

CROSS REACH

Care you can put your faith in

CrossReach Counselling Services, Scotland

Distance Counselling via the NHS Attend Anywhere Video Consultation Platform

Near Me Learning Network Meeting, Thursday 14th January 2021

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The Church of Scotland

Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353

Our Digital Journey

- ✓ 2015 Digital Health Institute (DHI) Innovation Project Plan
- ✓ 2016 Experience Laboratory Workshops with Glasgow School of Art
- ✓ 2017 DHI & Scottish Centre for Telehealth & Telecare (SCTT) application to trial the NHS Attend Anywhere Video Consultation Platform
- ✓ 2018 – 2019 CrossReach Implementation Project Plan for Online Counselling
- ✓ 2020 Distance Counselling Implementation and Introduction to NHS Attend Anywhere

Our Digital Counselling Platform

Our Attend Anywhere Waiting Areas are set up for each of our Counselling Services:

- Bluebell Perinatal Service
- CrossReach Attend Anywhere Training Area
- CrossReach Counselling Inverness
- CrossReach Counselling Lothians
- CrossReach Counselling Moray
- CrossReach Counselling Tom Allan Centre Glasgow
- CrossReach Perinatal Service
- CrossReach Simpson House Counselling & Recovery
- CrossReach Sunflower Garden
- CrossReach Workplace Counselling

The need for one-to-one training

- ✓ To demonstrate the capabilities of the NHS Attend Anywhere video consultation platform
- ✓ To help the team feel comfortable, confident and competent using it with clients
- ✓ To enable the team to help clients become comfortable using it too
- ✓ To address and recognise common IT issues amongst staff and clients

What the training covered

A quick introduction

Stage 1:

- Getting Started
- Check your technical equipment
- Create your account
- Confirmation of your account

Stage 2:

- Sign-in to the Home Page
- Helpful links and resources
- My Profile
- How to enter your Waiting Area
- Showing you around your Waiting Area
- How to meet your client
- Meeting your client in the counselling room (a short video)

Stage 3:

- Setting up an appointment with a client
- Send the client the URL link
- Step-by-step instructions for a client
- The client's experience (a short video)

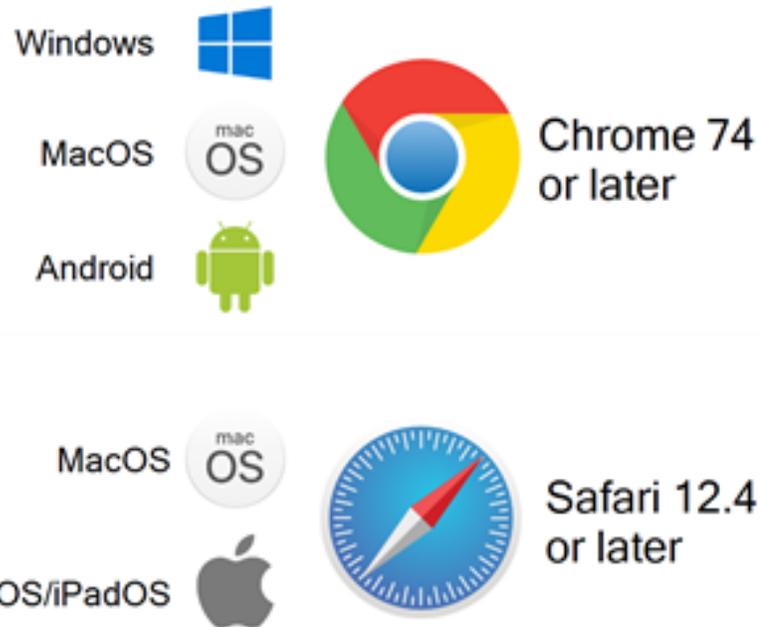
Summary:

- How to prepare for an appointment
- Support for you

The main thing to check is hardware!

Web browser requirements:

All users, clients and counsellors, require one of the following web browsers to use Attend Anywhere.



Hardware requirements: when making calls with Attend Anywhere, user devices must meet the following requirements

