



Enhanced Advice & Guidance: Performance Benchmarks

Telephone and photo advice for
elective, urgent care and mental health specialties

72 months ending June 2021

Consultant Connect is the UK's most widely used Enhanced Advice & Guidance system



Snapshot of Consultant Connect July 2021

- >90 CCG / HB Areas**
- 600,000 Calls to-date**
- 500,000 Photos taken**
- >7,000 Consultants**
- >4,100 GP surgeries**
- >33 million Patients covered**

Consultant Connect is an Enhanced Advice & Guidance platform. It supports telephone and photo message advice

GPs choose a specialty and can then have an immediate call with a consultant or send a photo message to a specialty team

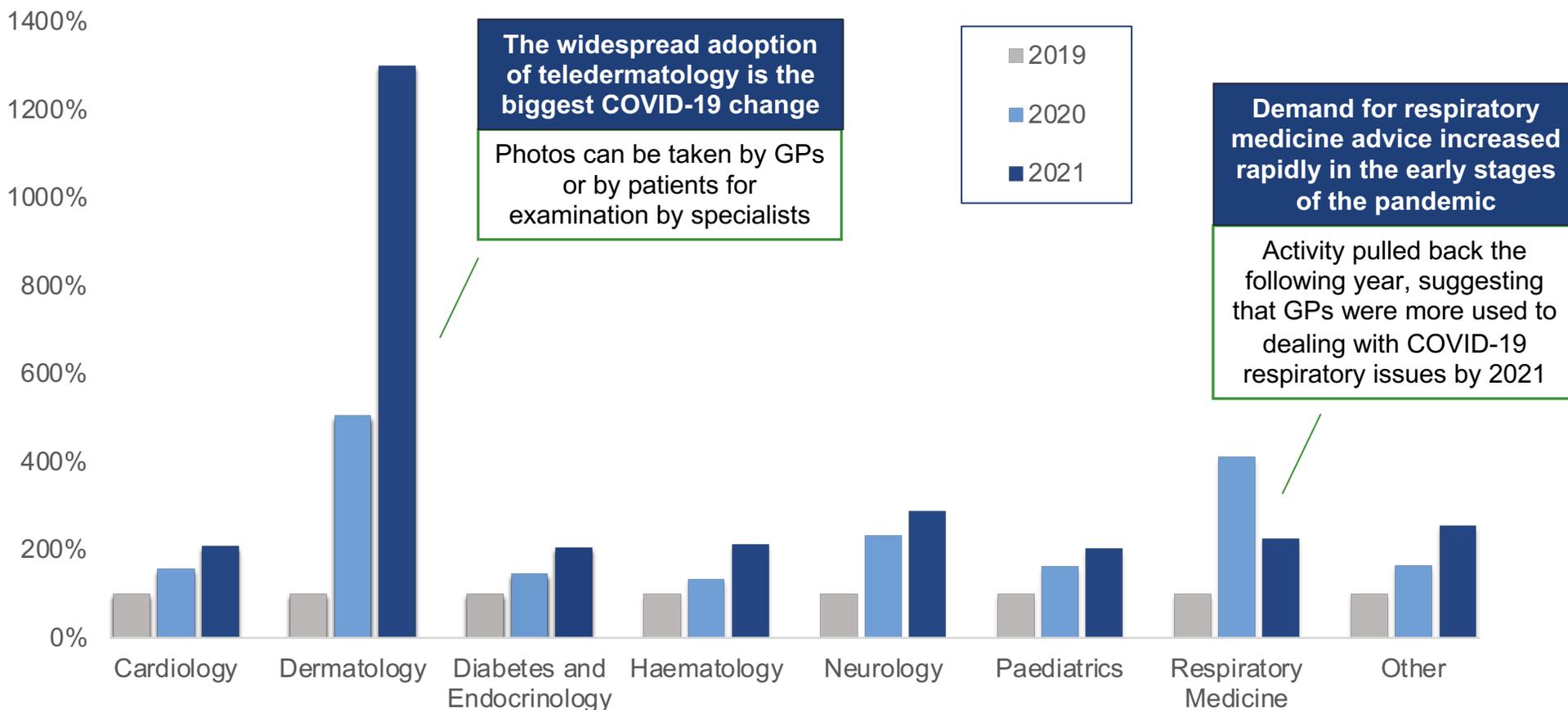
It ensures patients get the right care and reduces unnecessary hospital visits

