


Consultant Connect is **Enhanced Advice & Guidance**

Giving clinicians access to relevant advice and tools that will enable them to manage more patients in primary care

Telephone Advice & Guidance	Photo Advice & Guidance	National Consultant Network
<p>Clinician calls Consultant Connect and chooses specialty</p> <ul style="list-style-type: none"> via landline or Consultant Connect App “Press 1 for Cardiology, 2 for Gynaecology etc.” or choose in app <p>Calls loop through a “rota” of local consultants at local Trust and/or national consultants</p> <ul style="list-style-type: none"> 27 seconds (UK average connection time) 3:24 average call duration <p>Calls are recorded and all data tracked</p> <ul style="list-style-type: none"> Monitor system usage/outcomes Medico-legal protection Identify training needs <p>Outcomes are provided by clinician/Consultant:</p> <ul style="list-style-type: none"> On average, 66% of calls avoid a hospital visit 	<p>Teledermatology: pre-referral Share photos and notes with:</p> <ul style="list-style-type: none"> Community or Secondary Care dermatology Local consultants at local Trust and/or national consultants >70% of cases avoid a secondary referral <p>Teledermatology: post-referral</p> <ul style="list-style-type: none"> Attach photos to e-RS 2WW referral 28% of 2WW dermatology patients discharged without attending hospital <p>Messages are tracked, stored and can be exported to patient records/e-RS.</p> <p>Other specialties using Photo Advice & Guidance:</p> <ul style="list-style-type: none"> Cardiology - share ECGs/Echo Reports Diabetic Podiatry Ophthalmology <p>Messaging Advice & Guidance</p> <ul style="list-style-type: none"> Designed specifically for NHS clinicians For group or clinician-to-clinician conversations Get notified when there’s a new message Easy to view message history 	<p>Out-of-area NHS consultants who provide A&G and back up local trust teams:</p> <ul style="list-style-type: none"> With capacity issues Where a specialty is not available <p>Outcomes are provided by clinician/Consultant:</p> <ul style="list-style-type: none"> On average, 74% of calls avoid a hospital visit. <p>17 specialties currently available:</p> <ul style="list-style-type: none"> Cardiology (and ECG/Echo image analysis) Dermatology Diabetes and Endocrinology Elderly Care E.N.T Gastroenterology Gynaecology Haematology Mental Health Medication Advice Neurology Ophthalmology Paediatrics Renal Medicine Respiratory Medicine Rheumatology Teledermatology Urology

PN 137/0120

Support: All our services are fully managed with regular reports provided.

e-RS Advice & Guidance works with Consultant Connect: All of our projects sit alongside e-RS Advice & Guidance and email.

All our services are fully IG-compliant.