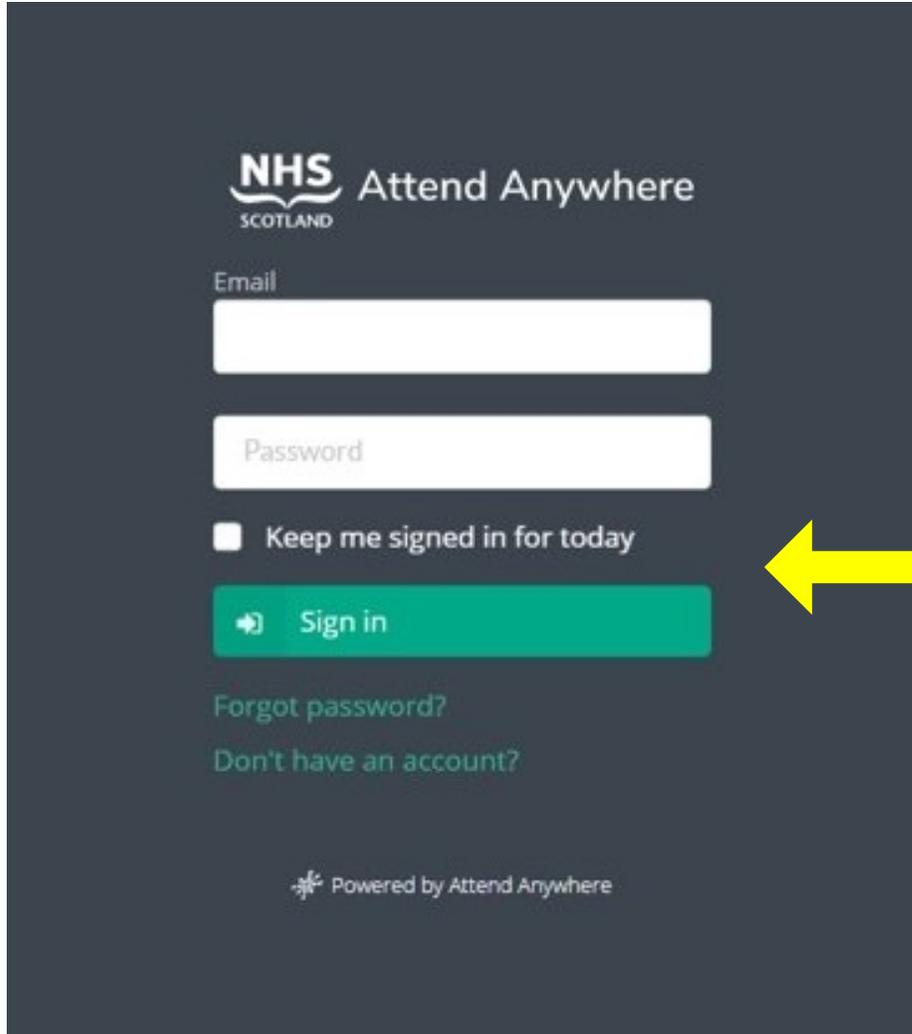
Device type	Minimum requirement	Operating system
Windows computer	2GHz dual-core, i5 processor 3GB of RAM	Microsoft Windows 7 or later
Apple computer (iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, or MacBook Pro)	Intel 2GHz dual-core, i5 processor 3GB of RAM	(Using Chrome) MacOS version 10.11 or later (Using Safari) MacOS version 10.12 (Sierra) or later
Android tablet or smartphone	Less than two years old, with a front-facing camera	Android 5.1 or later
Apple iPhone	iPhone 5s or later	iOS 12.4 or later
Apple iPad	iPad Air or later, iPad (2017) or later, iPad Mini 2 or later, iPad Pro	iPadOS 13 or later

Bandwidth and data recommendations: Megabits per second (Mbps) minimum download speed 1.1 Mbps; minimum upload speed 0.7 Mbps; latency Less than 150 milliseconds (ms)

Example 1: Signing-in

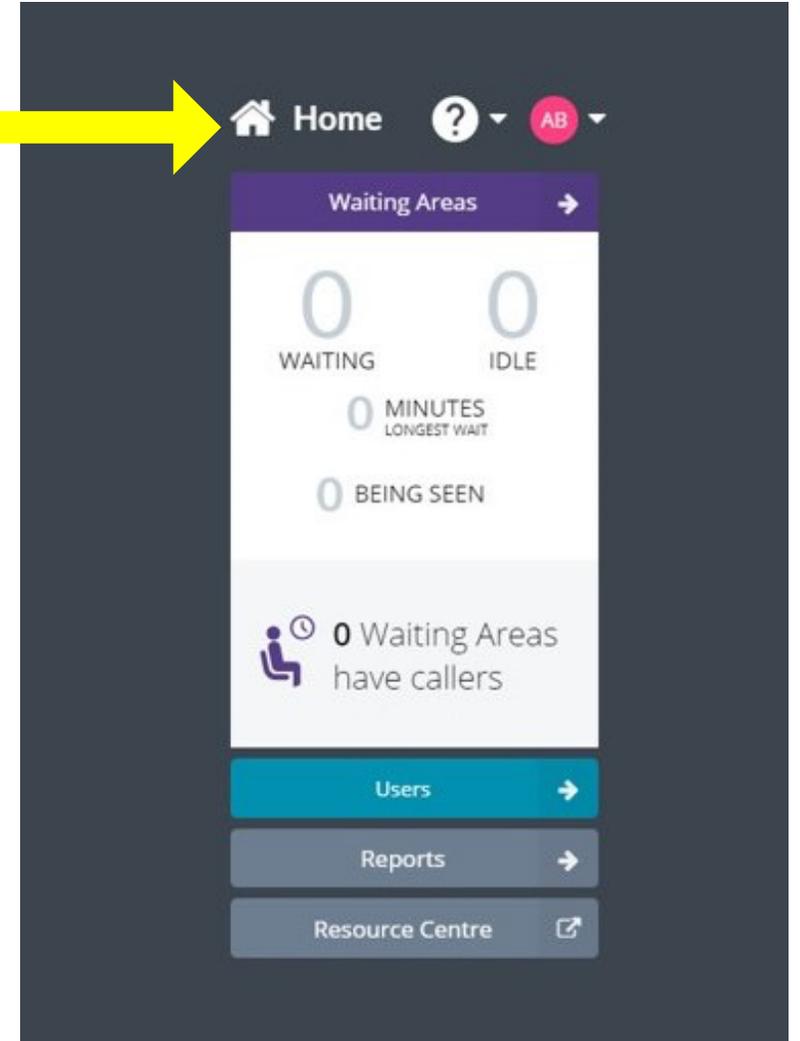
Please save the URL address as a favourite on one of the browsers mentioned in slide 6:

<https://nhs.attendanywhere.com/login>



The screenshot shows the login interface for NHS Attend Anywhere. At the top left is the NHS Scotland logo. Below it, the text "Attend Anywhere" is displayed. There are two input fields: "Email" and "Password". Below the password field is a checkbox labeled "Keep me signed in for today". A prominent green "Sign in" button is located below the checkbox. At the bottom of the form, there are two links: "Forgot password?" and "Don't have an account?". At the very bottom, it says "Powered by Attend Anywhere".

Your Home Page



The screenshot shows the home page of the NHS Attend Anywhere application. At the top, there is a navigation bar with a home icon, the word "Home", a help icon, and a user profile icon labeled "AB". Below the navigation bar is a "Waiting Areas" section with a right-pointing arrow. This section displays two large "0" numbers: "WAITING" and "IDLE". Below these are smaller "0" numbers for "MINUTES LONGEST WAIT" and "BEING SEEN". At the bottom of this section, it says "0 Waiting Areas have callers" with a wheelchair icon. Below the "Waiting Areas" section are three buttons: "Users", "Reports", and "Resource Centre", each with a right-pointing arrow.

Click here and your account will remain open for up to 10 hours

Helpful links & resources



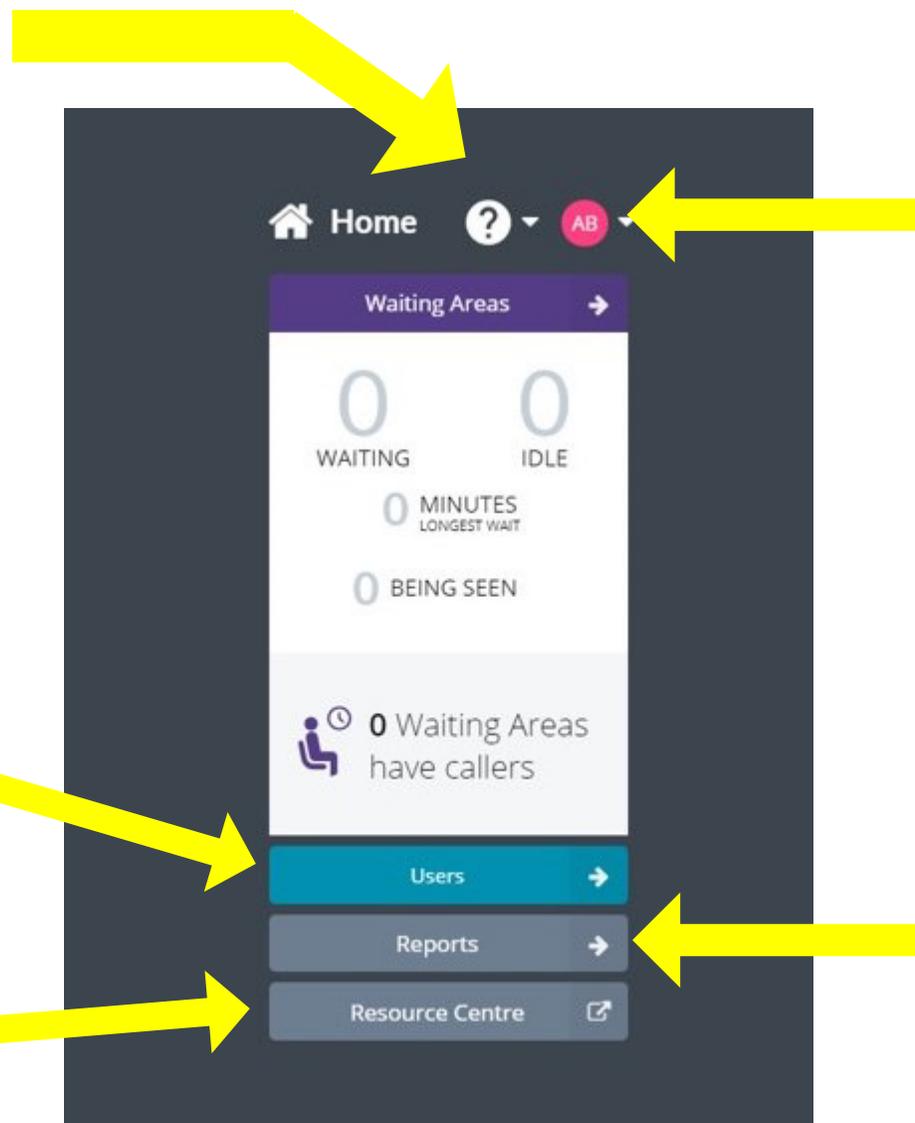
Here you will find links to the NHS Resource Centre. These are mainly relevant to NHS staff. You can access help through your CrossReach Business Support Team in the first instance.