Our data provides us with a unique insight into the effectiveness of Advice & Guidance

COVID-19 has continued to increase usage of Enhanced Advice & Guidance across all specialties

Growth in specialty usage through the pandemic

Increase in activity for May 2020 and May 2021, compared to May 2019



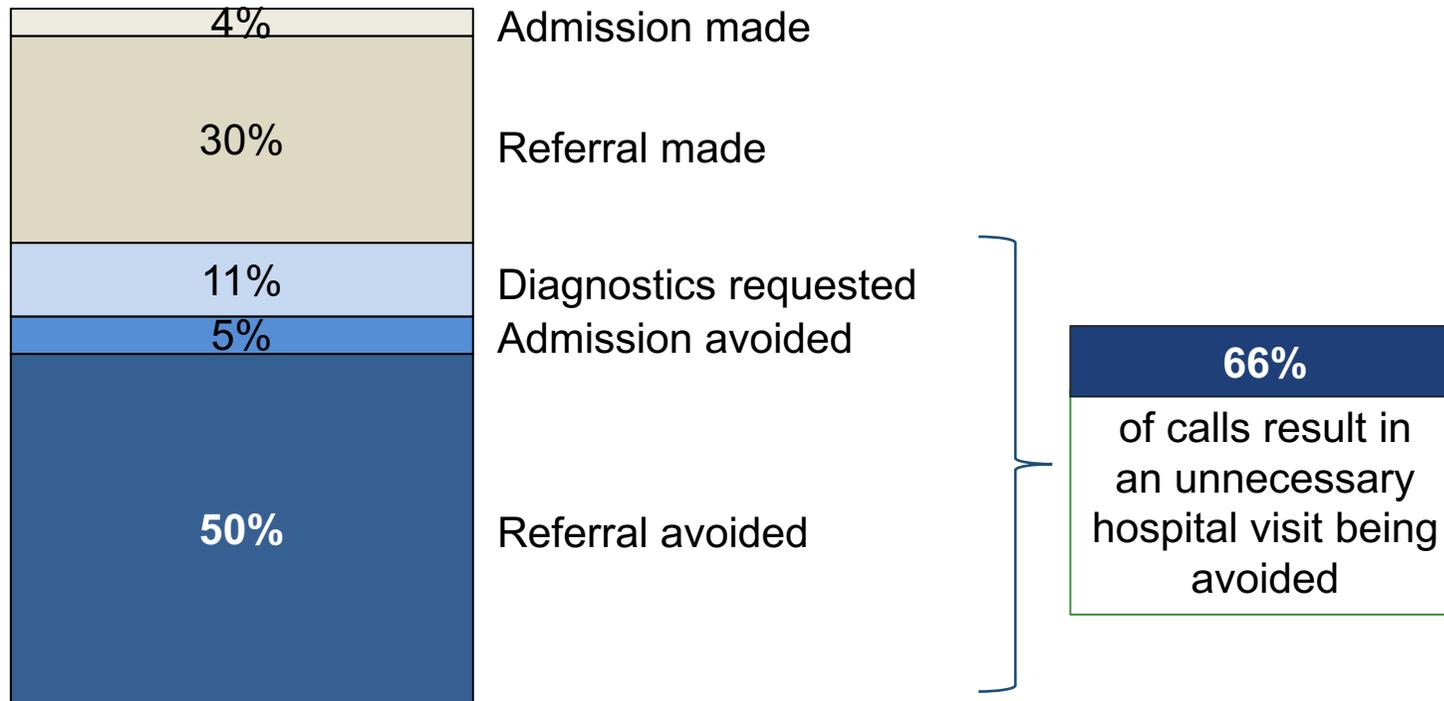
Source: Consultant Connect analysis

66% of telephone advice calls to elective specialties result in the patient avoiding hospital

