

GP avoids acute admission for cancer patient

Specialty mentioned: Gynaecology

Dr Wendy Morris in Warwickshire talks about her experiences using Telephone Advice & Guidance.

Dr Morris (MB BS MRCGP DRCOG DFSRH) has been a GP for 20 years. She currently works at Tanworth-in-Arden Medical Practice Centre.

Prior to the introduction of the Telephone Advice and Guidance service commissioned by NHS South Warwickshire CCG, Dr Morris says:

“If I needed specialist advice, I would either ring the consultant’s secretary or seek advice from the resident medical/surgical officer.”

Having used the Telephone Advice & Guidance service for over a year now, Dr Morris says the service provides her with:

“Immediate access to expert advice and someone who can make things happen.”

When a new service is implemented, every Practice is sent a set of personalised posters as a reminder of the service Dial-In Number. In addition, all GPs are invited to use the Consultant Connect App to access the service.

We asked Dr Morris to provide us with a recent clinical issue that prompted her to use Telephone Advice & Guidance:

Patient with Advanced Cancer

“A 54-year-old female presented with obvious advanced cancer. The two-week wait (2WW) referral had been done. I tried ringing 2WW but because this line is not staffed by a clinician, I was unable to move the appointment from 14 days and the patient was deteriorating.”

How Telephone Advice & Guidance helped:

“I was put through to one of the gynaecologists within seconds and they arranged for the patient to be scanned that day and given appropriate follow-up treatment. This would have been an acute admission otherwise.”

“An acute admission was avoided and the patient was given the care they need.”

If you have any questions about this service, please get in touch at hello@consultantconnect.org.uk or on 01865 261467.