**NOTES OF NEAR ME & COMMUNITY SUPPORT MEETING**

**Monday 15th February 2021.**

**PRESENT:**

Catriona MacDonald, Community, (CMacD)

Sophie Isaacson, Community, (SI)

Iain McIvor LSHA, (IMcI)

Ruairidh MacKinnon LSHA ,(RMacK)

Andrina Robb NHSH, (AR)

Mairi McIvor, NHSH (MMcI)

Fiona Cruickshank, Community (FC)

Anne Gillies, Community (AG)

Mairi MacDonald, Community (MMacD)

Note Taker:

Mairi McIvor NHSH

| **ITEM** | **ACTION AGREED** | **Action** |
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|  | **Welcome and Introductions** The group welcomed Anne Gillies to the meeting. |  |
|  | **Apologies:** Willie MacKinnon (WM)The Highland Council, Kate Earnshaw NHSH, Dr Hannah MacLeod, Pat Matheson, NHSH (PM), Kyrene Lawton NHSHDawn Orr NHS24, Ross Cowie, Community (RC),  |  |
|  | **Matters Arising*** No Matters Arising
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|  | **Community Update:** FC reported no new clients in Staffin area approaching her to use the service. Discussions on the community raising awareness of the service they offer through local Radio, the Echo and WHFP. All agreed it would be worthwhile. FC to pursue. AR reiterated that NHSH could not share patient details. MMacD advised that any appointments to support patients had gone well but there had been some technical issues mainly with connectivity. The group agreed there were still “blackspots” with no connectivity or poor connectivity which meant that some people were unable to access the service, for example some parts of Struan.AG has emailed community in Raasay and asked if people would be interested. Positive replies. Has set up a Resillience meeting on Wed 17 Feb and will discuss further at the meeting. AG has been in touch with FC in Staffin to talk about the practicalities of setting up the support service. FC reminded AG that funding is available through the Highland Council Discretionary Fund to purchase tablet. AG asked which services used Near Me. AR provided a brief list of services using Near Me and advised AG that the full list is available on the Near Me page of the NHS Highland internet page.  |  |
|  | **Near Me Update:** AR reported that the service is still busy. Primary Care numbers have fallen slightly due to vaccination programme but numbers are expected to rise again. AR also reported that the National Near Me team are working with local authorities to use Near Me. AR advised that NHSH had a number of Council Services already using Near me in Highland as we had Integrated Teams.  Updates are expected soon for the Near Me platform which will allow a greater number of people to use the platform for one consultation or session. For example, multidisciplinary teams have expressed an interest in using Near Me for meetings during COVID. AR reminded everyone that Near Me replicates how we would attend a health appointment physically, except we use a camera. She explained that if someone accompanied the person they cared for to a hospital or GP appointment and generally sat in on the consultation then this is possible with Near Me. The service allows the clinician to invite third parties into the conversation. The members of the group agreed they would highlight this in future conversations with patients and carers and encourage them to ask the clinical service if they can be invited to the Near Me appointment.  |  |
|  | **Next Steps*** AG will discuss support of Near Me at Raasay Resillience Meeting on Wednesday 17th February.
* FC will explore local radio/the Echo/WHFP to showcase the community service
* SI and AR will to work on a 'Did you know you can do this via near me?' with some clear graphics for sharing with the community facebook page
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|  | **AOCB*** IMcI advise the LSHA are investigating the use of Near Me for meetings with tenants. Speaking with Ken Monaghan.
* CMacD advised the meeting that a Digital Innovation Subgroup had met recently to discuss a “Living Lab – Skyelab” potentially using premises in Portree. MMcI had suggested setting up a “Private and Safe Near Me Space” in the property to enable people to use the service away from home or a hospital.
* AR advised the meeting that she had been carrying out test calls with the Citizens Advice Bureau (MacMillan Service) recently and there were plans for the National Team to roll out Near Me to all CABS.
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|  | **Date of Next Meeting****Date: Monday 15th March at 6pm via Microsoft Teams**  |  |