

# Nurse's use of rapid Telephone Advice & Guidance avoids unnecessary referrals

Specialties mentioned: Gynaecology/Respiratory Medicine

A Practice Nurse & Prescriber (who wishes to remain anonymous) describes how she uses Telephone Advice & Guidance via Consultant Connect to help her patients.

Before Consultant Connect was introduced, she used to refer any patients she wasn't sure how to treat straight to secondary care. However, she now finds Telephone Advice & Guidance a better tool because:

"It is faster, efficient, informative & immediate."

We asked her to share some recent examples of when she used Telephone Advice & Guidance via Consultant Connect to help her patients:

## Young patient with contraception issues

A young female patient came to visit the nurse as she was suffering from excessive prolonged bleeding whilst using the progestogen only pill (POP). The patient was unable to use the combined oral contraceptive pill (COC). The nurse used Consultant Connect's Telephone Advice & Guidance Service to get rapid advice from a gynaecologist about the most suitable option for the patient.

## Asthma patient

On another occasion, a different patient came to see her with troubling asthma. The patient was having repeated exacerbations, which were not improving. She used Telephone Advice & Guidance to contact a respiratory consultant to get advice on the correct treatment plan for the patient.

## How Telephone Advice & Guidance helped:

On both occasions the nurse received a rapid response from the specialist consultants. Both consultants that she spoke to offered immediate treatment advice and were able to advise on the next steps for each patient, if these treatments were not successful. Using Telephone Advice & Guidance in this way resulted in both patients feeling relieved that their problems were being dealt with in a timely and efficient manner, as well as avoiding unnecessary secondary care referrals.

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