Outcome of telephone advice calls to elective specialties

Percentage of calls

72 months ending June 2021



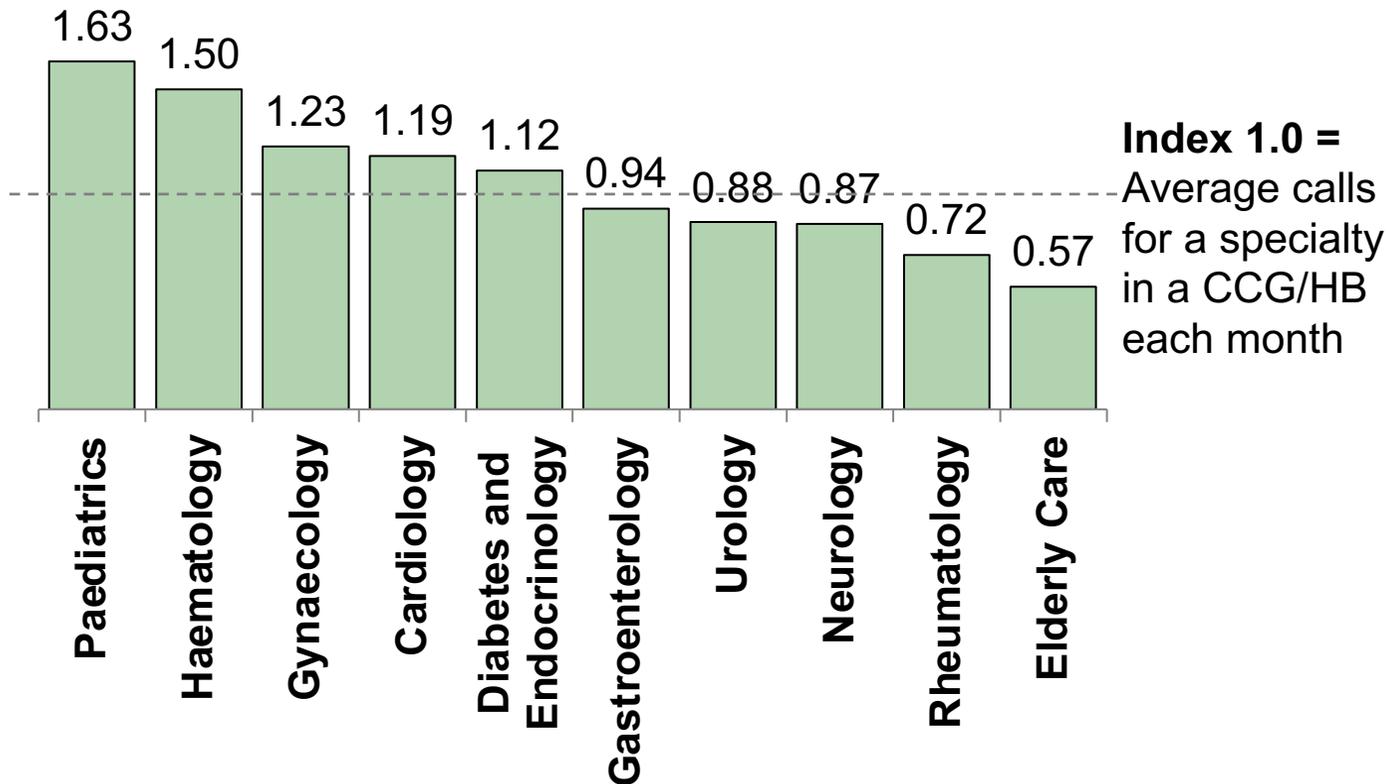
Top elective specialties by usage for telephone advice

Calls answered by elective specialty

Indexed level of calls answered each month per CCG/HB

(1.0 = average)

72 months ending June 2021



Demand for each specialty is driven by different factors

For example:

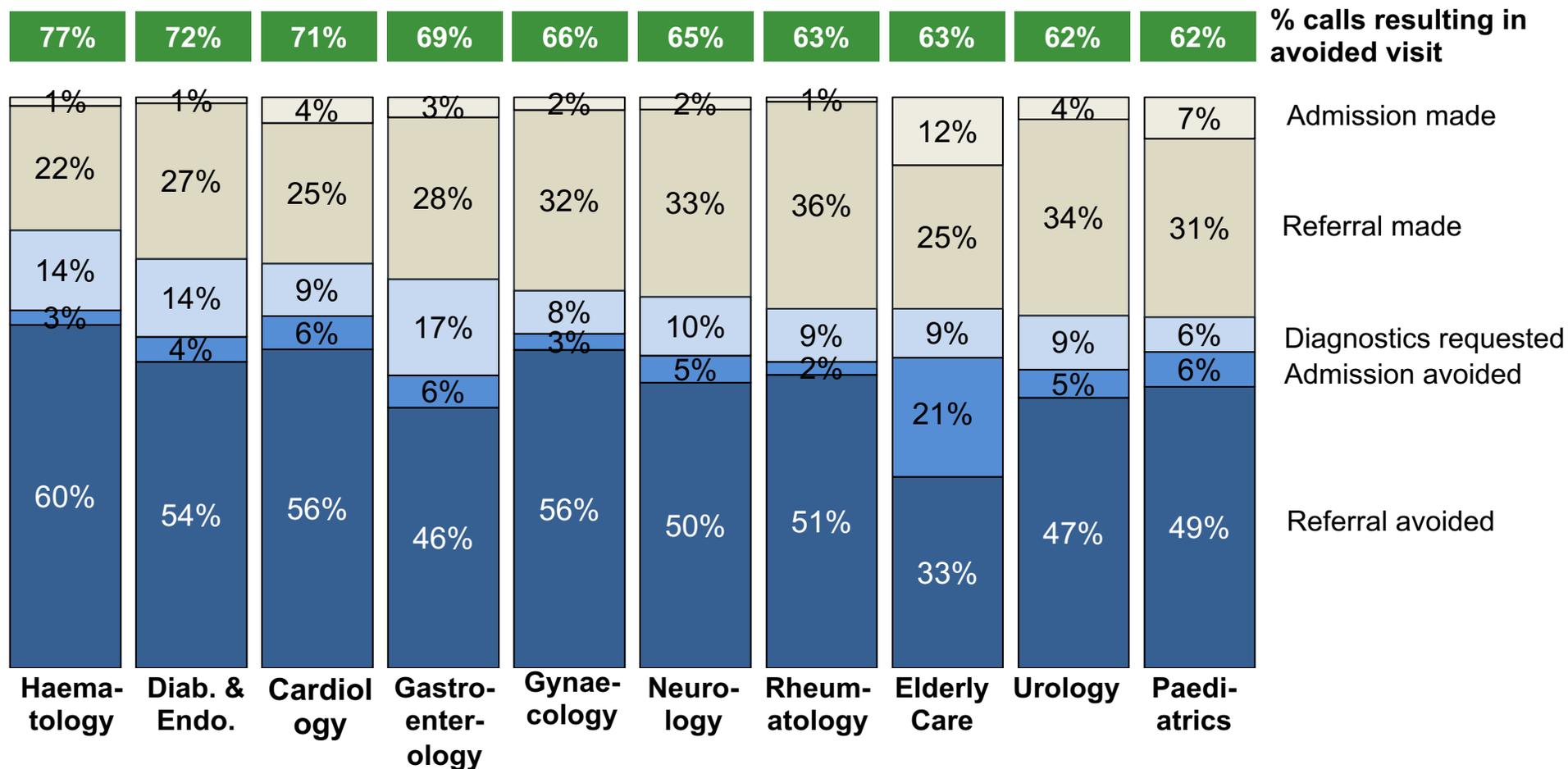
- Paediatrics covers a wide range of conditions, helps GPs manage risks in young patients
- Haematology, diabetes, urology, cardiology are “numbers games”; A&G helps in interpreting unusual test results

