

GP uses the Consultant Connect App to help an anaemic elderly patient

Speciality mentioned: Elderly Care

Dr Angharad Triggs, is a GP at Penylan Surgery in Cardiff, where clinicians have had access to Telephone Advice & Guidance provided by Consultant Connect since June 2020.

Dr Triggs has been a GP for 18 years and enjoys using the service to access rapid Telephone Advice & Guidance from local specialists. Dr Triggs finds the app a very useful tool for improving patient care and comments:

“ It's worth the five minutes it takes to set this app up to get good timely advice from a consultant. It has saved me time, several admissions and the patient gets appropriate management. ”

In the following example Dr Triggs details a time when she used Telephone Advice & Guidance via the Consultant Connect App to help a patient:

GP arranges IV iron infusion for elderly patient

An elderly patient had become anaemic but was not symptomatic enough to merit an acute admission to hospital. The patient did not tolerate oral iron supplementation.

Dr Triggs was able to quickly discuss the symptoms with consultant and agree that reviewing as a non-emergency was most appropriate option to help the patient and that an IV iron infusion was needed. The consultant advised that a morning appointment would be best for the patient as it would be quieter and therefore meaning less risk of COVID-19 exposure.

How Telephone Advice & Guidance helped:

Being able to rapidly contact a specialist consultant in this way meant that Dr Triggs was able to secure the patient an early Saturday morning appointment to be reviewed and have his IV iron infusion carried out. The use of rapid Telephone Advice & Guidance meant that the patient's care was expedited safely.

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