Users:

This opens up a new page listing the registered users on your CrossReach Service Attend Anywhere platform.

Resource Centre:

<https://nhs.attendanywhere.com/rc/Content/Home.htm>
predominantly for NHS Staff



Your Initials:

This provides a link to the following:

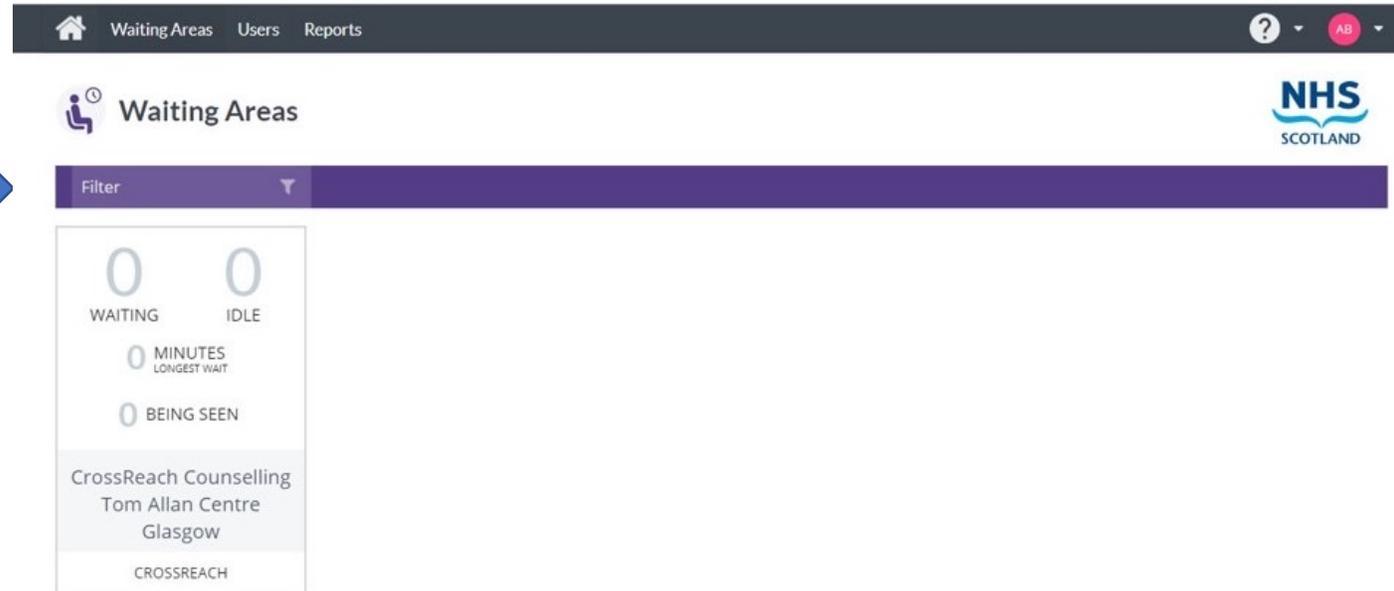
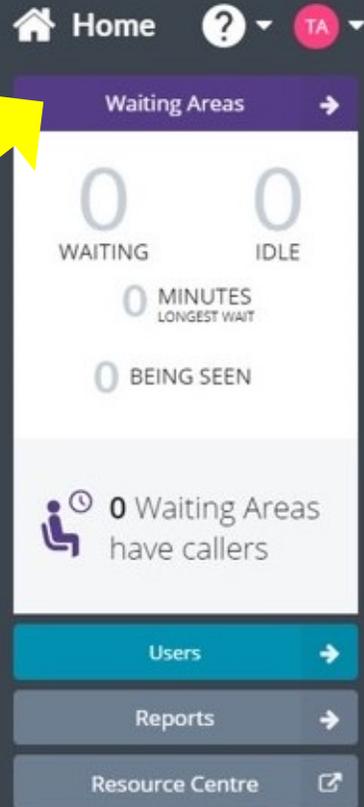
- My Profile (add a passport size photo)
- My Roles
- Change Password
- Sign out

Reports:

This opens a new page to show the Reporting format, illustrating the number of clients that have been seen in your Counselling Service. No names are included.

