

Elderly patient gets urgent referral

Initial Patient Presentation

A GP used Consultant Connect's Telephone Advice & Guidance service to quickly contact out-of-area Trauma & Orthopaedics consultant Dr Firas Arnaout, about an elderly male patient.

The patient had a soft tissue swelling in the thigh and a history of a minor trauma (which the patient assumed was muscle sprain). The lump was getting bigger despite rest. This was a typical but rare case of soft tissue/muscle sarcoma.

How using the service helped:

The consultant advised the GP to urgently refer the patient via the 2 week wait pathway to the local Musculoskeletal (MSK) tumour service. This meant the patient's care was expedited and they got the right care faster.

"We as consultants have a duty to support GPs who are under a lot of pressure to process a large number of referrals. This Advice & Guidance service can save patient's time, avoid stress and complications. We can also save NHS resources by directing the GP to the most appropriate next step in the patient's management."

About the Consultant and Technology Used

Dr Firas Arnaout has been a Trauma & Orthopaedics consultant for 2 years and currently works at Practice Plus Group Hospital in Shepton Mallet, Somerset. He answers Telephone Advice & Guidance calls on Consultant Connect's National Consultant Network, from primary care clinicians around the country.

Dr Arnaout enjoys answering Telephone Advice & Guidance calls from GPs, he explains:

"I get immense satisfaction from being able to help in these very difficult times."

We asked Dr Arnaout if he had anything he'd like to pass on to GPs:

"Please don't hesitate to contact us. We understand and listen to you, and our advice can save you time, to allow you to focus on your patients."



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