



CONSULTANT CONNECT

CONNECTING PROFESSIONALS – AVOIDING ADMISSIONS

NATIONAL LEARNING EVENT – 3RD OCTOBER, 2019

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BACKGROUND

- Pre-existing NHS Tayside Prof-to-Prof lines
 - Emergency Medicine
 - OOH junior doctor support PRI
 - Scottish Ambulance Service / Regional MIUs
 - NHS24
 - Regional GPs
 - Acute Medical Receiving Unit
 - GP referral / Consultant advice
 - Previous review indicated 20% reduction in admissions

ISSUES

- Clinical Governance
 - Recording of calls / documenting advice given
- Call volumes / resource planning
- Connectivity
 - mobile phone reception

CONSULTANT CONNECT

- Log and record calls
- Response rates/call times
- Records source of calls in details (GP practice/SAS/internal etc)
- Ability to immediately review and listen to calls through secure web based portal
- Support in call volume analysis/technical support/outcome audit

NHS TAYSIDE USAGE

- Since launch 1 Oct '18 – 22 Jul,19
- Emergency Medicine
 - 8504 calls (average 29 calls/day)
- Acute Medicine
 - 3479 calls (average 12 calls/day)

OUTCOME AUDIT HEADLINES

- Emergency Medicine
 - SAS calls – 30% calls enabled treatment out of hospital preventing ED attendance
 - PRI OOH junior doctor calls – 23% admission rate of patient identified as potential discharges
- Acute Medicine (GP referral/advice calls)
 - 75% admission rate
 - 9% navigated to clinic
 - 16% Treated out of hospital

GP FEEDBACK

- Need for immediate phone advice – 100% Yes
- 85% uptake – “Have you used”
- Useful – 100% Yes
- Enabled out of hospital treatment – 75% yes
- Improves patient care – 95% yes
- Encourages integration across local services – 95% Yes
- Should the service expand to other specialities – 97% Yes

GP FEEDBACK

- It has enabled day case investigations rather than admission
- Advice on potential management, organising prompt outpatient investigations
- Much quicker for GPs to get through to consultants, avoids delays
- Used service once, just recently, and found it very quick and efficient
- Consultant Connect has improved the accessibility to specialists for admission/advice and I would like to see it continued

FUTURE POTENTIAL

- Further Usage analysis
 - High freq sources – additional support/communication/education
- Additional Specialities
 - Expand Stroke – Thrombolysis service
 - Paediatrics
 - MFE
- Pre Hospital Tayside Trauma Team
- Training
 - Senior Decision making transition work