Example 2: How to enter A Waiting Area

Click here to enter the Waiting Area where you will find your clients



- Each CrossReach Counselling Service will have a different Waiting Area platform
- CrossReach Counsellors will have access to the CrossReach Counselling service/s where they work. In this example it is [CrossReach Counselling Tom Allan Centre, Glasgow](#)
- If a counsellor works for more than one service, say Tom Allan Centre and Bluebell; or Workplace Counselling and Counselling Lothians, they will have access to 2 waiting areas.

Example 3: How to meet a client

- A client is waiting
- Click on **'Join Call'** to open your video consultation room
- Click on **'Call Activity'** if you wish to check when the client entered the Waiting Area
- The screen takes a couple of seconds to open. Your image will then move to the bottom of the screen and your client will appear

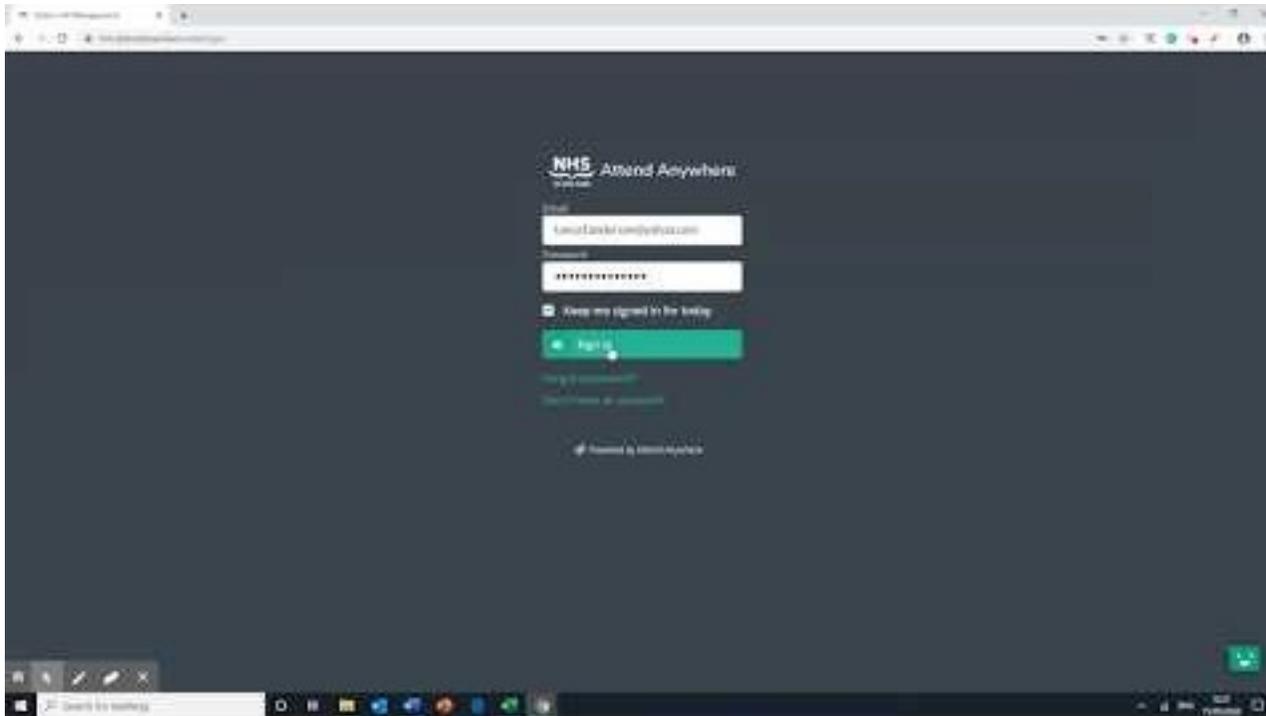
The screenshot shows the CrossReach web interface for the 'CrossReach Counselling Tom Allan Centre Glasgow Waiting Area'. The main content area displays a table of callers with columns for Status, Caller, and Telephone. A client named Lucy is currently 'Waiting (0 min)'. A context menu is open over the caller row, showing options: 'Join Call', 'Notify...', 'Call Activity...', and 'Participants'. A blue arrow points from the 'Join Call' option to the 'Send notification to Lucy's room' dialog box. The dialog box contains a text area with the message: 'This message will appear on the Call Screens of all participants in Lucy's room. Note that participants cannot reply to this message.' and a 'Send' button. The right sidebar contains various settings and information, including 'New caller alerts off', 'Calls begin with my microphone' (ON), 'Calls begin with my camera' (ON), 'Waiting Area hours', 'Test my equipment', 'URL to give people' (https://nhsattend.vc/CrossReachTomAllanCentre), and 'Information for Callers' (Visit https://nhs.attendanywhere.com/callers).

- **Notify:** A message can be sent to the client in advance of the meeting

Example 4: We provided a series of live demos

A Waiting Area is where the Counsellor can see who is waiting for their appointment. The client can not see this area, they will be waiting online within the video call with their image on their own screen. They will be listening to music, with a message saying 'Your counsellor will be with you shortly.'

