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Dr Rob Waller – NHS Lothian

We have set up Near Me waiting areas for each of the main mental health specialities? The next stage is integration with TRAK for ongoing scheduled care [letters, clinics]

What’s worked well?
Unscheduled Care [IHTT, Assessments]
National Deaf MH Service and Art Therapy

What have been the enablers?
Support from Senior Managers
Digital Mental Health Team & Intranet

What have been the challenges?
Hardware and Bandwidth
Different way of working

We overcame our challenge by:
Video is better than phone
Video is a patient choice

Any top tips?: Champions, Junior Doctors, Teams Tutorials, Piggy-back Digitisation