

Welcome to Person Centred Care and Visiting within NHS Forth Valley



Virtual Ward Visiting
Information Guide

Introduction

NHS Forth Valley is committed to a person-centred approach to deliver safe and effective care with people at the centre of everything we do. A person centred care and visiting approach has been in operation within all Boards in Scotland, including NHS Forth Valley since 2017.

However, because of the Covid-19 pandemic, NHS Forth Valley have taken steps to limit the spread of Covid-19 and to protect our most vulnerable patients and ensure the safety of our staff, by restricting the number of visitors to hospitals:

You can find out more about the current visiting restrictions/arrangements here:

<https://nhsforthvalley.com/visiting>

Virtual Ward Visiting

During the difficulties experienced by our patients during the COVID pandemic it is vital that we continue to find ways to support patients to maintain contact with the people who matter most. Whilst most people will have their own phone or tablet, there are those who do not have access to this technology and are therefore more vulnerable to isolation, loneliness and not being able to access the support of those that matter to them.

NHS Forth Valley Near Me

NHS Forth Valley recognise how difficult this time is for everyone and how challenging it is for inpatients to stay in touch with their friends and family. With this in mind, NHS Forth Valley has launched a 'Virtual Ward Visiting' Service for hospital in-patients. **This service is for patients who do not have their own mobile phone, tablet or laptop to use to connect with others.**

The virtual visiting platform utilised by NHS Forth Valley is Near Me and is a safe, secure NHS video calling platform that helps us to offer video call access/visiting to a patient's family whilst in hospital.

To use Near Me you will need a reliable internet connection, broadband or 3G/4G connection, and a suitable device for making video calls such as a smart phone, laptop or computer with webcam and speaker.

How it Works

All arrangements to use Near Me should be made through the ward and an allocated pre-arranged time will be provided this will enable you to talk to your relative/friend. A simple guide is detailed below on the use of Near Me.

Virtual Ward Visiting Information Sheet

Using Near Me

Near Me is convenient and easy to use.

Instead of travelling to visit your relative/friend you will enter the online waiting area, using the link and instructions below.

The ward will see that you have arrived and your relative will join your call when ready. There is no need to create an account. Video calls are secure and your privacy is protected.



What do I need to make a call?

- ✓ A device for making a video call, such as a smart phone, tablet, or computer with a webcam and speaker (often built into laptops).
- ✓ A reliable internet connection (wired, Wi-Fi or mobile data). If you can watch a video online, you should be able to make a video call.
- ✓ A private, well-lit area for your visit, where you will not be disturbed.
- ✓ Use of the latest version of Chrome, Safari or Edge for the best video calling performance.



Google Chrome
Windows, Android,
MacOS



Apple Safari
MacOS. iOS,
iPodOS



Microsoft Edge
Windows

What do I need to know?

Is it secure/confidential?

- You have your own private video room that only authorised providers can enter.
- No information you enter is stored.
- Calls are not recorded.

How much does a video call cost?

- The video call is free for your internet usage.


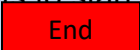
Tip: if you can, connect to a Wi-Fi network to avoid using your mobile data.

How much internet data will I use?

- The video call doesn't use data while you are waiting for someone to join you.
- After the call connects, it uses a similar amount of data to Skype or

How do I attend my virtual ward visiting appointment?

Go to: <https://nhsforthvalley.com>

1. Click on the Services tab
2. Click on Near Me
3. Click on Virtual Ward Visiting
4. Select the ward you have arranged the visit with, and you will enter the waiting area 
5. On entering the visitor's waiting room, complete the caller detail fields and the ward will be able to see that you have arrived and you are waiting, they should be with you shortly.
6. If the ward is running late for your visit, you should receive a message advising you of the delay.
7. If asked, allow your browser to access your camera and microphone.
8. Follow the on-screen prompts to start your video call.
9. To end the call, click END. 

TIP: Many call issues can be fixed by clicking **Refresh**.



Or alternatively,

- The ward will send you a link to click. This will be through e-mail or text. Follow the simple instructions on the screen and once you have completed the small form by completing your name you will enter the ward's waiting area and the ward will connect you to your relative/friend

What do I do if something is not working?

Visit: <https://nhs.attendanywhere.com/troubleshooting>

For any queries or further information please contact:

Caroline Logan, Person Centred Co-ordinator on 01324 566162 or
caroline.logan@nhs.scot

HINTS and TIPS

Please follow the guidelines below when conducting a virtual ward visit:



Please ensure that no other patients can be seen when holding your call.



Ensure that nothing can be seen behind you.



Talk at normal levels and be aware that your side of the conversation may be overheard by other patients and staff members.



Always use a front facing camera.



Please use headphones if possible.



Please return the device to staff in the clinical area immediately after use (if using NHS Forth Valley equipment).