



Telephone Advice and Guidance: Performance Benchmarks

Elective and urgent care specialties

36 months ending Jun 2018

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



Snapshot of Consultant Connect
Jun 2018

>55 CCG / Areas

>150,000 Calls to-date

>2,000 Consultants

>2,500 GP surgeries

>16 million Patients covered

Consultant Connect is a structured telephone Advice and Guidance platform.

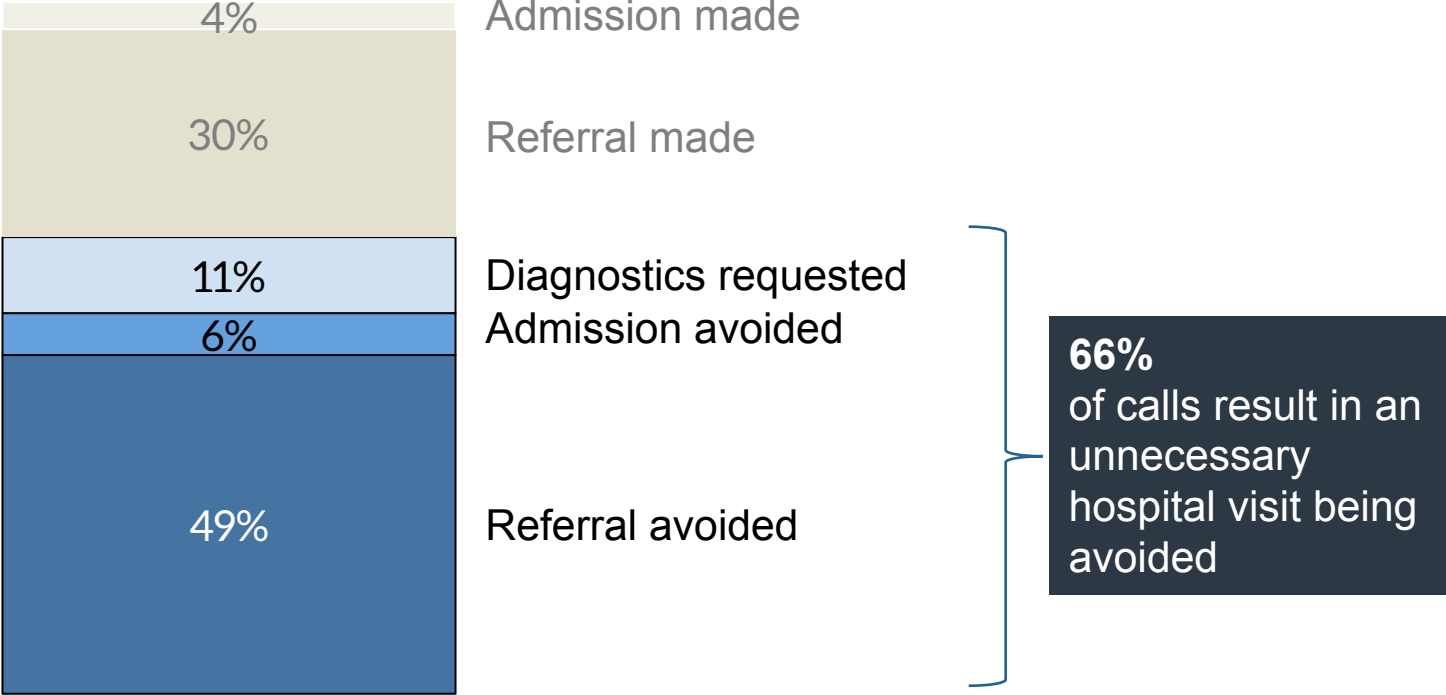
GPs choose a specialty and then have an immediate call with a consultant.

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.

