

# 8 high-achieving NHS areas where communication is improving patient care

These 8 NHS areas have one thing in common - they use Consultant Connect's Enhanced Advice & Guidance.

Consultant Connect is being used by over **60 CCGs, Health Boards** and **50 Hospitals** covering over **2,900 GP practices**.

## Elective Care

One Hospital Trust has taken over 14,500 Elective Care calls from GPs since January 2016, connecting in an average of 33 seconds, for calls that average 3 minutes and 46 seconds. **Over 65% of the calls result in the patient avoiding a visit to hospital.**

## Urgent Care

GPs in another area have made over 26,000 Urgent Care calls to the service since November 2015, connecting in an average of just 19 seconds for calls that average 2 minutes and 50 seconds. **76% of calls result in the patient avoiding A&E, with a fifth of these patients avoiding hospital altogether.**

## Teledermatology

GPs in one area have used the Consultant Connect App to take over 13,000 IG-compliant photos of patients in 8 months. These photos have been used with 2WW referrals on eRS to give Trust clinicians help in assessing the patients before their appointment. **28% of eRS 2WW referrals to dermatology have resulted in the patient being discharged before they attended hospital.**

## Ambulance Care

Ambulance Paramedics in one area have made over 3,000 calls in 11 months to the Emergency Department at the local hospital, connecting in an average of 25 seconds for calls that average 2 minutes and 28 seconds. **Over 30% of calls have resulted in the patient not being transported to hospital.**

## Mental Health

GPs in 6 London CCGs have had access to urgent and non-urgent phone Advice & Guidance from a local Mental Health Trust since August 2018. **50% of the calls conclude in patients avoiding a referral and the remaining patients are referred on the right pathway first time.**

## Internal Hospital Communication

In one Health Board area junior hospital doctors have made over 5,000 internal calls to consultant colleagues at the same hospital for advice, supporting efficient admission and discharge decisions. **Feedback from these clinicians confirms that patient care is being improved and discharge decisions are being made more quickly and safely.**

## Supporting local Trust consultants

One Trust did not have sufficient consultant cover to be able to offer a full Advice & Guidance service. Instead, GPs now have immediate access to NHS consultants in other areas, freeing up local capacity. This service provides access to 11 specialties. **Over 70% of calls have avoided a patient referral, and GP feedback is overwhelmingly positive.**

## Discharge Management

We are now working on connecting Hospital Consultants and Discharge Coordinators directly to GP practices, Community Locality Teams, and Internal Pharmacy Teams, to facilitate efficient patient discharges from hospital.

**If you would like to hear more about how advice & guidance can be used in your area, please get in touch.**

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