



# Enhanced Advice and Guidance: Performance Benchmarks

Telephone and photo advice for  
elective, urgent care and mental health specialties

48 months ending Jun 2019

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



Snapshot of Consultant Connect  
Jun 2019

**>60 CCG / Areas**

**>250,000 Calls to-date**

**>2,900 Consultants**

**>2,900 GP surgeries**

**>19 million Patients covered**

Consultant Connect is an Enhanced Advice and Guidance platform. It supports telephone and photo advice.

GPs choose a specialty and can then have an immediate call with a consultant or send a photo message to a specialty team.

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

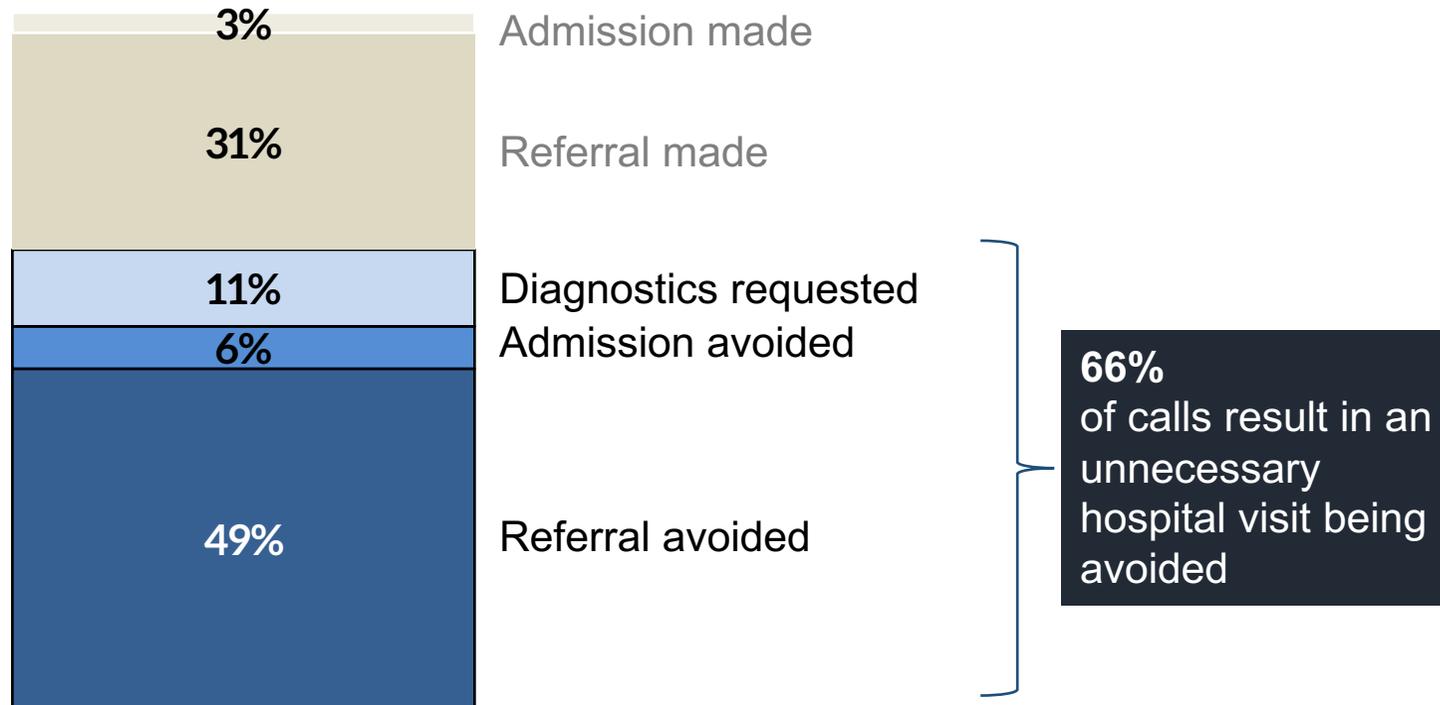
Our data provides us with a unique insight into the effectiveness of advice and guidance.