Watch a short video which takes you through signing-in and entering the Waiting Area to meet your client.



Click here to watch the video:

<https://youtu.be/84g3DNP HHbw>

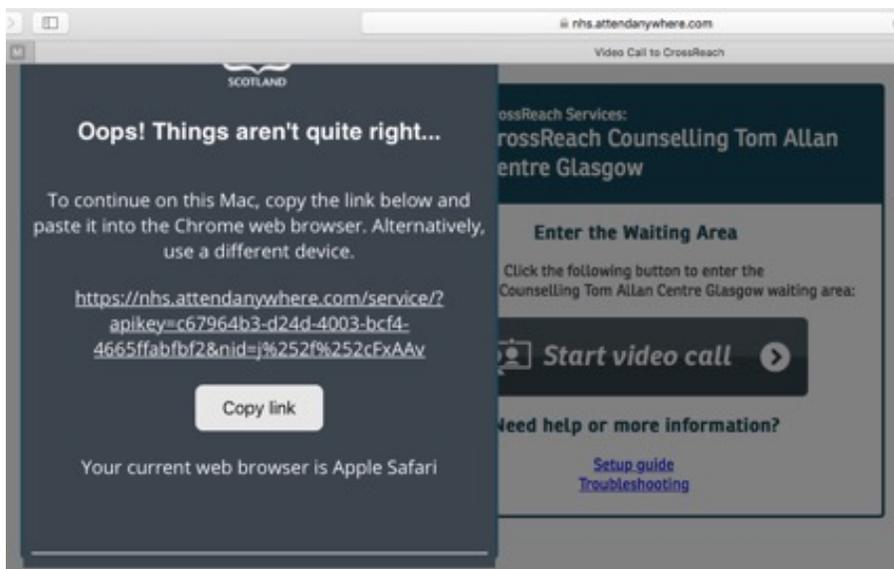
Example 5: Information for clients

For example, the client has an appointment with a Counsellor from the Tom Allan Centre Counselling Service.

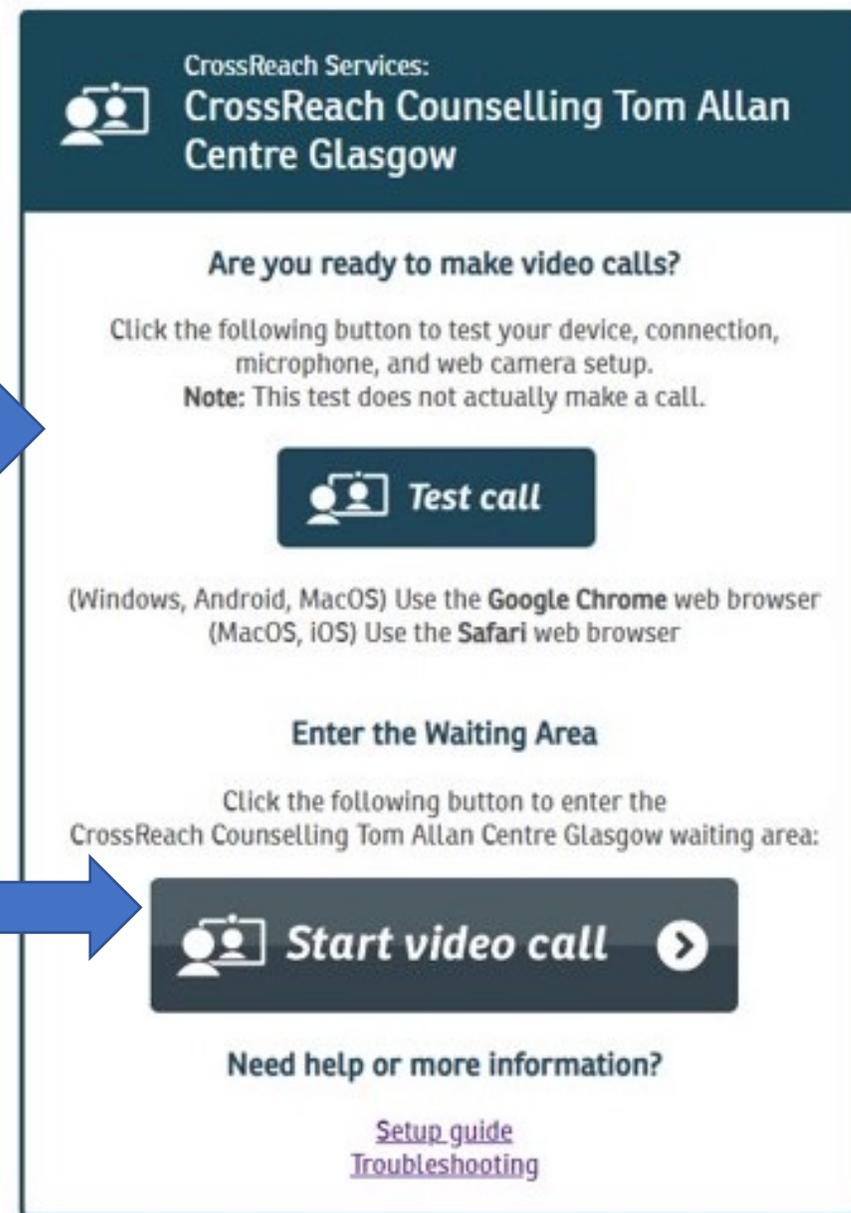
The client has been emailed the URL link:

<https://nhsattend.vc/CrossReachTomAllanCentre>

If the client has not opened it in Chrome or Safari, they will receive this message.



