

Dr Heather Bullen – NHS Lanarkshire and NHS Western Isles



Dr Heather Bullen has been a consultant child and adolescent intellectual disability psychiatrist for 10 years. She works in the CAMHS Learning Disability Team for NHS Lanarkshire and in CAMHS for NHS Western Isles. Heather's work interest is focused on clinical work with patients and their families as a community psychiatrist. She has recently found additional intellectual satisfaction in the geographical challenges of service delivery in a remote and rural area of Scotland.

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Implemented Near Me in Child and Adult Psychiatry

Worked Well

- More clinical time to enable patient choice.
- Positive Patient Feedback.
- Specific groups/symptoms with good response: Adolescents, Hyperactive children, Autism spectrum disorders, Psychotic symptoms
- Access to pets and medicine
- Universal topic for humour
- Differences in counter transference, possibly counter transference

Challenges

- Communication errors
- Missing clinical sighs
- Managing distressed patients
- Inability to undertake physical examination
- Not working due to slow internet speed
- Annoying feedback questionnaire
- Access to written information

Enablers

- Community attitudes to healthcare
- Management support
- Personal interest in developing service, flexible approach

Overcoming Challenges

- Being realistic
- Being flexible
- Accepting risk
- Relishing the challenge
- Asking silly questions sometimes
- Changing appointment time/frequency

Top tips:

- Remember it's just people connecting, an additional tool to use to deliver psychiatric care
- Expect communication problems & delays, have a telephone number as back up
- Email attend anywhere link to patients
- Schedule breaks in between meetings & difficult appointments
- If working from home, prepare for practicalities