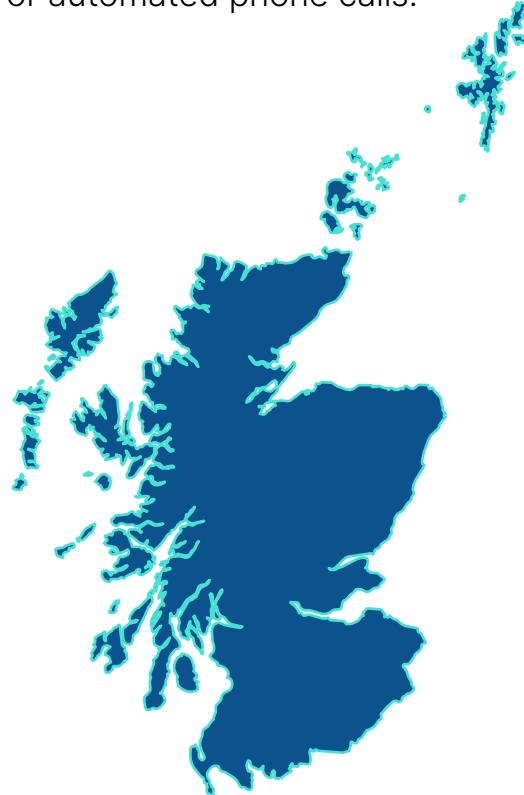


Connect Me

CASE STUDY

A national, digital health service that lets people interact and communicate with healthcare professionals, via app, web, SMS or automated phone calls.



LOCATION: Scotland-wide

STATUS: Current

 **DATA AND TECHNOLOGY**

Summary

NHS Scotland's (NHSS) Connect Me enables people to submit measurements and questionnaires from home using multiple channels to support digital inclusion. The service is free to patients.

Background

NHSS's primary care is under pressure from rising demand and long wait times. Connect Me addresses this pressure by shifting routine monitoring, especially blood pressure, from clinic to home, while keeping clinicians connected through structured reviews and escalation if necessary. Evidence from its national rollout reports that over 100,000 people have been supported by the service, and over 400,000 face-to-face appointments have been avoided since 2019. The service aligns with Scotland's 'Care in the Digital Age' plan for scaling technology-enabled care across conditions.

Strategy

Connect Me is a national, person-centred service with standard clinical pathways. It follows a 'Once for Scotland' approach, which gives every health board the same enrolment, review and escalation steps, so clinicians follow clear, consistent workflows.

It features inclusive access via app, web, SMS and automated phone. Multiple channels let people participate even without smartphones or reliable internet, which reduces digital exclusion and widens reach.



National
Virtual
Consultation
Service

Investment

The Scottish Government provides programme funding for initiatives such as Digital Health & Care and Technology Enabled Care. This central funding supports the national rollout of services and enables the addition of new condition pathways, as outlined in the delivery plan.

There is a strong evidence-base for scaling the service, with its large user base and number of appointments avoided. This demonstrated uptake and the resulting increase in capacity have reinforced the case for continued investment and expansion of the service.

Delivery

GP practices enrol patients under the oversight of NHS Boards, with multiple clinical pathways in place. Practices are responsible for signing up patients and responding to alerts, ensuring that capacity gains are directed to areas with the greatest need.

A common technology platform, Inhealthcare, is used alongside NHS' Education for Scotland Turas training materials. This standardised approach simplifies onboarding for clinical teams and helps maintain consistency in tools and processes.

Management

The Scottish Government sets national policy and provides funding to support scale-up efforts. NHS Boards are responsible for running local services, while GP practices enrol patients and respond to alerts. This split clarifies accountability and supports consistent delivery across Scotland.

National pathway guides available on NES Turas define key elements such as enrolment procedures, review cadence, and escalation protocols. The Scottish Health Technologies Group has advised Connect Me that home blood pressure monitoring is likely to be cost-effective and has recommended ongoing data collection to support evaluation.

Standardisation and evaluation enable safe decisions from home readings and continuous improvement. The service offers multichannel access including app, web, SMS, and automated phone calls, with built-in prompts and alerts to support inclusive participation and timely triage.

Usage data, including over 100,000 users and more than 400,000 avoided appointments, is tracked nationally. Further scale-up is planned for 2025-26 and this data is used to inform resource allocation and updates to clinical pathways.