The client clicks on the link and this appears

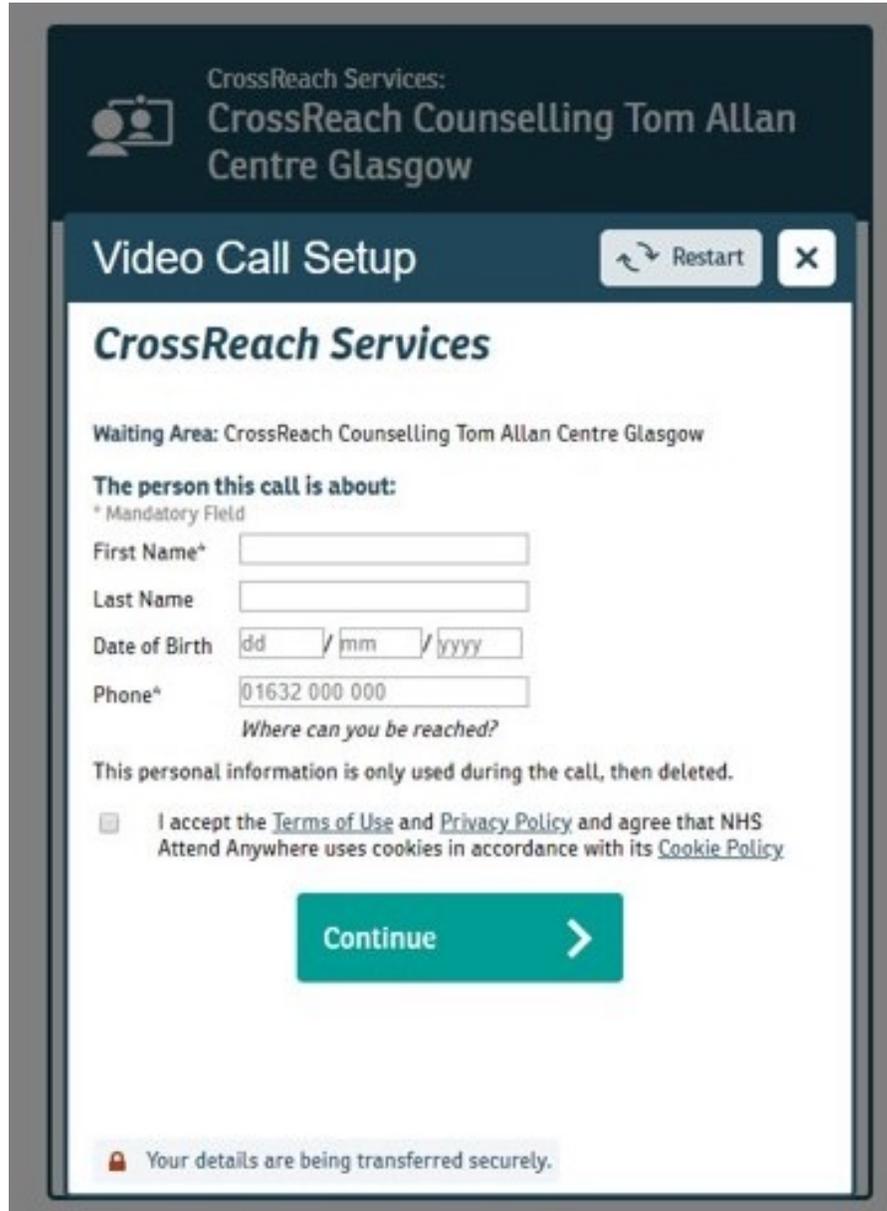


When the client is ready to start they will click here

*If it is outside of the Waiting Area hours the client will see this:



Example 6: Step-by-step instructions for a client



CrossReach Services:
CrossReach Counselling Tom Allan
Centre Glasgow

Video Call Setup

Restart X

CrossReach Services

Waiting Area: CrossReach Counselling Tom Allan Centre Glasgow

The person this call is about:
* Mandatory Field

First Name*

Last Name

Date of Birth dd / mm / yyyy

Phone*
Where can you be reached?

This personal information is only used during the call, then deleted.

I accept the [Terms of Use](#) and [Privacy Policy](#) and agree that NHS Attend Anywhere uses cookies in accordance with its [Cookie Policy](#)

Continue >

Your details are being transferred securely.