Top elective specialties by hospital avoidance for telephone advice

Outcomes of calls by elective specialty

Percentage of calls*

72 months ending June 2021



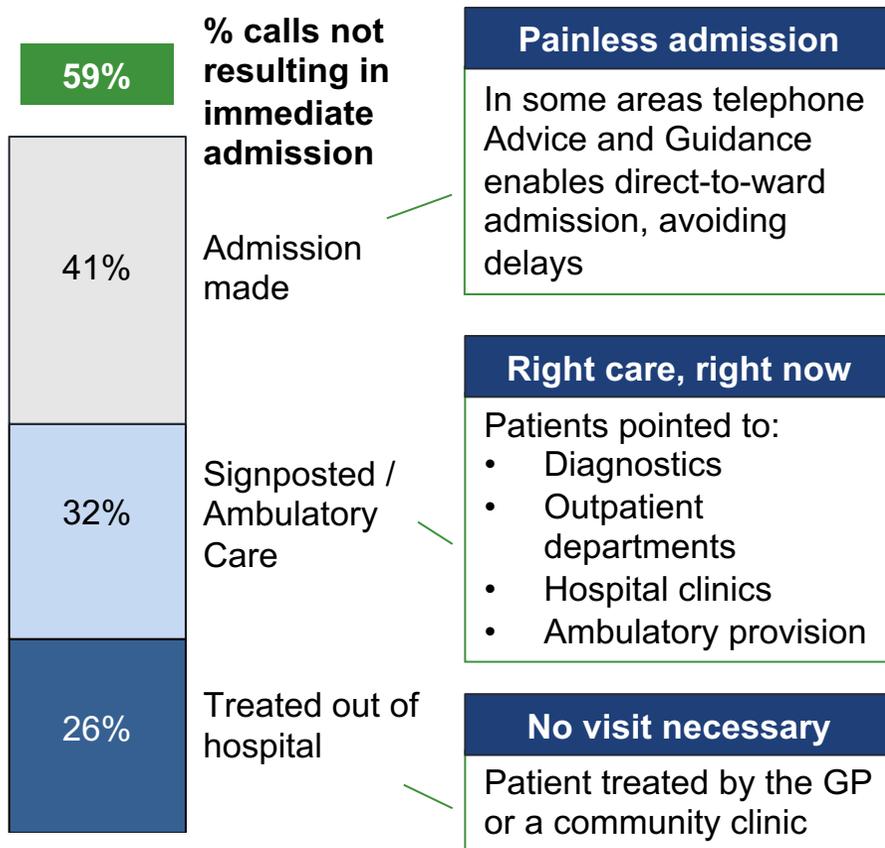
*Due to rounding, the sum of the components of a column may not equal 100%

