

GP uses rapid Telephone Advice & Guidance on the Consultant Connect App to improve patient care

Specialty mentioned: Diabetes and Endocrinology

Dr Weaver works at Grove House Surgery in Somerset. He uses the Consultant Connect App to access Telephone Advice & Guidance which is provided by Consultant Connect and commissioned by NHS Somerset CCG. Primary care clinicians in this area can speak to local NHS consultants through the service.

Dr Weaver finds using Telephone Advice & Guidance useful and comments:

“Consultant Connect gives almost instant access to a consultant, often within the 10-minute consultation with the patient, with the ability to get expert advice to help manage the patient and often avoid unnecessary referrals.”

This contrasts with previous methods of Advice & Guidance that Dr Weaver used. He explains that he'd either have to call the hospital switchboard and wait to see if someone was available or write a letter referring the patient to outpatients. This was often both time consuming and caused long delays.

When asked for his opinion on the Consultant Connect App, Dr Weaver stated that;

“I would highly recommend clinicians giving it a trial and you will quickly see the benefits.”

In addition to using the app for Telephone Advice & Guidance, Dr Weaver also enjoys the IG secure clinical photography feature, PhotoSAF, which is “excellent as it is secure and confidential and syncs with your desktop.”

We asked Dr Weaver to explain further how he has used Telephone Advice & Guidance to better patient care.

GP gets Telephone Advice & Guidance for anxious pregnant patient

“I recently contacted an endocrinology consultant at Royal United Hospitals Bath NHS Foundation Trust for advice on dosing of levothyroxine for a pregnant patient with hypothyroidism.”

The patient had a history of complications during past pregnancies and was anxious that her thyroid condition was adequately managed.

How Telephone Advice & Guidance helped:

“The consultant was able to provide advice on adjusting the dose relevant for the patient during pregnancy and advise on the intervals of when to repeat her blood tests.”

“Being able to speak to the consultant directly and during my consultation with the patient meant that I could reassure the patient there and then.”

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