



Telephone Advice and Guidance: Performance Benchmarks

Six Month Report
Elective and urgent care specialties
November 2016 – April 2017



Consultant Connect is the UK's most widely used telephone Advice and Guidance system



Snapshot of Consultant Connect
May 2017

38 CCGs

50,000 Calls to-date

1,000 Consultants

1,200 GP surgeries

10.5 million Patients covered

Consultant Connect is a structured telephone Advice and Guidance platform.

GPs dial a single number, choose a specialty and then have an immediate call with a consultant.

It ensures patients get the right care and reduces unnecessary hospital visits.

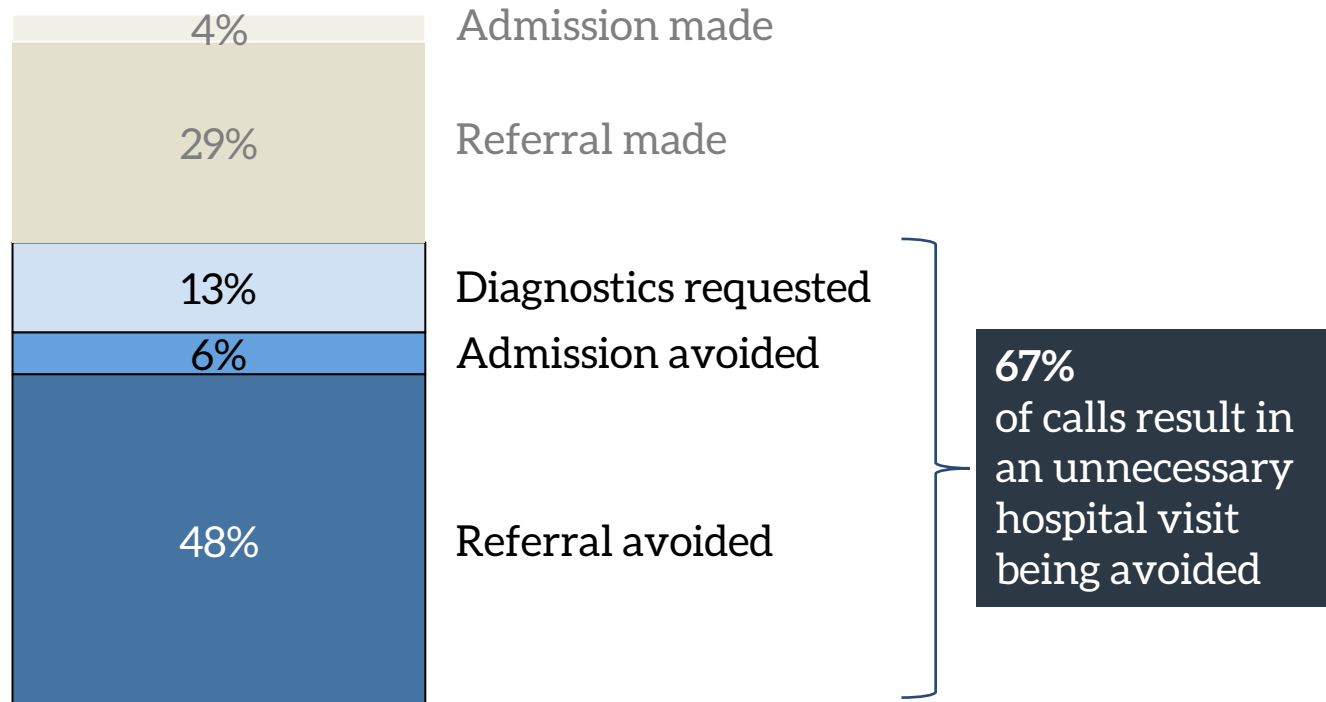
Our data provides us with a unique insight into the effectiveness of Advice and Guidance.

The majority of calls to elective specialties result in an unnecessary hospital visit being avoided...

