

NHSGGC Podiatry

'Near Me' Experiences of Patients & Staff



How patients felt about near me prior to covid-19?

- "Worries over quality of the consultation - may not be as safe as face to face"
- "Unsure how to use technology"
- "What would happen if my wound deteriorates"



How staff felt about using near me prior to covid-19?

- "What if I miss something - a red flag?"
- "I will lose the relationship with my patient"
- "Our work needs to be hands on"
- "Fears of change and new ways of working".

Staff Action Plan



- Development of a screening tool for use during consultation
- Inclusion of questions to support patient psychological wellbeing
- Communication techniques to put patients at the centre of their care
- Algorithms for escalation when wounds deteriorate
- Staff training and buddy support
- Solutions to common technical issues
- Training for patients in bandaging techniques



Results



Staff

- The service has allowed us to build in safe guarding
- We now provide a fast response to patients needing antibiotics and pressure relief
- Having visual contact with patients makes us feel reassured - we have not abandoned them!
- Seeing my patients doing well reassures me that they are coping well
- Patients numbers are continuing to grow using this platform



Patients

What were the benefits?

"Perfect to avoid public transport'
'Guided step by step and reassurance is given'
'Given me confidence to do my Dad's dressings'
'You can stay safe whilst still having visual contact'
'I am shielding a vulnerable child. This service is critical.

Can you share your experiences?

'Very friendly and just as good as face to face'
'It all feels very natural and feels like the same clinic experience
'When she phoned it turned out I had an infection. By that afternoon my prescription and dressings were delivered. It was a great service and I was really happy'

How can we improve?

'They should develop it into a proper App.
'I think during this pandemic and going forward, more services should use the virtual clinics to reduce spread'
'It doesn't work on my iPad which is new software, so that is frustrating'



"the NHS should have done this years ago"

"The service has been great, as I was worried about my Dad but I have been so reassured"

'I am more than happy and know what to do if I am worried'

"very reassuring"