Source: Consultant Connect analysis

Telephone advice and guidance is also highly effective in urgent care

Outcomes of calls to Acute Medicine

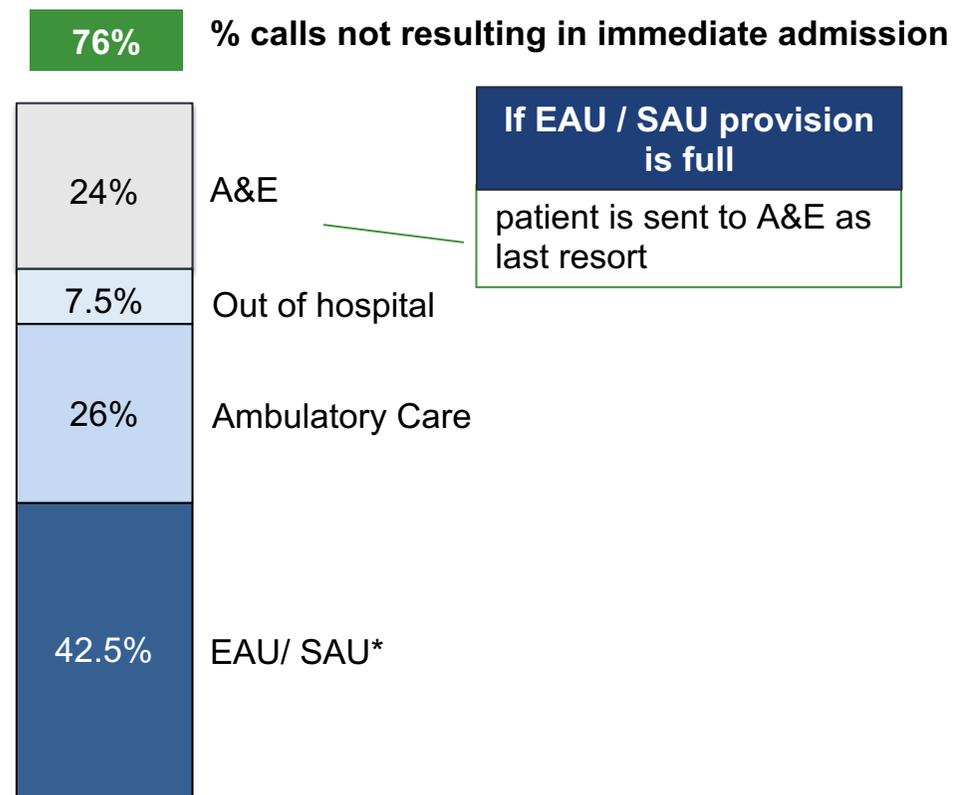
Percentage of calls
72 months ending June 2021



Acute Medicine

Outcomes of calls to Navigation Advice

Percentage of calls
72 months ending June 2021



Navigation Advice

*Emergency Assessment Unit / Surgical Assessment Unit

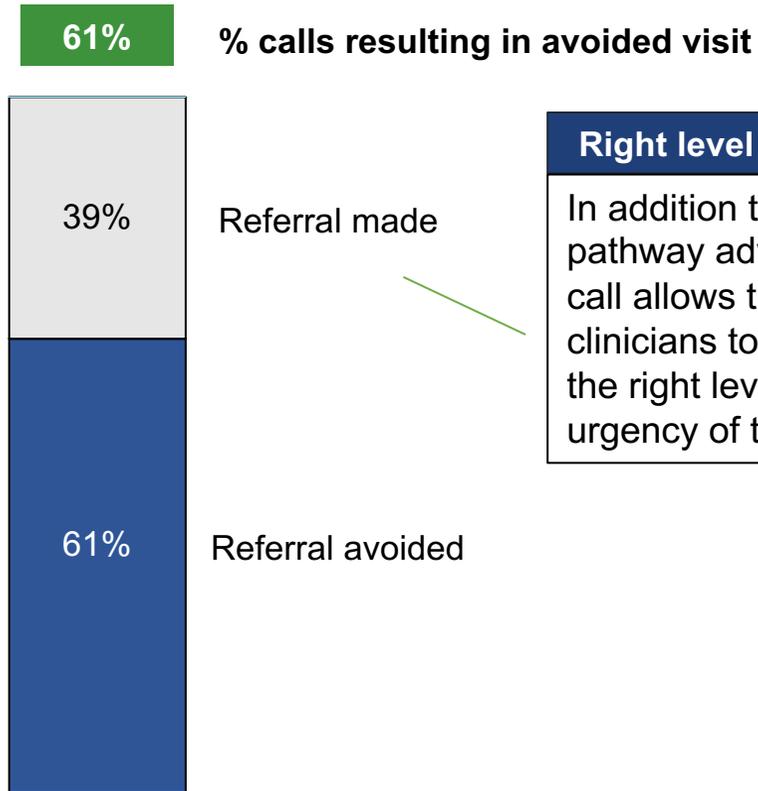
Source: Consultant Connect analysis; Luton & Dunstable University Hospital analysis