# 66% of telephone advice calls to elective specialties result in the patient avoiding hospital

## Outcome of telephone advice calls to elective specialties

Percentage of calls\*

48 months ending Jun 2019

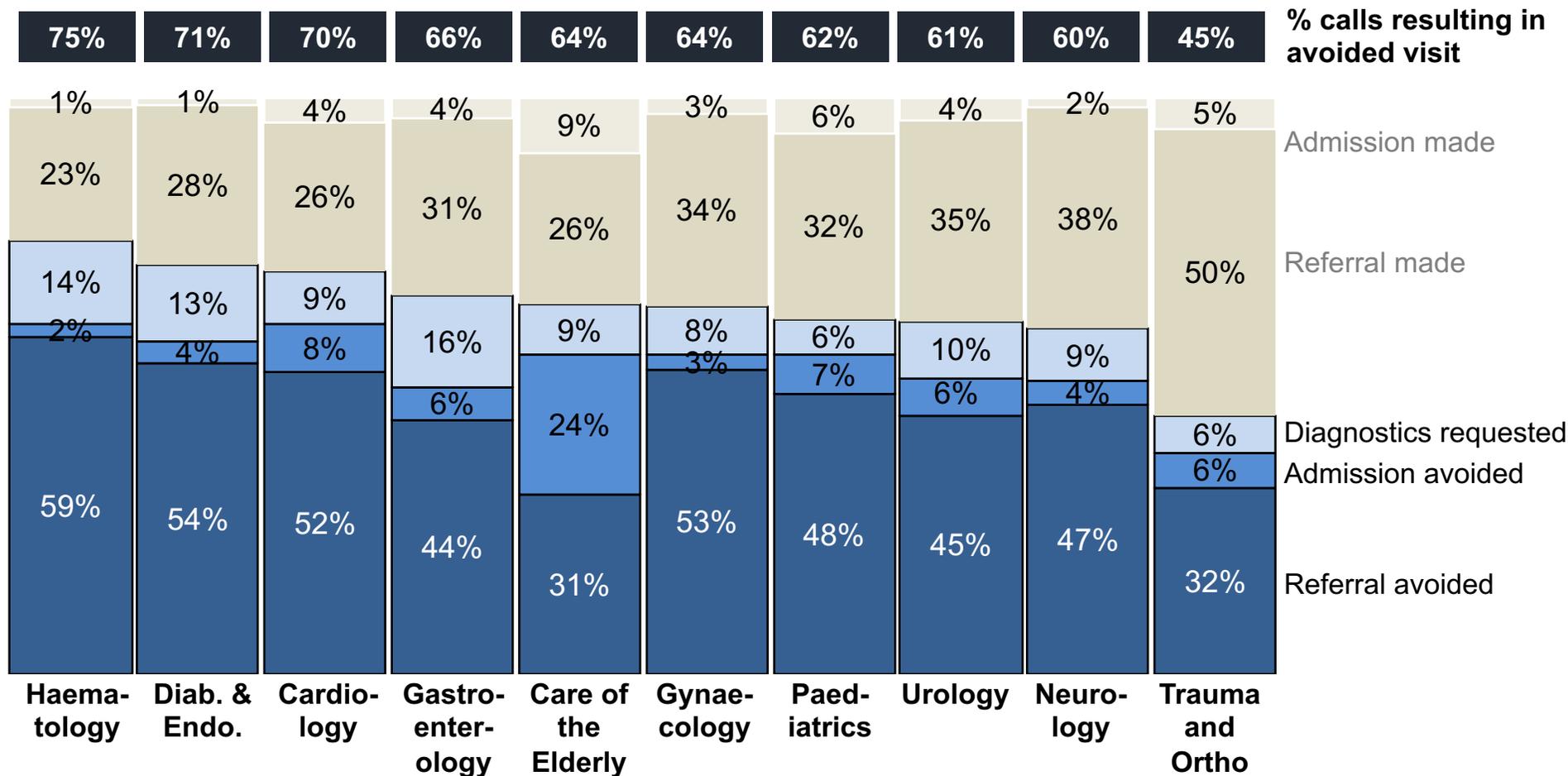


# Top elective specialties by hospital avoidance for