

# GP gets immediate advice for complex gastro case

Dr Pip Pettit, a GP in Wiltshire, describes how she uses Telephone Advice & Guidance to help her patients.

Specialism mentioned:

**Gastroenterology**

Dr Pettit (BM FRCGP DRCOG) works at The Tolsey Surgery in Wiltshire. The practice was founded in 1987 and is part of Wiltshire CCG. She uses Telephone Advice & Guidance to speak to consultants at Royal United Hospitals Bath Trust (RUH) and has been a GP for 25 years.

Before the service was launched in the area in May 2017, Dr Pettit had to contact the on-call team or write a letter. She prefers the immediacy of the Telephone Advice & Guidance service, which is delivered by Consultant Connect and funded by Wiltshire CCG, as :

“ You know you will be connected to an experienced consultant who will answer the query, or suggest a treatment. ”

When asked about her advice to GPs who are unsure about the service, Dr Pettit told us:

“ When I have used it my queries have been answered quickly and efficiently. Consultants appear very happy to discuss cases in a non-judgemental way. ”

Below is a recent example of when Dr Pettit used Telephone Advice & Guidance to benefit a patient.

## Patient With On-Going Gastro Problems

“A patient had on-going problems following amoebic dysentery abroad, protracted diarrhoea despite treatment and negative stool cultures. I was sure he didn't need an urgent scope, but not sure whether steroids should be used, or if I should refer him in.”

### How Telephone A & G helped:

“The consultant suggested the use of a further course of metronidazole, and refer in if still having problems.”

Dr Pettit also commented that both she and the patient “felt reassured that [she] could get access quickly to a consultant opinion”.

If you are interested in any aspect of the service, please get in touch:

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