

GP gets great results for suspected Peripheral Vascular Disease patient

Specialty mentioned: Vascular Surgery

Dr Steven Edgar, a GP in Somerset, talks about his experiences of using the Consultant Connect App for Telephone Advice & Guidance.

Dr Edgar (MB ChB MRCGP) works at Millbrook Surgery – a training practice in Somerset – and has been a GP for 10 years. The surgery has 5,000 patients and serves Castle Cary and the areas surrounding it. He uses the Yeovil District Hospital Telephone Advice & Guidance service, which is funded by NHS Somerset CCG and delivered by Consultant Connect. The service can be accessed by landline or mobile. Dr Edgar prefers to access the service via the Consultant Connect App

“When using the app, I don’t forget to provide feedback. It’s straightforward to do this. I don’t need to remember/find the numbers. I can see which services are currently open which changes day to day and by time of day. Other than that, it has the same effect as using a landline phone, it’s just a better way of getting going.”

Dr Edgar highly values the app and recommends it to other GPs. He writes that:

“The app has helped me get the information I need to make better decisions for my patients, less time hanging on for switchboard and leaving messages with secretaries.”

We asked Dr Edgar to provide us with an example of when a recent clinical issue prompted him to use the app for a patient.

Patient with potential Peripheral Vascular Disease correctly signposted

“I suspected a patient was developing Peripheral Vascular Disease but wasn’t sure. Measurements at the surgery had been done and were suspicious so I wanted to order further investigations but wasn’t sure which or if admission was needed. I went on the app and contacted the vascular surgical team who suggested that they would do all the investigations in a one stop shop vascular clinic as needed so admission wasn’t necessary unless things got worse and a routine clinic referral was made.”

How Telephone Advice & Guidance helped:

“Patient avoided unnecessary admission and investigation and had a more convenient one stop shop review which confirmed the diagnosis.” Dr Edgar also added that “the patient was very glad to not have to be admitted to hospital”.

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