telephone advice

## Outcomes of calls by elective specialty

Percentage of calls\*

48 months ending Jun 2019



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

Source: Consultant Connect analysis

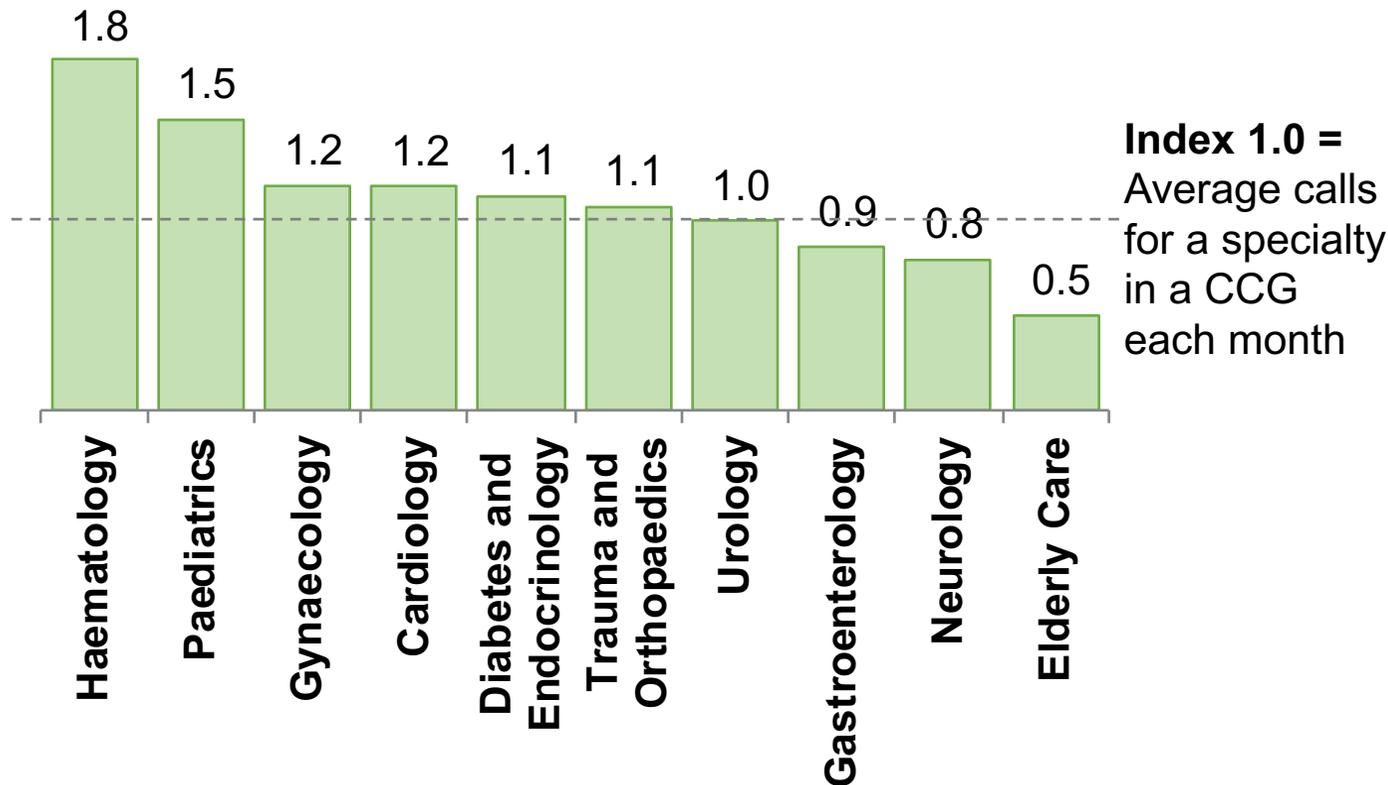
# Top elective specialties by usage for telephone advice

