

Rapid advice from immunologist on COVID-19 Vaccine for Elderly Patient



Initial Patient Presentation

The GP had a visit from an elderly male patient who had experienced an anaphylactic reaction to the Cholera vaccine when he was young and was told to avoid any vaccines in future. He had not had any vaccinations since then but was quite keen to have the COVID-19 vaccine. However he was very concerned and anxious, wishing to get advice from the immunologists and have allergy tests, if needed.



How Telephone Advice & Guidance helped the patient

The GP used the Consultant Connect App to contact a local immunologist from the local hospital and was able to feedback the reply to the patient the same day. The patient felt reassured and was grateful for a quick answer from the expert to his concerns. He was then able to have his COVID-19 vaccine in the same week.



How Telephone Advice & Guidance helped the GP

The GP was able to quickly access the specialty via the Consultant Connect App (all local specialty numbers are pre-programmed in), resulting in a same day reply to the patient.



About the GP and Technology Used

Before Consultant Connect was introduced, the GP explained that for urgent queries, they would ring the hospital switchboard to connect to the relevant specialty on-call consultant/registrar or would request to connect to the secretaries and leave a request with them directly or on their answering machine for a call back. *“This was a time-consuming process and wasn’t practical for our busy surgery.”*

For anything that wasn’t urgent, it would involve the GP writing a referral or using Advice & Guidance through NHS Choose and Book. The GP explained: *“both of which cause delay in management of a patient.”*

The GP finds Telephone Advice & Guidance via the Consultant Connect App a better tool: *“It provides rapid connection to local consultants which saves time and also helps avoid unnecessary admissions and referrals. Using the service enables a quicker and more efficient way to manage patients.”*

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