

Advice from out-of-area consultant avoids unnecessary referral for patient

Specialty mentioned: Haematology

Dr Manmit Kaur is a Consultant Haematologist at Luton and Dunstable University Hospitals NHS Foundation Trust.

She has been a consultant for two years and joined the National Consultant Network in October 2018, answering Telephone Advice & Guidance calls from GPs across the UK.

Since joining the National Consultant Network,

Dr Kaur has enjoyed answering calls from GPs, saying the benefits include:

“Knowing that I am able to help educate and guide GPs.”

We asked Dr Kaur what advice she would give to consultants who are thinking about joining the National Consultant Network but are unsure:

“It’s a good way for them to keep up their regular practice of clinical advice – in addition to the benefits it brings to patients and their local departments by helping to avoid unnecessary referrals.”

Regarding GPs who are unsure about contacting a consultant on the National Consultant Network because they are not in their local area, Dr Kaur gives this advice:

“If you’re uncertain about a case it is always worth discussing your concerns and questions as the patient might be in a situation that needs further attention.”

We asked Dr Kaur to provide a recent example of the advice she gave to a GP regarding a patient.

Consultant avoids unnecessary referral for patient with long history of body pain

A GP used Telephone Advice & Guidance to contact Dr Kaur about a patient as they were unsure “which investigations or whether a referral was needed for a patient with a long history of non-specific body pain and a slightly raised kappa light chain level.”

How Telephone Advice & Guidance through the National Network helped:

During the conversation, Dr Kaur explained “that a normal haemoglobin, creatinine and the very slight increase in kappa light chains, in the setting of a normal serum protein electrophoresis meant that this did not warrant a referral.”

Instead Dr Kaur advised the GP to “check the patient’s calcium level for completeness and check the serum free light chains in 12 months.”

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