Outcomes of calls to elective specialties

Percentage of calls
36 months ending Jun 2018



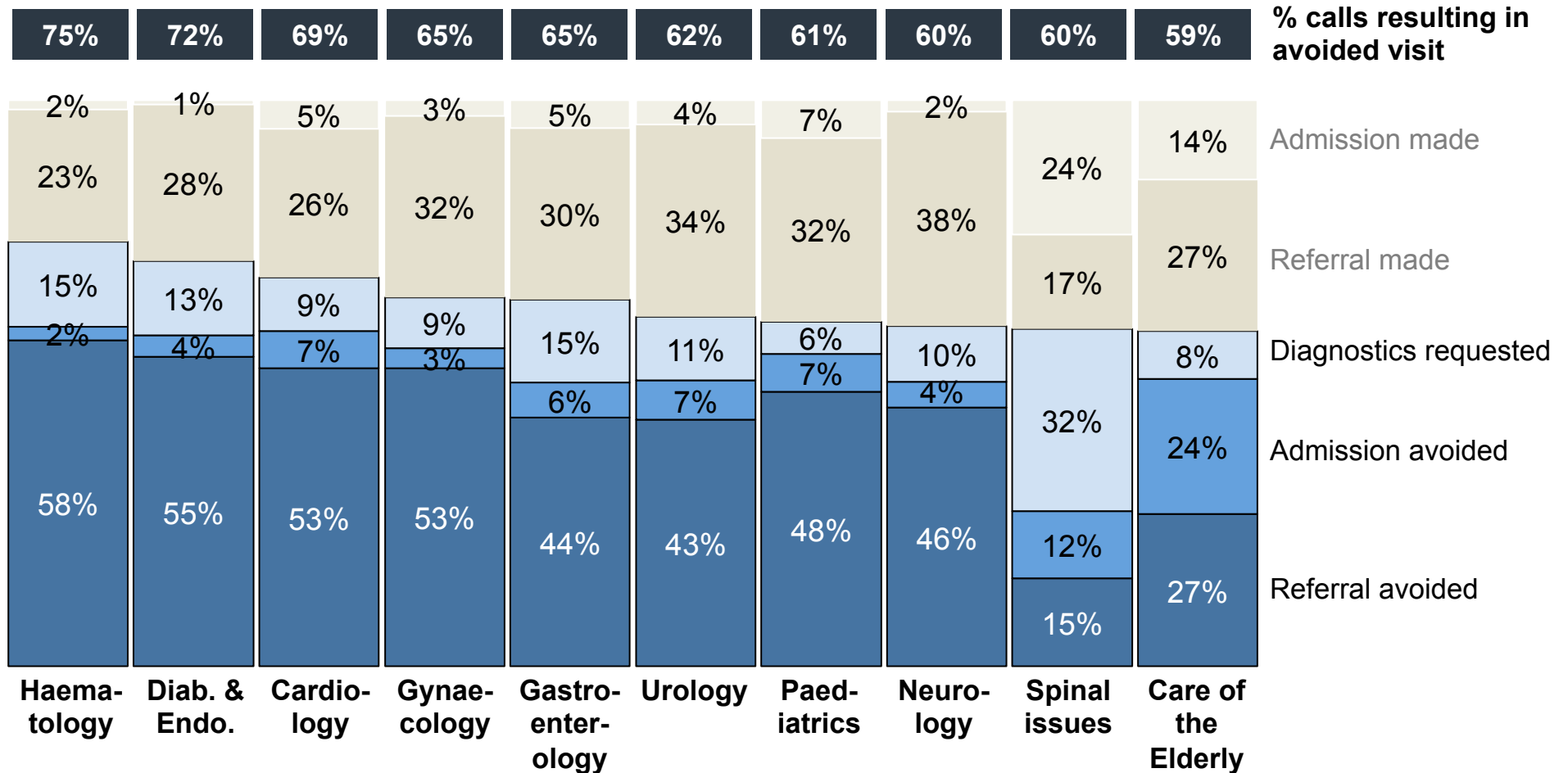
Elective specialties by hospital avoidance on Consultant Connect



