

Patient with neck lump, reassured with the help of local consultant



Initial patient presentation

Dr Goyal, a GP in Birmingham, saw a patient who *"had a lump in their neck and was worried about cancer"*. To help manage the patient's worries about the risk of cancer, Dr Goyal used Telephone Advice & Guidance, via Consultant Connect, to speak directly with a local Endocrinology consultant.

The consultant helped Dr Goyal manage the risk of cancer because she was able to explain to the patient *"that there are investigations they could do, to get more information"*.



How the service benefitted the patient

The patient:

- Appreciated the real-time specialist opinion
- Felt reassured due to the consultant's knowledge
- Left the appointment with further investigations in place



How the service benefitted the GP

Dr Goyal was able to *"get more information"* from the Endocrinology consultant, which was reassuring for her. Dr Goyal:

- Appreciated the *"extra level of input"*
- Was able to efficiently utilise the patient's appointment, to start further investigations



About the GP and technology used

Dr Goyal makes the most of the Telephone Advice & Guidance service, as it allows her *"to speak to specialists quickly"*. She appreciates that *"a dedicated consultant is at the end of the phone"* and *"that the waiting time (to receive a specialist opinion) is reduced, and you (GPs) have specialist knowledge to share with the patient"*.

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