## Calls answered by elective specialty

Indexed level of calls answered each month per CCG

(1.0 = average)

48 months ending Jun 2019



### Demand for each specialty is driven by different factors

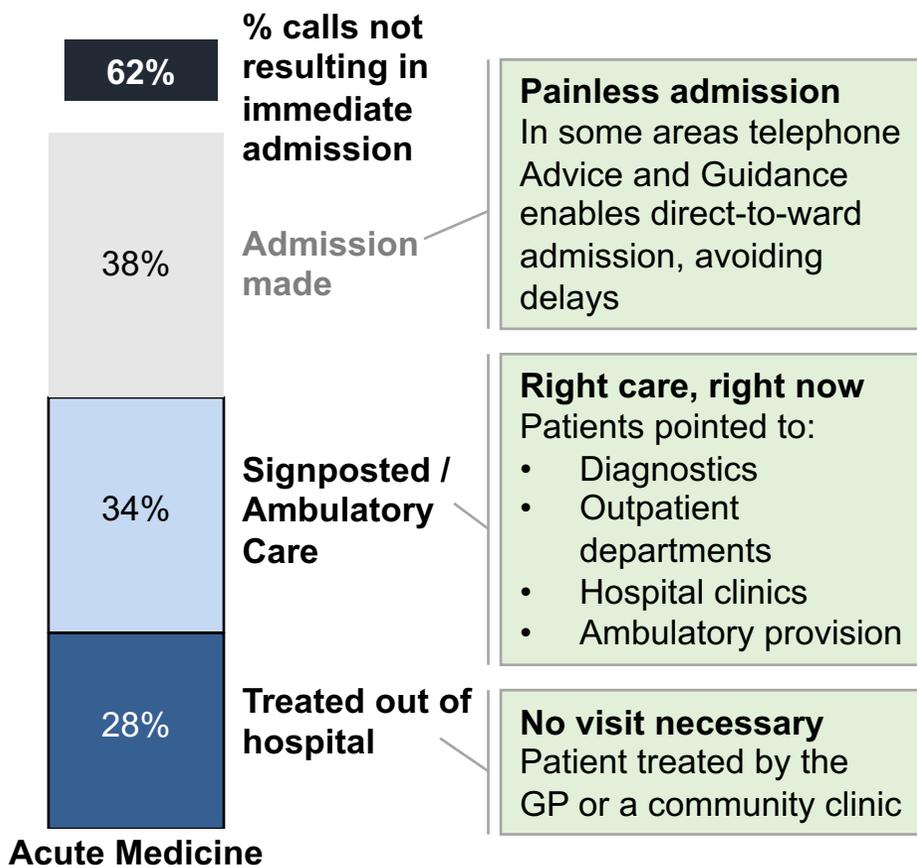
For example:

- 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

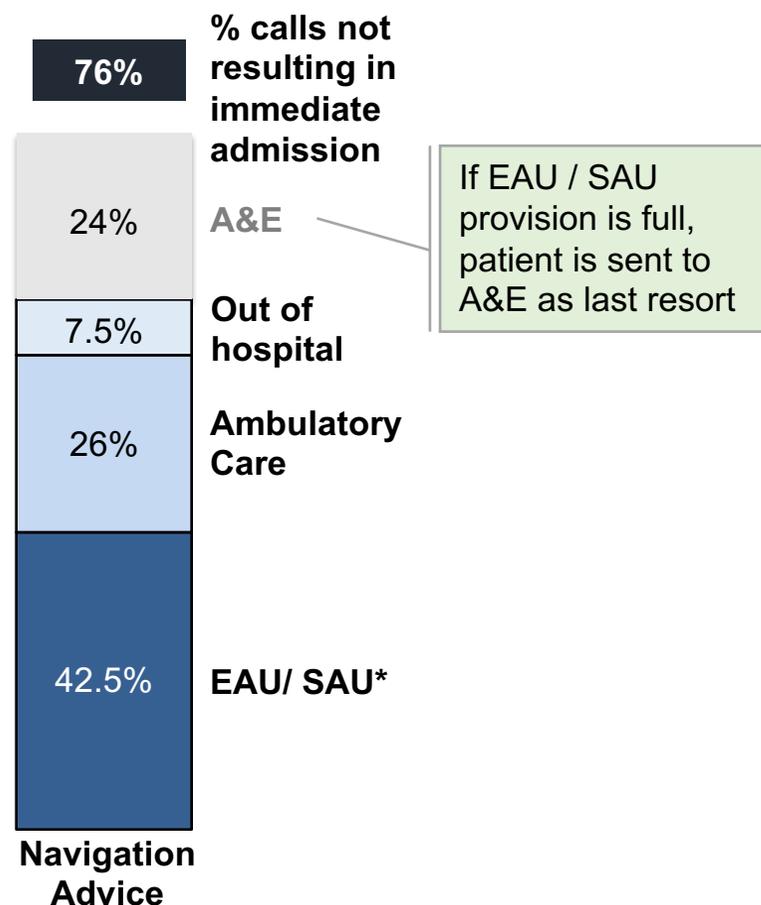
## Outcomes of calls to Acute Medicine

Percentage of calls  
48 months ending Jun 2019



## Outcomes of calls to Navigation Advice

Percentage of calls



\* Emergency Assessment Unit / Surgical Assessment Unit

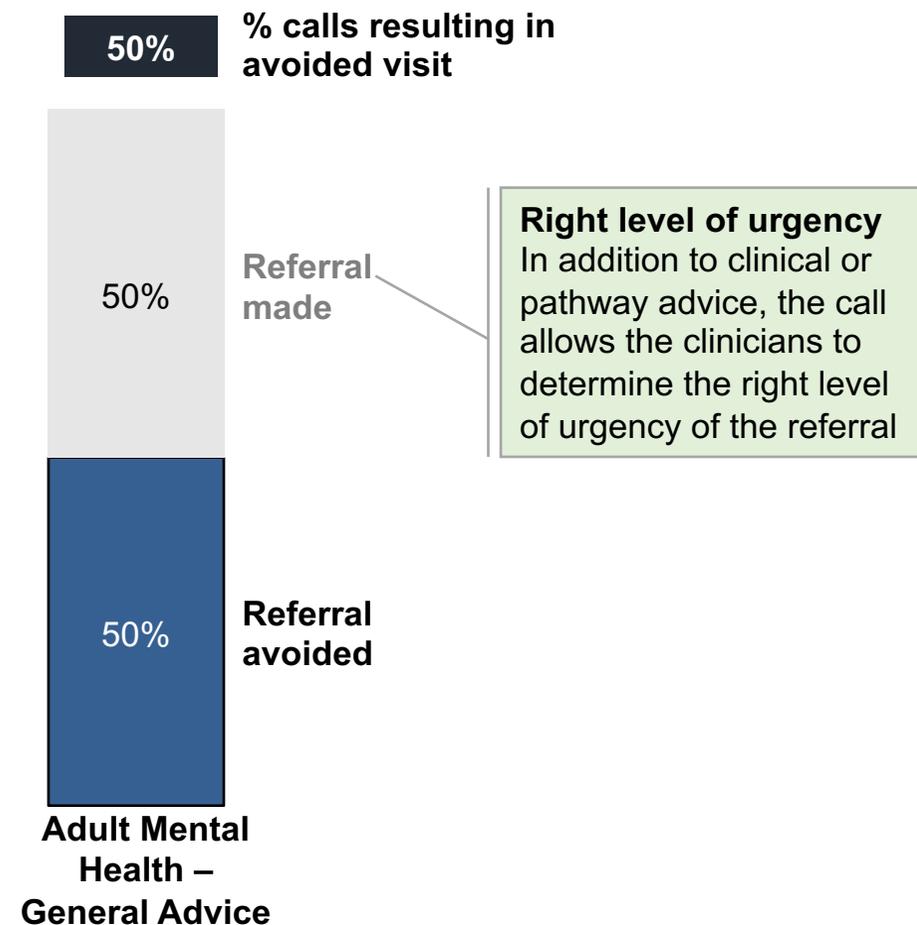
Source: Consultant Connect analysis; Luton & Dunstable University Hospital 2016-17 analysis