Telephone is the most helpful channel for mental health advice and guidance

Outcomes of calls to General Advice

Percentage of calls

72 months ending June 2021



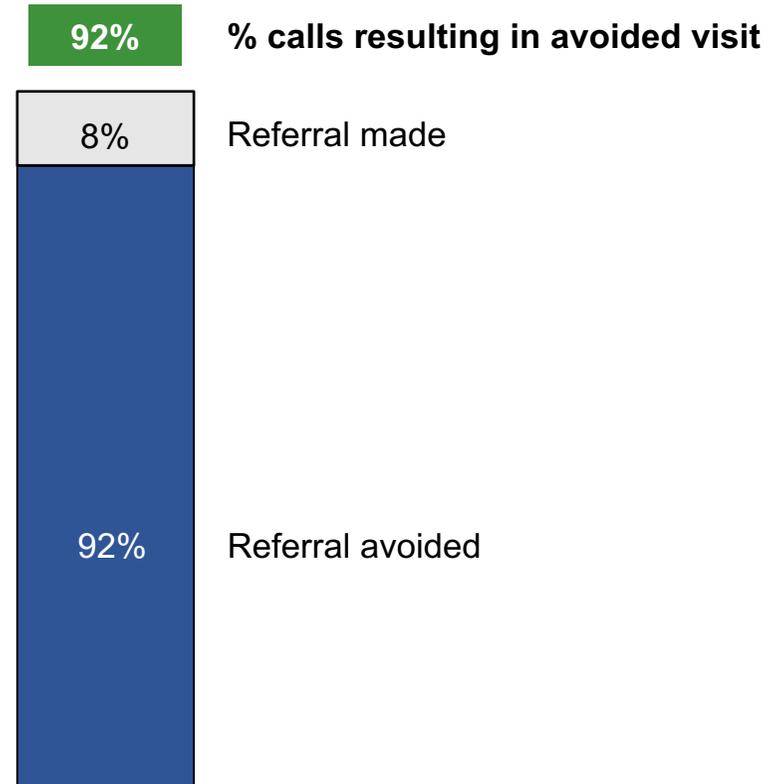
Right level of urgency

In addition to clinical or pathway advice, the call allows the clinicians to determine the right level of urgency of the referral

Outcomes of calls to Medication Advice

Percentage of calls

72 months ending June 2021



**Mental Health –
General Advice**

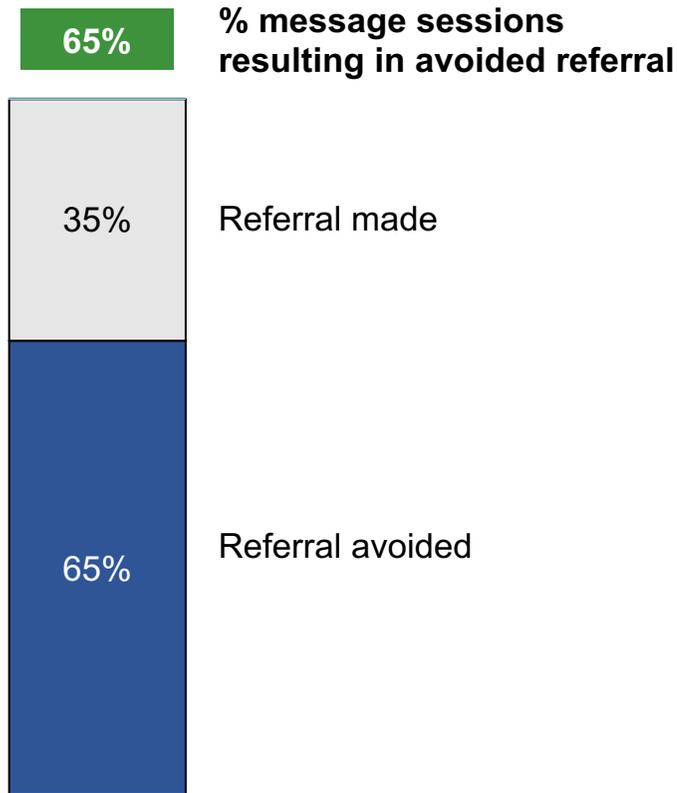
**Adult Mental Health –
Medication Advice**

