

Secondary care appointment arranged urgently for patient with pulmonary fibrosis



Initial Patient Presentation

A male patient who had been experiencing rapidly worsening shortness of breath over the last few months came to see Dr Smith. Dr Smith diagnosed pulmonary fibrosis. The patient didn't need an admission, but he could not have waited months to be seen in a respiratory clinic. Dr Smith used Consultant Connect to rapidly speak to a consultant at University Hospitals Dorset NHS Foundation Trust.



How Telephone Advice & Guidance helped the patient

By speaking to a respiratory consultant about the patient on the day, the patient avoided an acute admission. Dr Smith got a respiratory secondary care appointment arranged for him within a few weeks, with the necessary investigations carried out before his appointment. Dr Smith advised the patient was *"happy he was being seen by a specialist urgently."*



How Telephone Advice & Guidance helped the GP

Dr Smith used the Consultant Connect service to rapidly speak to a respiratory consultant on the same day, to arrange an urgent appointment for the patient.



About the GP and Technology Used

Dr Rachel Smith has been a GP for three years and currently works at Marine and Oakridge Surgery in NHS Dorset CCG. Before using Consultant Connect, Dr Smith used to get advice via letters, however she now finds Telephone Advice & Guidance a better tool: *"It's quicker, same day advice."*

Dr Smith, details how the service helps her in her day-to-day job: *"I use the service to discuss patients with secondary care, often consultants. This avoids admissions, unnecessary referrals and patients coming to harm by waiting a long time for secondary care appointments."*

She went on to say: *"It provides safer patient care and bridges the gap between primary and secondary care."*

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