

# Supporting your health care teams with rapid Advice & Guidance

Many Consultant Connect projects start with a focus on linking Primary Care with Secondary Care, helping GPs receive timely advice in support of decision-making around potential referrals.

Consultant Connect is simply a smart communications tool which can be configured in many ways to improve communications between any health care professionals.

The list below highlights just some other ways we are already working with NHS areas to provide rapid and reliable communication.

## Community

- Pharmacists
- Optometrists – Ophthalmology
- Dental to Maxillo Facial
- District Nursing
- Specialist Rehab Centres (Dementia, Stroke etc.)
- Integrated Community Care hubs

## Mental Health

- Mental Health
- CAMHS
- Learning Disability
- Providing A&G to Primary Care, but also providing Mental Health teams with access to Physical A&G
- Providing Secondary Care with Mental Health/ CAMHS/ Learning Disability A&G

## Primary Care

- Access to Multi-Disciplinary Teams
- Phone first A&E – booking in patients for urgent care
- Care homes – direct access to senior staff on call
- Hospices
- Patient Initiated Teledermatology

## Secondary Care

- Internal communication specialty to specialty
- Specialty based over multiple sites – need a colleague’s opinion, call/message them via Consultant Connect
- Junior to Senior – allow junior staff to quickly access advice from a senior wherever they are
- Tertiary advice - centres of specialist expertise providing guidance to Secondary Care colleagues
- General Practice – using bypass numbers to get straight through to the practice, avoiding switchboards
- Patient Initiated Follow-Up (PIFU) and Consultant Follow-up (remote patient consultations)

## Ambulance Trusts

- Pre-alert with calls and photos, preparing hospital teams and ensuring patients get to the right team immediately
- Single communications tool (stop teams relying on laminated sheets that go out of date quickly)
- GPs – improving access to Out- of-Hours services
- At home care and urgent response – keeping patients out of hospital by arranging visits at home
- Local frailty consultants – triage patients to community or frailty teams
- Referral Pathways and Clinical A&G

## Care Homes

- Access to GPs via bypass numbers
- Access to Secondary Care specialties



Read our case studies, visit:  
[consultantconnect.org.uk/case-studies/](https://consultantconnect.org.uk/case-studies/)

