



USING TECHNOLOGY
TO SUPPORT MATERNITY CARE

Maternity Care and NHS Near Me



Scottish
Perinatal
Network
MATERNITY



Scottish Government
Riaghaltas na h-Alba
gov.scot

During your pregnancy, you will have regular antenatal appointments with your midwife or obstetrician.

Some of your appointments will be face to face at a maternity clinic or hospital and some will be video calls using NHS Near Me.

What is NHS Near Me?

NHS Near Me is a secure video consulting service for medical appointments. NHS Near Me appointments take place in your home using a smartphone, tablet or computer. You and your health care professional can see and talk to each other via a video link. You can find more information at www.nearme.scot



Why is NHS Near Me being used for maternity care?

Using NHS Near Me can reduce unnecessary travel, while still providing the support and care you and your baby need. It can mean you don't need to arrange childcare for other children, have as much time away from work or in busy waiting areas. Some people feel more comfortable having appointments at home. If you would prefer not to use NHS Near Me for appointments, tell your maternity care team.

What will we discuss on the NHS Near Me calls?

You will discuss the same things during an NHS Near Me appointment as you would at a face-to-face appointment with your maternity care team. They will ask how you are and if you have any questions or concerns about your pregnancy. You can discuss your birth plan and where to give birth. Your maternity care team may ask you to do tests or checks at home before your NHS Near Me appointment. During the appointment, they'll discuss the results with you.

What tests and checks might I do at home?

If you and your maternity care team agree, you may be given equipment so you can check your blood pressure and urine at home. If this happens, they will explain how to use the equipment and record your results. They will also give you another leaflet with instructions you can follow.

Will I still receive all of the maternity care I need?

Yes. It is very important that you have all your routine appointments. For scans and some other appointments you will still need to attend a clinic or hospital. Your maternity care team will tell you which appointments can be carried out using NHS Near Me, reassure you and answer any questions you may have. They will also give you contact numbers to use if you need support between appointments, including in an emergency.

Can my partner join me on the call?

Yes! This is a benefit of using NHS Near Me as your partner or someone else can be with you during the call if you wish. They can also ask questions and it can help both of you feel supported and included. Ask your maternity care team if you would like them to arrange for an interpreter to attend, too.

Do I need to have someone else with me for the call?

No. Your NHS Near Me call can be totally private between you and your maternity care team if you want. If you are worried that you don't have somewhere private to have your NHS Near Me call, or if someone wants to join when you'd rather be by yourself,

you can phone your maternity care team in confidence at any time.

Is NHS Near Me easy to use?

Yes, and support is available. The guide below will show you how to make a test call before your appointment so you know what to do. If you still feel worried about using NHS Near Me, phone your maternity care team for help.

How do I attend a NHS Near Me appointment?

How you are invited to attend will depend on where you live. You may receive a letter, email or an alert from a system, such as BadgerNet. However it arrives, your invitation will include a link to join your NHS Near Me video call.



APPOINTMENT CHECKLIST:



A reliable internet connection
(broadband or mobile)



A device for making video calls,
such as a tablet, smartphone or
computer with a webcam



NHS Near Me only works
in the Chrome browser, or
the Safari browser on Apple
products.

*Chrome can be downloaded free
at: www.google.co.uk/chrome*



A quiet space, free from
distraction, where you will feel
comfortable to talk with your
midwife or obstetrician



Adequate lighting really helps
the quality of the picture.



TEST CALL

It's a good idea to carry out a test call
a few days before the date of your
appointment. This will help you feel
more confident and know what to
do on the day. For more information
and to make a test call before your
appointment please visit:
www.nearme.scot



National Video Conferencing Service:

**Testing Only. Calls will not be
answered.**

Are you ready to make video calls?

Click the following button to test your device, connection,
microphone, and web camera setup.

Note: This test does not actually make a call.



(Windows, Android, MacOS) Use the **Google Chrome** web browser
(MacOS, iOS) Use the **Safari** web browser

Enter the Waiting Area

Click the following button to enter the
Testing Only. Calls will not be answered. waiting area:



Need help or more information?

[Setup guide](#)

[Troubleshooting](#)

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ATTEND YOUR APPOINTMENT

10 minutes before your appointment time, start your video call. Open the link to your appointment provided in your invitation letter, email or BadgerNet alert. Make sure it opens in either Google Chrome or Safari. Click “Start Call”



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SYSTEM CHECKS

The system checks you have everything in place to make an NHS Near Me call. All calls involve an internet check. The system also checks you have a speaker, microphone and video: this is automated on some devices, or you may be asked to check manually. Click “continue” or “yes” on each. If asked, allow access to your microphone and video.

<p>Video Call Setup</p> <p>1 Connection speed 2 Speaker</p>  <p>Connection</p> <p>Please wait while we test</p> <p>Conti</p>	<p>Video Call Setup</p> <p>1 Connection speed 2 Speaker 3 Microphone</p>  <p>Speaker test</p> <p>Can you hear the s</p> <p>No Yes</p>	<p>Video Call Setup</p> <p>1 Connection speed 2 Speaker 3 Microphone 4 Video</p>  <p>Hold and Speak</p> <p>Microphone test</p> <p>Can you hear anything (either yourself or some noise)?</p> <p>No Yes</p>
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ENTER NAME

Next, enter your name in this screen, as it appears on your appointment letter. Please enter your date of birth and a telephone number you can be reached on during the video call. If your call fails for any reason, your midwife or obstetrician will call you back on that number.

Tick to agree the terms and conditions. Then select Continue.

A new page will open, please read this information. Press “start call”.

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CONNECT THE CALL

You will be placed in a private waiting area. Your midwife or obstetrician will connect your call at the time of your appointment.

The person this call is about:

*Mandatory Field

First name*

Last name*

Date of Birth* / /

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 



REFRESHING AND ENDING CALLS

If you have any difficulties during a NHS Near Me video call, such as poor video or sound quality, try refreshing the call. Click on the “refresh” button which appears in the top right hand corner. Refreshing temporarily disconnects the call and then re-joins. To end the call, click the “end” button.



VIDEO CALL SECURITY

NHS Near Me uses secure video consulting which has been approved as private and confidential by NHS Scotland. NHS Near Me video calls are NEVER recorded.



YOUR MATERNITY CARE TEAM CONTACT INFORMATION:

This is the number to call if you have any questions or concerns about your pregnancy or pregnancy care.

For more information about pregnancy, birth and early parenthood please visit:
www.nhsinform.scot/ready-steady-baby

For any non-emergency concerns you can also call  **NHS 111.**
In an emergency, call 999.



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