Outcomes of calls to high volume elective specialties

Percentage of calls*

36 month period ending Jun 2018



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

Source: Consultant Connect analysis

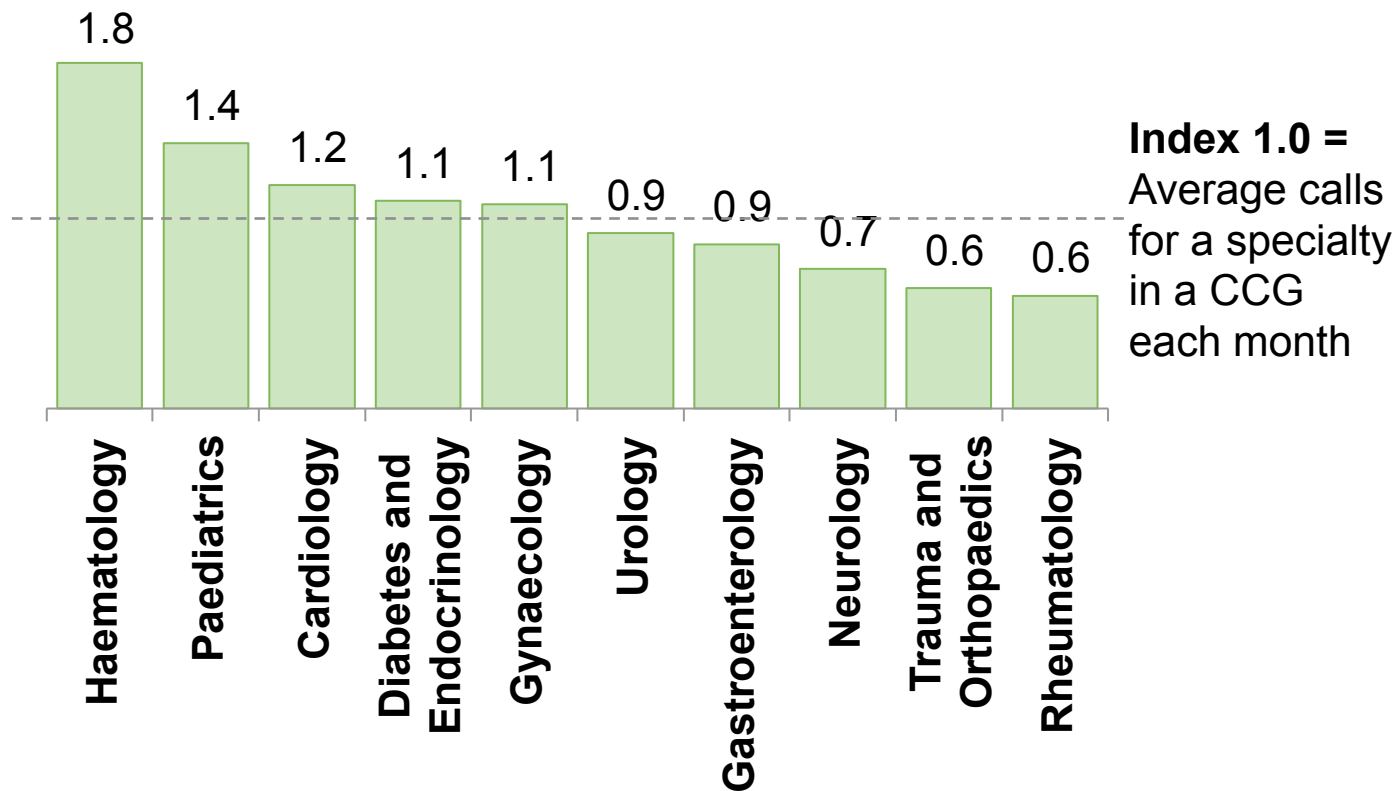
Top elective specialties by usage on Consultant Connect

Calls answered by elective specialty

Indexed level of calls answered each month per CCG

(1.0 = average)

36 months ending Jun 2018



Demand for each specialty is driven by different factors

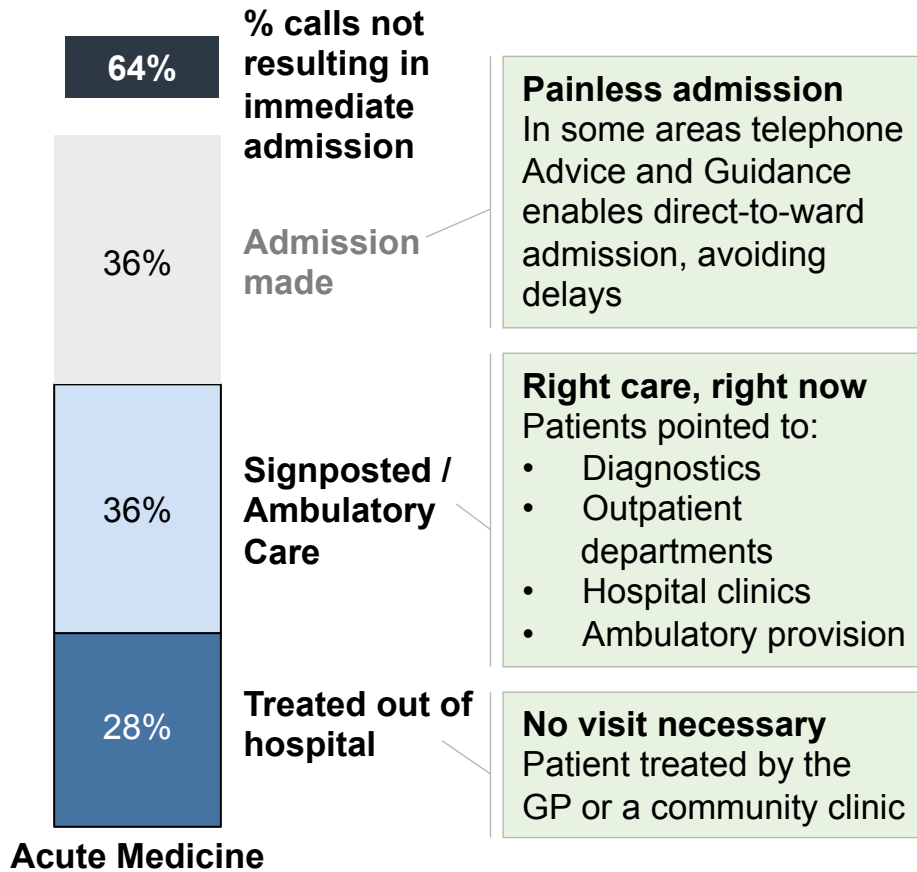
For example:

