

# GP gets Telephone Advice & Guidance for paediatric patient suffering with constipation

Speciality mentioned: Paediatrics

In this case study, Dr Diane Fitzsimons outlines her experience of using rapid Telephone Advice & Guidance to discuss patient cases with consultants at Chesterfield Royal Hospital NHS Foundation Trust.

Dr Fitzsimons works at Credas Medical Centre in NHS Derby and Derbyshire CCG and has been a GP for 16 years. Dr Fitzsimons has been obtaining Advice & Guidance using Consultant Connect since September 2019 and really likes the service because:

“It gives rapid access to specialist advice without waiting for switchboard to locate an available specialist. It is really simple and effective to get rapid advice to prevent a referral or admission.”

Dr Fitzsimons has provided the below example of detailing a time when she used Telephone Advice & Guidance to help a paediatric patient:

## GP gets Telephone Advice & Guidance for a paediatric patient:

A young patient came to see Dr Fitzsimons, suffering with a case of severe constipation and was very uncomfortable. Dr Fitzsimons used Telephone Advice & Guidance to call a local paediatric consultant, who suggested a disimpaction regime and further management plan if that failed.

### How Telephone Advice & Guidance helped:

Using Telephone Advice & Guidance in this way meant that the patient's condition was treated efficiently without the need to visit the hospital.

Furthermore, the GP was able to put a back-up plan in place should the disimpaction not work, meaning the patient and parent could feel reassured that the issue was going to be resolved.

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.