# Telephone is the most helpful channel for mental health advice and guidance

## Outcomes of calls to General Advice

Percentage of calls

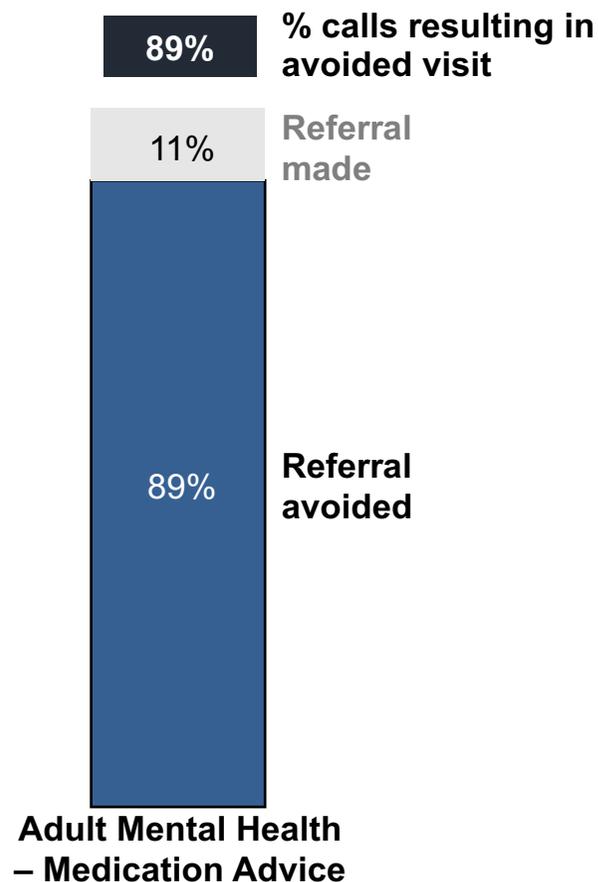
41 months ending Jun 2019



## Outcomes of calls to Medication Advice

Percentage of calls

41 months ending Jun 2019

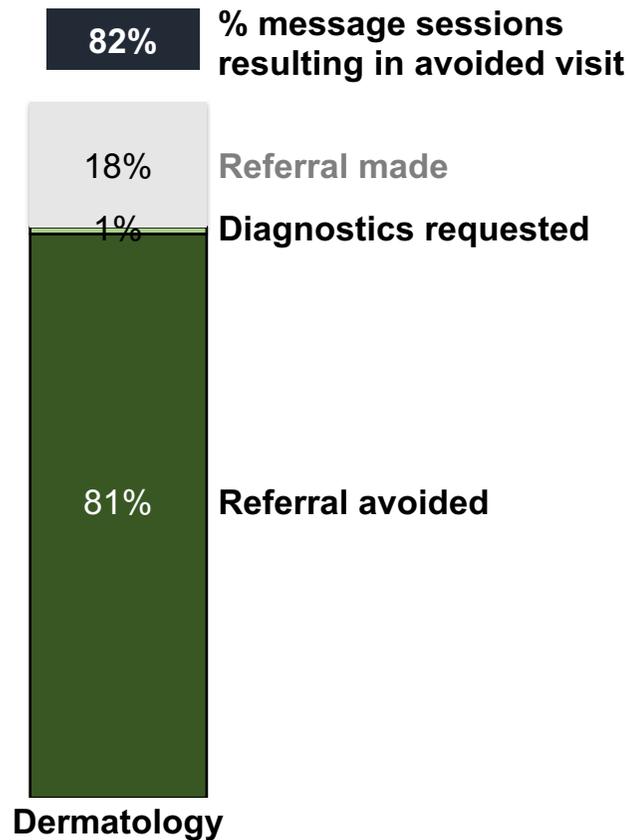


# Photo advice and guidance is highly effective for dermatology



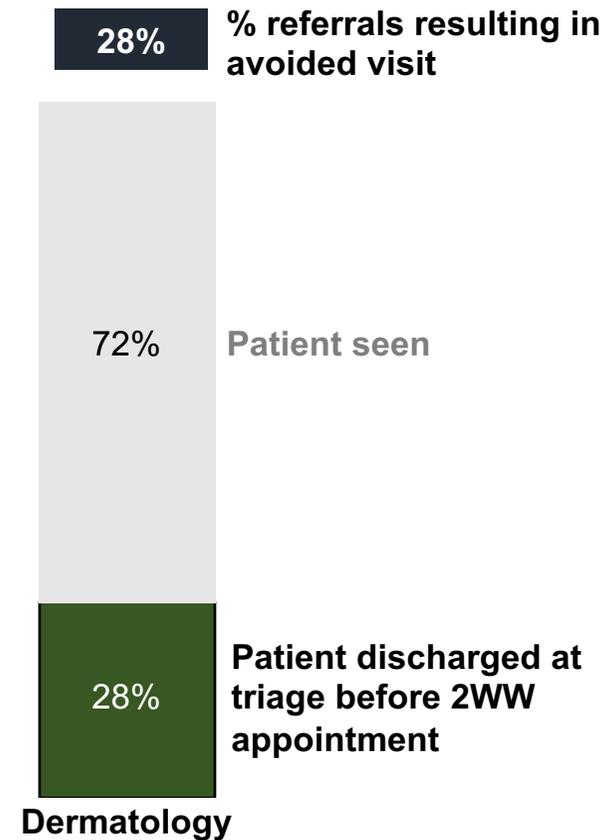
## Outcomes of photo messages to Dermatology

Percentage of message sessions  
17 months ending Jun 2019



## Outcomes of photos attached to eRS 2WW referral\*

Percentage of referrals  
January 2019



\* Photos are taken using Consultant Connect's PhotoSAF app, which makes clinically safe photography easy. eRS 2WW referrals are referrals for a 2 week wait dermatology appointment, sent via the NHS e-Referral Service

Source: Consultant Connect analysis; Leeds Clinical Commissioning Group

# Enhanced Advice and Guidance is the gold standard: it improves patient care



## GPs

### Survey of GP users

48 months ending Jun 2019

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%

*"It is quick and efficient, so time is saved on a busy day! The advice you get is precise and given by very experienced clinicians in whichever specialty."*

*"I have been able to discuss patients with a consultant cardiologist within seconds who has been able to give great advice. This has allowed me to prevent several admissions but also to prevent some clinic referrals as patients were safely dealt with in the community."*

## Consultants

### Survey of consultant users

48 months ending Jun 2019

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

YES  
80%

Is Consultant Connect good for patient care in your area?

YES  
84%

*"The last time I held the phone, when I took the third call in two hours I realised that this was the third person who wasn't coming into hospital. That's a real result."*

*"I think the service is a really good idea. Having a detailed conversation often allows us to divert an elderly patient away from an acute admission to a more appropriate setting for them, for example a home visit or an outpatient appointment."*

# Launching Consultant Connect is a fast, low-cost way of offering Enhanced 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 in NHS England 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