

Doctor uses rapid Photo Advice & Guidance to help patients suffering with skin conditions

Speciality mentioned: Dermatology

Dr Katie Hebbes is a doctor at The Grange Medical Centre in Warwickshire. Dr Hebbes has been a doctor for 11 years and before Consultant Connect was introduced in Warwickshire North CCG in January 2017, she had not sent patient photos for advice directly to consultants. Dr Hebbes would make dermatology referrals either to Health Harmonie, or the local hospital - which could take several months for her patients to be seen. However, she now finds Consultant Connect a much faster tool and comments:

“My first Photo Advice & Guidance query via Consultant Connect generated a management plan response in 1 hour. 3 weeks later, when I needed further advice, I could re-open the original consultation with my next query which was answered by the same doctor half an hour later.”

“My second Photo Advice & Guidance query generated a management plan response within 24hrs, and so far, the patient has not needed a follow-up with myself or dermatology since.”

Dr Hebbes says she will continue to make dermatology referrals this way and provides the below examples detailing how using the service has benefited her patients:

Doctor gets rapid advice to help patients suffering with skin conditions

Dr Hebbes details a couple of different occasions, when patients came to visit her with different skin conditions: the first patient was suffering with lichen planus and the second patient had infantile eczema. On both occasions, Dr Hebbes received a rapid response from dermatologists at University Hospitals of Coventry & Warwickshire NHS Trust about how to treat and manage the conditions.

How did Photo Advice & Guidance help?

The use of Photo Advice & Guidance resulted in a great outcome for both patients as they both received prompt management of their skin conditions. Dr Hebbes commented: “This is a very good service - timely, easy to follow guidance, with the ability to re-open cases for further discussion”.

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