

Dr Lynne Taylor and Amanda Farquharson



Dr Lynne Taylor

Dr Lynne Taylor is the Director of Psychology for NHS Grampian and Clinical Director for CAMHS. Qualified as a Consultant Clinical Psychologist and background of clinical care was within CAMHS. Now leading on psychological care for NHS Grampian for staff and public for all areas of clinical care. In the context of Covid-19 set up a new virtual hub for all staff and public (any age) within NHS Grampian and Orkney and the Scottish Ambulance Service.



Amanda Farquharson

Amanda Farquharson is the Support Manager for Child and Adolescent Mental Health Services within NHS Grampian. Working closely with the Service Manager and Professional Leads supporting the effective and efficient service delivery for CAMHS and also the wider MH&LD Services. In collaboration with the Near Me project team, directly involved with rolling out Near Me for both CAMHS and Mental Health within Grampian during this period of COVID-19.

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NHS Grampian

We have implemented Near Me within CAMHS for some time, and more recently in MH&LD services due to Covid-19

What's worked well?

- Patient engagement and feedback
- Reduction in missed appointments
- Options for flexible working due to Covid-19

What have been the enablers?

- Providing families with more flexibility
- Early adopters and champions
- Increased IT within the service

What have been the challenges?

- Lack of IT Equipment throughout MH&LDS
- Patient's own IT can be limited
- Encouraging staff to try something new

We overcame our challenge by:

- Providing the equipment needed
- Making it a core task of clinical care
- Clear guidelines and ways to access Near Me

Any top tips?

- This will be the new norm for many due to Covid-19
- Be enthusiastic about it as managers and leaders
- Positive patient feedback