Outcomes of calls to elective specialties

Percentage of calls

Nov 2016 – Apr 2017 (6 month period)



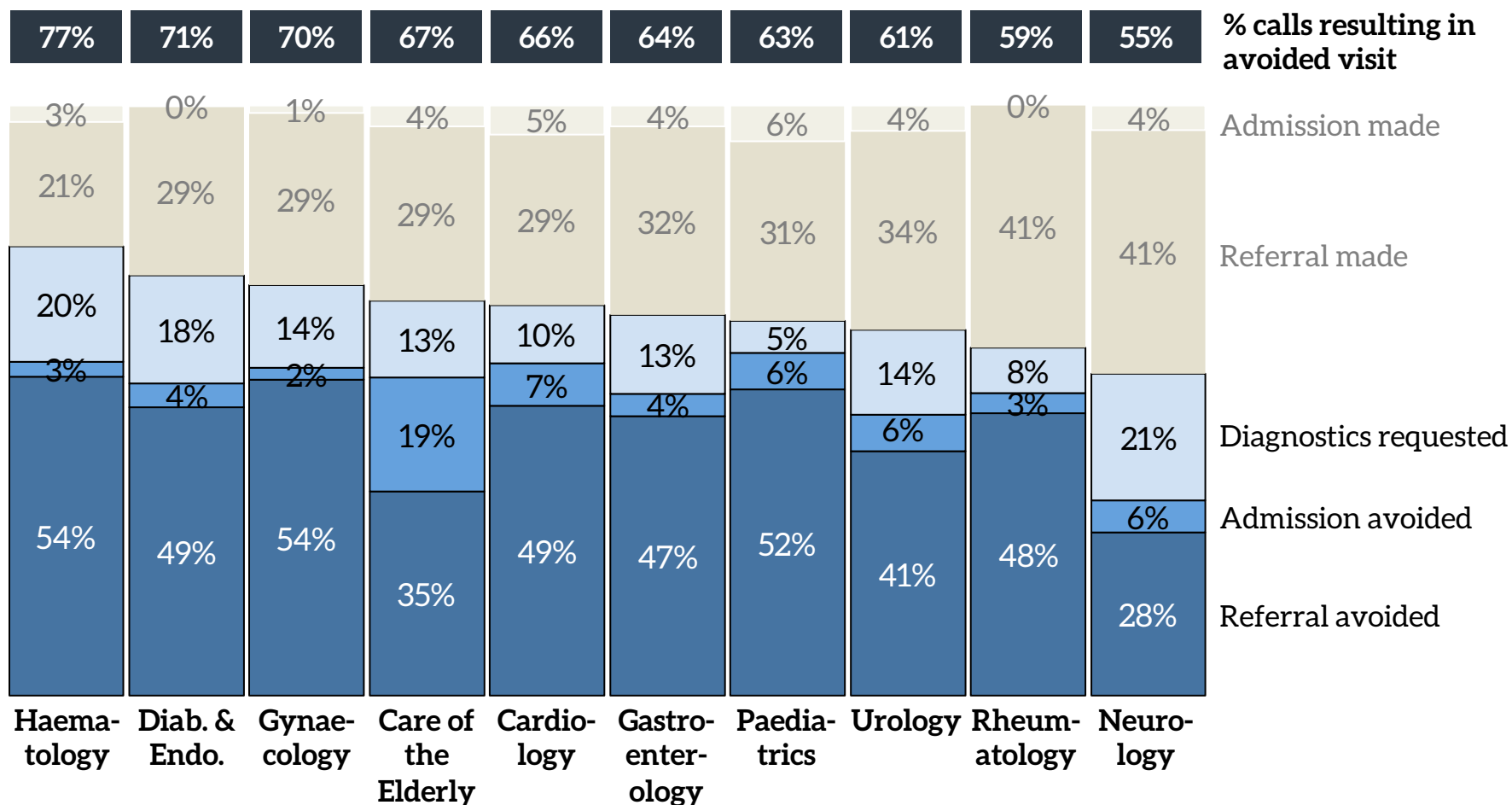
Source: Consultant Connect analysis

... which is also true on a specialty-by-specialty basis for elective specialties

Outcomes of calls to high volume elective specialties

Percentage of calls*

Nov 2016 - Apr 2017 (6 month period)