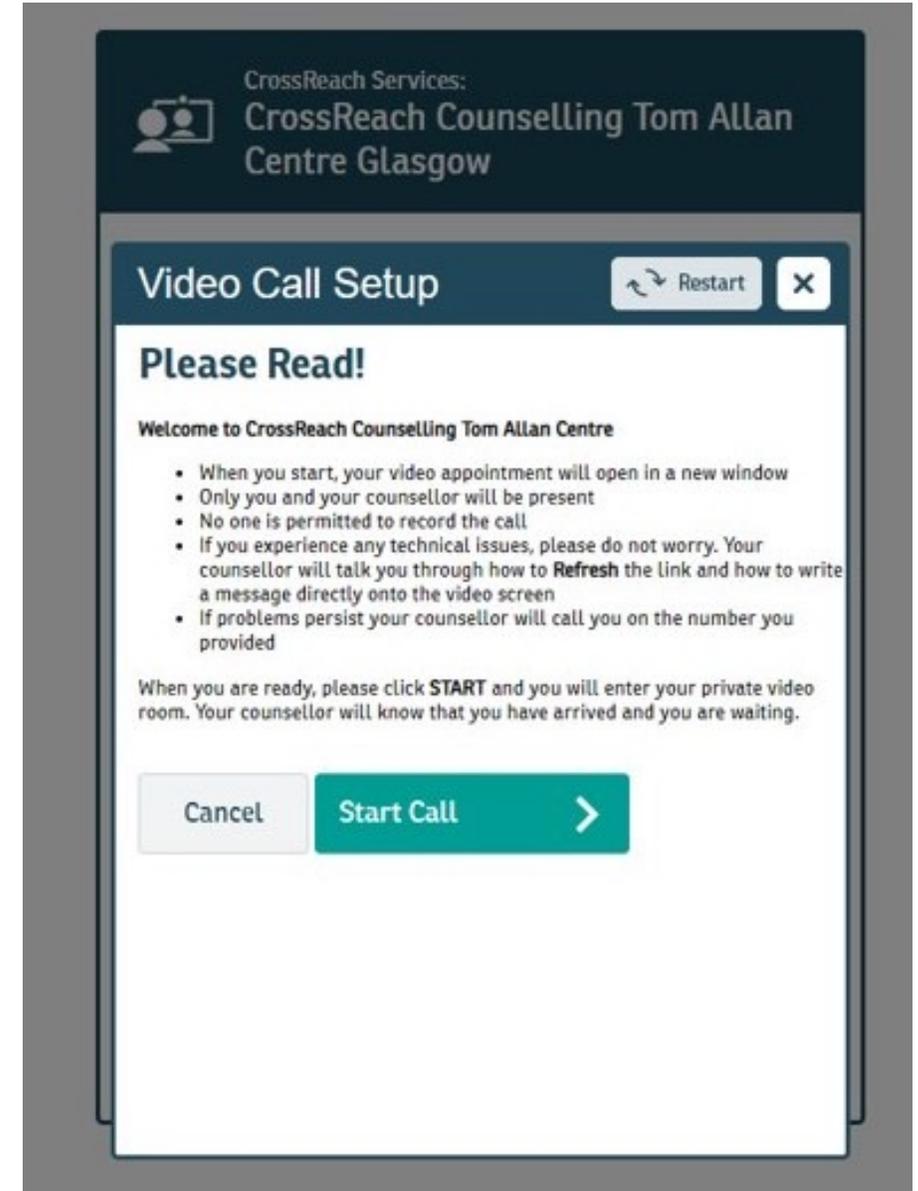
At each session, the Call Setup Box appears.

Clients only need to complete the mandatory fields marked by the *

The client clicks **Continue** and the final screen appears:

Please Read!

The client will then enter the live video consultation.



CrossReach Services:
CrossReach Counselling Tom Allan
Centre Glasgow

Video Call Setup

Restart X

Please Read!

Welcome to CrossReach Counselling Tom Allan Centre

- When you start, your video appointment will open in a new window
- Only you and your counsellor will be present
- No one is permitted to record the call
- If you experience any technical issues, please do not worry. Your counsellor will talk you through how to **Refresh** the link and how to write a message directly onto the video screen
- If problems persist your counsellor will call you on the number you provided

When you are ready, please click **START** and you will enter your private video room. Your counsellor will know that you have arrived and you are waiting.

Cancel **Start Call** >

Where are we now?

We now have:

- Over 150 Counsellors / Administrators registered as AA Users
- Approximately 180 clients being seen per week via Distance Counselling
- Over 95% of appointments taking place with no disruption

We also now face:

- A new training requirement for new staff users of Attend Anywhere: e.g 150 New Users = a minimum of 300 working hours for initial set-up; training and testing
- Ongoing technical support for IT issues and devices higher than expected

CROSSREACH

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Thanks for listening!
Q&A



The Church of Scotland

Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353