier for Patients to attend appointments and improve hospital efficiency.'



WOULD YOU LIKE SOME LOCAL HELP WITH YOUR NEAR ME APPOINTMENT?

If you don't have anyone to help you with your video call

Please phone as soon as you get your appointment for more information and so that we can arrange to be there to help you.

We will follow Social Distancing rules and wear full PPE while we are in your Home to keep you safe.

Staffin Helpers 01470562...



Staffin helpers

This project is a collaboration between NHS Nearme, Staffin Helpers, Staffin Community Council and Staffin Trust

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www.nearme.scot

