

# Pain management plan implemented for patient waiting for Neurology appointment



## Initial patient presentation

A 45-year-old male patient suffering with cluster headaches came to visit Dr Beasley. He was on the waiting list to be seen by Neurology but was struggling to function due to the pain.

Dr Beasley used Telephone Advice & Guidance to speak to a Neurologist for immediate advice and to discuss a pain management plan.



## How Telephone Advice & Guidance helped the patient

Dr Beasley was able to call the patient back straight away with a management plan and a different analgesic option. *"The patient was very appreciative."*



## How Telephone Advice & Guidance helped the GP

Using Telephone Advice & Guidance in this way, meant that Dr Beasley was able to get a prompt response and set out a clear management plan, whilst the patient waited for his Neurology outpatient appointment to come through.

## About the GP and technology used

Dr Victoria Beasley has been a GP for three months and currently works at Speedwell Surgery in NHS North Central London CCG.

Before Consultant Connect, Dr Beasley used to ring the hospital switchboard and bleep the registrar on-call for each specialty or use e-RS for Advice & Guidance.

Dr Beasley explained how Consultant Connect helps her in her day-to-day job:

*"It is incredibly useful to be able to use the Consultant Connect App to make a prompt call and obtain an answer quickly to a query. During a busy clinic, it is much easier to pick up your own mobile if you want to speak to a specialist. The answers I have obtained have reduced my referrals and helped me provide better patient care in complex cases."*

*Also, as a newly qualified GP, I find sending clinical photographs to local Dermatology consultants via the PhotoSAF function on the Consultant Connect App invaluable. The responses have assisted in knowing when to refer and which treatments to offer."*

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