* Due to rounding, the sum of the components of a column may not equal 100%

Source: Consultant Connect analysis

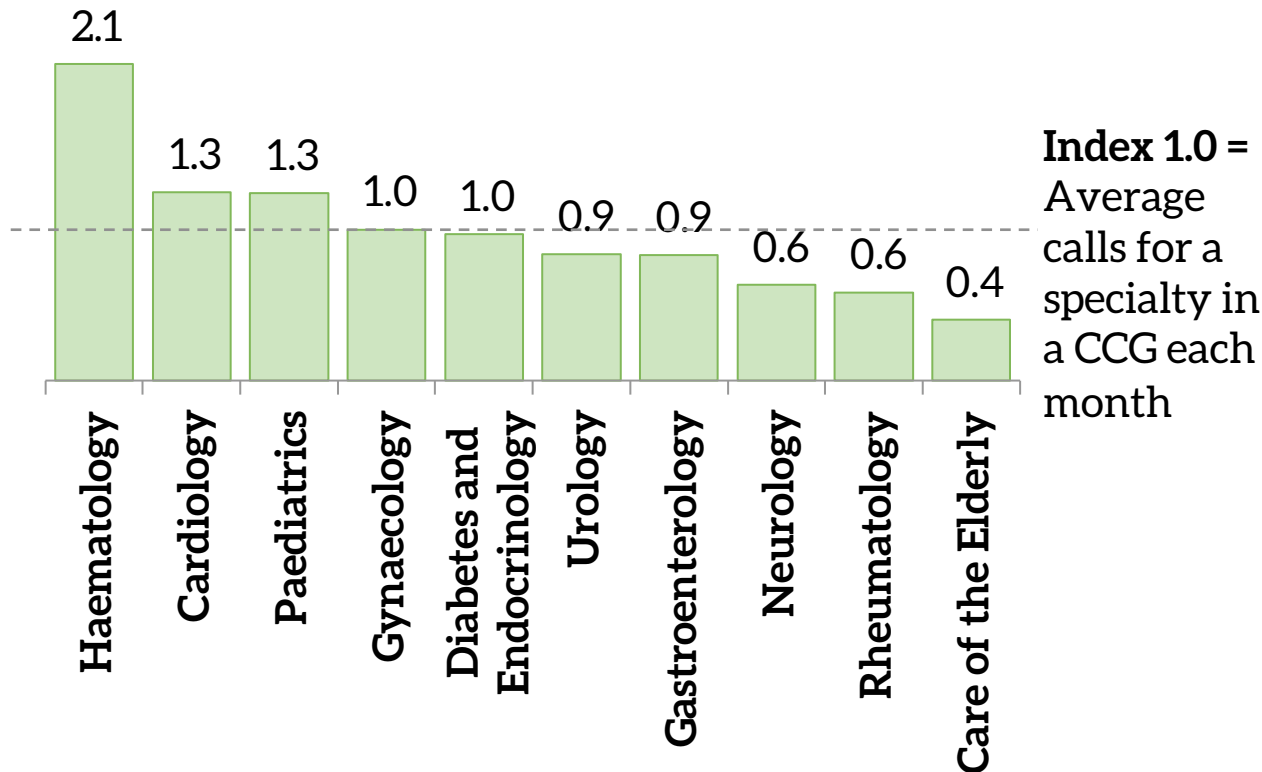
GP demand for Advice and Guidance varies by elective specialty

Calls answered by elective specialty

Indexed level of calls answered each month per CCG

(1.0 = average)

Nov 2016 - Apr 2017 (6 month period)



Demand for each specialty is driven by different factors

For example:

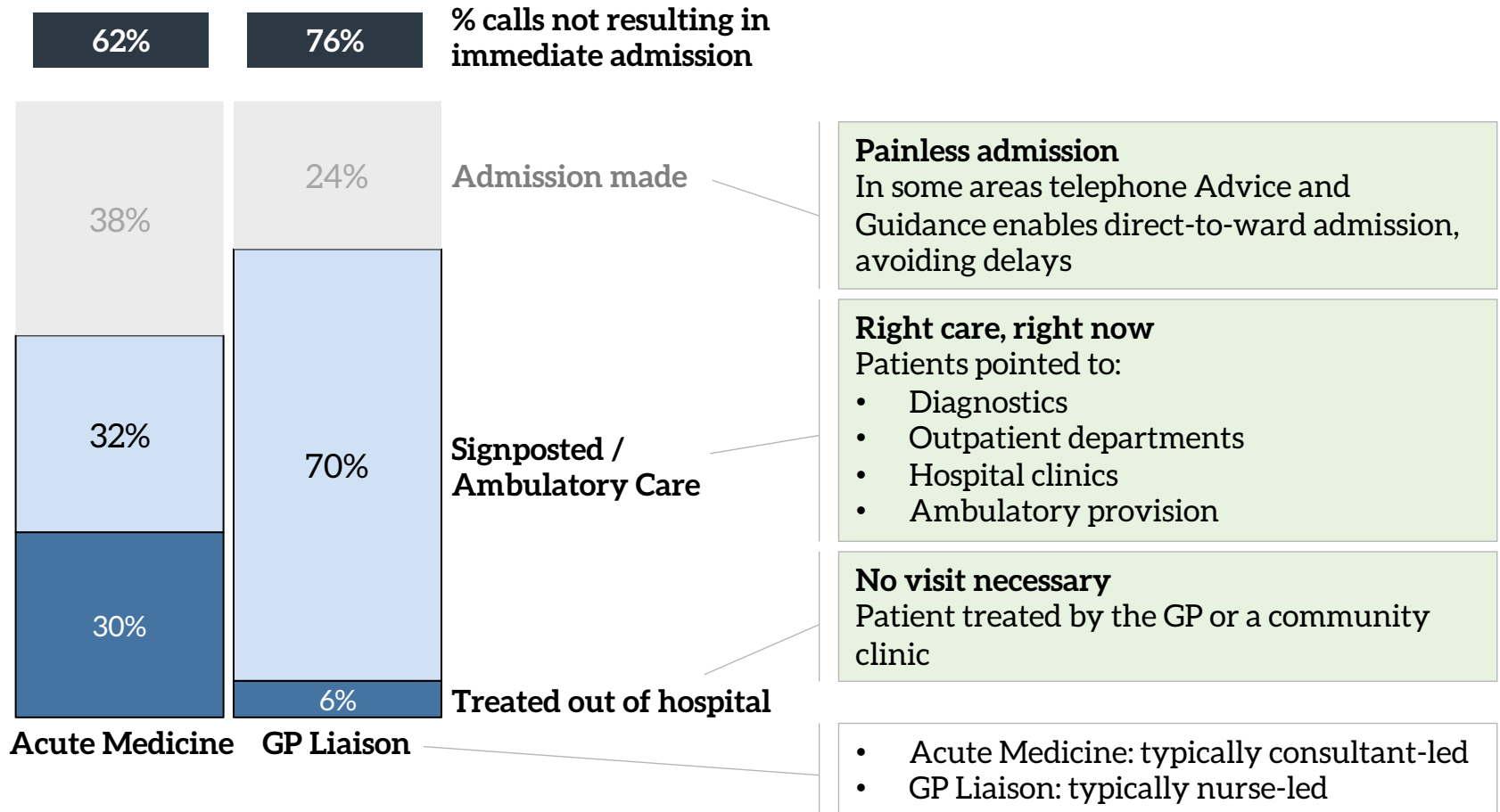
- Paediatrics covers a wide range of conditions, helps GPs manage risks in young patients
- Haematology, diabetes, urology, cardiology are “numbers games”; A&G helps in interpreting unusual test results

Telephone Advice and Guidance is also highly effective in urgent care

Outcomes of calls to urgent care specialties

Percentage of calls

Nov 2016 – Apr 2017 (6 month period)



Launching Consultant Connect is a fast, low-cost way of offering Advice and Guidance in your CCG



Attractive economics

Low cost, high savings

Savings from avoided unnecessary hospital visits are a multiple of platform costs

Inclusion in CQUIN

Specifically cited by NHS England in CQUIN 2017-19 engagement draft

Fast simple setup

< 6 weeks setup

Fast roll-out, typically under 6 weeks

No hardware, no integration

No hidden technical spend

Reliable platform

IG compliant

Call recordings stored securely for access by GP and consultant

Proven technology

Platform performance optimized through experience of many calls, CCGs and Trusts

World-class support

Account management

Management of your project from setup to launch to business-as-usual

Reports and data

Regular reports available via account managers and online portal