Photo advice and guidance is highly effective for dermatology



Outcomes of photo messages to Dermatology

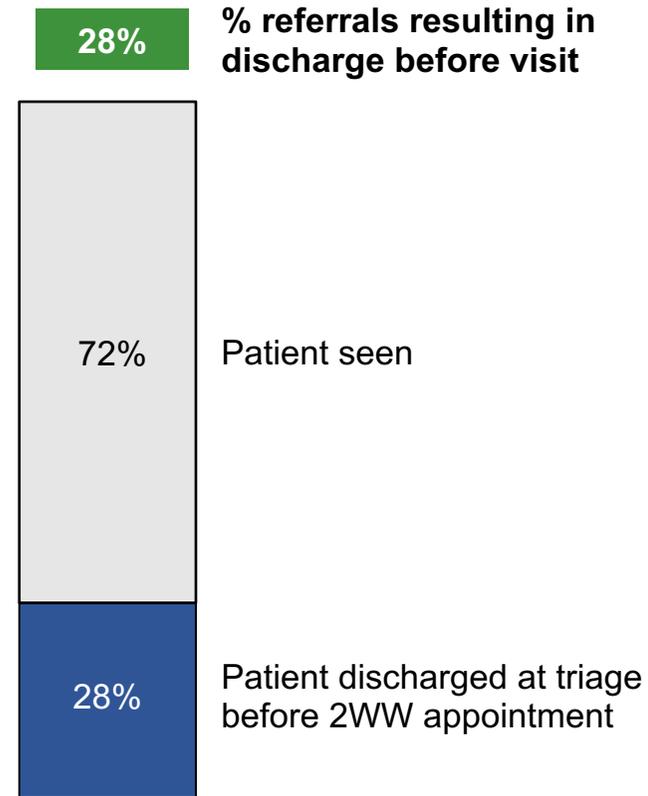
Percentage of message sessions
72 months ending June 2021



General Dermatology

Outcomes of photos attached to e-RS 2WW referral*

Percentage of referrals
72 months ending January 2021



2WW (cancer) Dermatology

*Photos are taken using Consultant Connect's PhotoSAF app, which makes clinically safe photography easy. e-RS 2WW referrals are referrals for a 2 week wait dermatology appointment, sent via the NHS e-Referral Service.

Source: Consultant Connect analysis; Leeds Clinical Commissioning Group

Enhanced Advice & Guidance is the gold standard: it improves patient care



GPs

Survey of GP users

72 months ending June 2021

Does Consultant Connect improve integration between GPs and local consultants? **YES**
85%

Do you think Consultant Connect helps to improve patient care in your area? **YES**
85%

"It is quick and efficient, so time is saved on a busy day! The advice you get is precise and given by very experienced clinicians in whichever specialty."

"I have been able to discuss patients with a consultant cardiologist within seconds who has been able to give great advice. This has allowed me to prevent several admissions but also to prevent some clinic referrals as patients were safely dealt with in the community."

Consultants

Survey of consultant users

72 months ending June 2021

Do you feel that Consultant Connect helps you work better with local GPs? **YES**
80%

Is Consultant Connect good for patient care in your area? **YES**
84%

"The last time I held the phone, when I took the third call in two hours, I realised that this was the third person who wasn't coming into hospital. That's a real result."

"I think the service is a really good idea. Having a detailed conversation often allows us to divert an elderly patient away from an acute admission to a more appropriate setting for them, for example a home visit or an outpatient appointment."

Launching Consultant Connect is a fast, low-cost way of offering Enhanced Advice & Guidance in your area



Attractive economics

Low cost, high savings

Savings from avoided unnecessary hospital visits are a multiple of platform costs

Best practice

Cited in NHS England specialty handbooks

Fast simple setup

< 6 weeks setup

Fast roll-out, typically under 6 weeks

No hardware, no integration

No hidden technical spend

Reliable platform

IG and GDPR compliant

Call data and recordings stored securely for access by clinicians

Proven technology

Platform performance optimized through experience of many calls, CCGs/HBs and Trusts/Hospitals

World-class support

Full project management

Management of your project from setup to launch to business-as-usual

Reports and data

Regular reports available via account managers and online portal