

Patient concerned about skin cancer shares how their GP used Consultant Connect for rapid specialist advice

Consultant Connect's services are used by over 4,000 GP practices, 7,000 consultants in over 90 healthcare areas, and over 80 hospitals, covering over 33 million NHS patients across the UK.

We recently spoke to a patient whose GP has access to Telephone and Photo Messaging Advice & Guidance via Consultant Connect. We asked the patient to share with us their experience of when their GP used Consultant Connect to improve their care.

Initial Patient presentation

A 74-year-old patient had been suffering from a small skin lesion for 6 weeks and was "concerned that it could be an early skin cancer." She contacted her local GP for a diagnosis.

Patient's experience of Consultant Connect

The patient explained that the GP "studied my lesion, took photos and shared them via the Consultant Connect App for specialist Advice & Guidance."

We asked the patient if she had felt reassured by her GP using Consultant Connect, the patient said "Yes, certainly. I knew I would get a swift response without having to go to the clinic for diagnosis. I also trust my GP's judgement and as it was, the result came through very promptly."

As a result of the GP sharing photos for advice the patient avoided an unnecessary trip to hospital. The patient added that the Consultant Connect service "seems more efficient, timely and uses less staff. Had my condition been more serious, I would have got the treatment I needed at an earlier date, and on that basis, I suspect it is more economical as well."

GP's experience of Consultant Connect

We spoke to the patient's GP, Dr Nicky Davies from Beech House Surgery in Betsi Cadwaladar University Health Board, Wales, and she said:

"I find the Consultant Connect App very convenient and helpful for getting rapid senior advice from specialist teams, in this case Dermatology. I saw my patient's lesion and felt fairly, but not completely certain, that it was a benign lesion. With my patient's consent I was able to take and send a photograph via the Dermatology Photo Advice & Guidance option on the Consultant Connect App. I received a prompt reply confirming my thoughts of a benign lesion. This prevented a local Dermatology referral and provided quick reassurance for my patient, education and reassurance for myself."

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