

# NHS areas where Ambulance staff use phone advice & guidance to improve patient care

Paramedic, CSD and Operation teams within Ambulance Trusts across the UK are using the rapid Consultant Connect Telephone A&G service to contact clinicians for advice on patient related queries (average connection time is 27 seconds).

Consultant Connect covers over 27 million patients and is funded by local CCGs/Health Boards.

The following examples show how four areas\* are using the service in different ways to meet their bespoke local needs.

## North Cumbria

### How?

Paramedics from North West Ambulance Service NHS Trust (NWAS) can call Integrated Care Community (ICC) Hubs.

### Performance

**43%** of calls have resulted in the patient avoiding a trip to hospital.

"Having access to a multi-disciplinary team who can best assess the patient's needs and perhaps make simple interventions such as providing a lifting aid, for example, not only helps us keep patients in their own home but also enables health and care partners to perhaps intervene at an early stage and provide proactive care or advice."

**Jayne Gilbert, Relationship and Engagement Manager, NWAS**

## South Warwickshire

### How?

Paramedics at West Midlands Ambulance Service University NHS Foundation Trust (WMAS) can call local frailty consultants who are able to triage patients and direct them to the right place, first time.

### Performance

**67%** of calls have resulted in the patient being triaged to the community or frailty teams, ensuring elderly patients are sent to the right place first time and avoiding unnecessary admissions.

"Consultant Connect Telephone Advice & Guidance helps us to provide a better patient experience. It also meets our vision statement which is 'Delivering the right patient care, in the right place, at the right time, through a skilled and committed workforce, in partnership with local health economies.'"

**Dave Crashley, Directory of Service Lead, WMAS**

## South Central Ambulance Service

### How?

SCAS 999 CSD and Ops teams can access immediate advice from a team of experienced GPs.

### Performance

**83%** of calls have resulted in no conveyance being necessary.

"I decided to volunteer for this service to help the 'fight against COVID-19'. I have a background in A&E as well as being a GP, and passionately believe that supporting 999 will thus reduce the use of OOH, secondary care and A&E. This really helps 'the system' cope, and is usually better for the patient and the NHS as a whole."

**Volunteer GP, Dr Simon Hodes, Bridgewater Surgeries, NHS Herts Valley CCG**

## Tayside

### How?

Paramedics can call local COVID Assessment Unit, Cardiology PCI Only, Emergency Medicine, Acute Medicine, Paediatrics and Stroke Medicine consultants.

### Performance

**32%** of calls have resulted in the patient avoiding a trip to hospital and being signposted to the right outpatient facility.

"We have a lot of experience in assessing patients, but it is reassuring to know we have a strong support network in place!"

**Keith Dickinson, Scottish Ambulance Service**

"[It benefits patients and consultants as they can] get the patient to the right place at the right time."

**Dr Julie Ronald, Clinical Lead for Emergency Medicine, Ninewells Hospital**

\*Data correct: Sept 2020

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