- 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

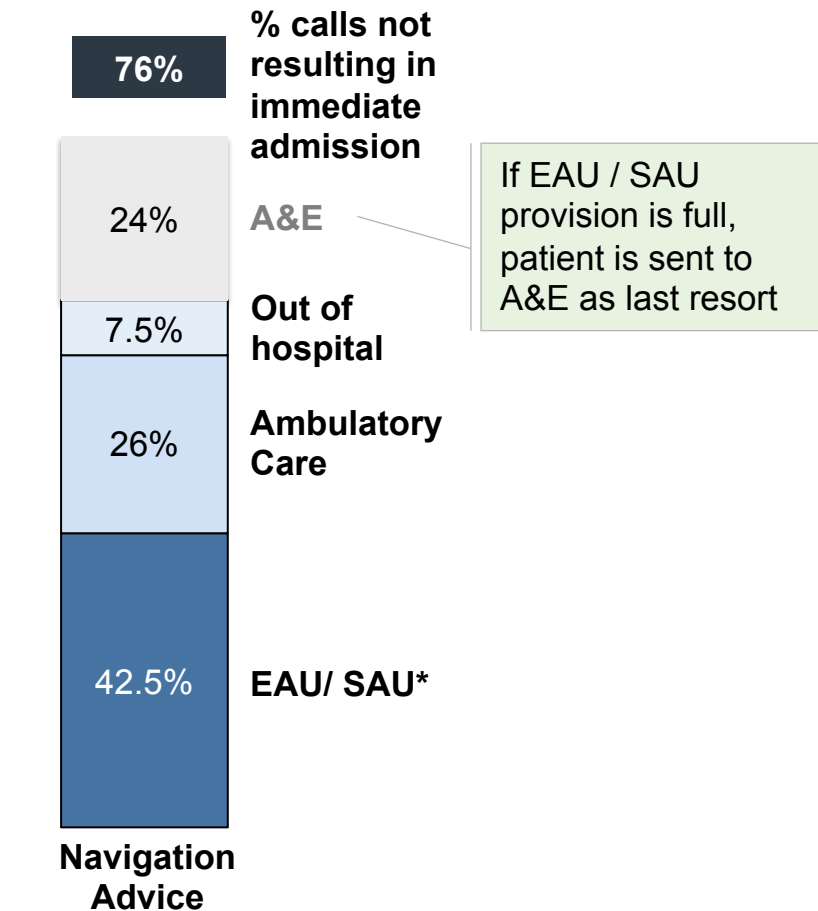
Outcomes of calls to Acute Medicine

Percentage of calls
36 months ending Jun 2018



Outcomes of calls to Navigation Advice

Percentage of calls
2016-17



* Emergency Assessment Unit / Surgical Assessment Unit
Source: Consultant Connect analysis; Luton & Dunstable University Hospital

Immediate telephone Advice and Guidance is the gold standard: it improves patient care



GPs

Survey of GP users

36 months ending Jun 2018

Does Consultant Connect improve integration between GPs and local consultants?

YES
84%

Do you think Consultant Connect helps to improve patient care in your area?

YES
84%

"A great service that has saved time, improved patient care and prevented admissions and referrals"

"A frail elderly patient. Gave me clinical advice that kept the patient firmly at the centre. Without this service I would have had to admit her. [It] would have been a disaster for her mental health."

"A big thank you to all Consultants who take calls – I cannot overstate how helpful it is to have robust experienced specialist advice on the end of a phone."

Consultants

Survey of consultant users

36 months ending Jun 2018

Do you feel that Consultant Connect helps you work better with local GPs?

YES
79%

Is Consultant Connect good for patient care in your area?

YES
84%

"The questions being asked are sensible and well thought out. I think this is invaluable as a way of personalizing support for GPs and reducing the number of referrals."

"I had a call about management of patient with hyponatraemia. Advised regarding medication changes and reassessment by the GP. Patient did not need to come into the hospital."

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



Attractive economics

Low cost, high savings

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

Best practice

Cited by NHS England in CQUIN and specialty handbooks

Fast simple setup

< 6 weeks setup

Fast roll-out, typically under 6 weeks

No hardware, no integration

No hidden technical spend

Reliable platform

IG and GDPR compliant

Call data and recordings stored securely for access by clinicians

Proven technology

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

World-class support

Full project 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