

5 minutes with... a GP

Dr Naomi Lauret is General Practitioner at Woodlands Surgery in NHS Surrey Heartlands CCG.

Five months after the Consultant Connect Telephone Advice & Guidance was made available to her practice, Dr Lauret talks to us about what she thinks of the service and how using the Consultant Connect App has improved patient care.

1 What would you say are the key benefits you've gained since using the Consultant Connect service?

- "Ability to provide faster and better care for patients
- Often able to access immediate advice whilst the patient is in the room
- Improved confidence in treating patients
- Better informed/increased knowledge from speaking to specialists
- Reduction in unnecessary referrals
- Improved integration between local GPs and consultants, resulting in better relationships with consultants."

2 What do you see as the main benefits to your patients?

- "It improves their care
- Patients generally appreciate the input of a consultant
- Patients get better care faster
- Unnecessary referrals are reduced."

3 Do you have feedback about communications received regarding the service? What do you think of the Consultant Connect App?

- "Communication and information I received from Consultant Connect about the service has been good.
- Since launch I've used the service approximately twice a month
- The Consultant Connect App is excellent
- I highly recommend colleagues to use Consultant Connect
- This service is an improvement on the tools I had before, it's a great resource!"

4 Can you share a recent example of how the service helped you and a patient?

- "I wanted some more information on how to manage a fontanelle question for a 13-week-old baby
- I used the Consultant Connect App to speak to a Paediatrician
- We discussed my questions over the phone
- This saved an unnecessary referral."

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