

# Ambulance services using Consultant Connect to improve communication

These four Ambulance services have all embraced the use of Consultant Connect's communication platform to enhance their services, making things easier for their staff and most importantly, improving the patient's experience.

## Scottish Ambulance Service - NHS Lanarkshire

### How?

Paramedics in Lanarkshire use the Consultant Connect App or Dial-In Number to contact the Flow Navigation Centre, GP Out of Hours Hub, Covid Assessment Unit and Stroke Medicine specialists. Often this can help find alternatives to ED attendance for patients who call 999, which is in line with NHS Scotland's Right Care, Right Place model.

### Performance

**72%** of calls in **NHS Lanarkshire** have resulted in the patient avoiding a trip to hospital and being signposted to the right outpatient facility.

## South Central Ambulance Service NHS Foundation Trust

### How?

SCAS 999 Clinical Support Desk and Operational teams can access immediate advice from a team of experienced GPs and specialist consultants across 6 specialties.

### Performance

**77%** of calls to GPs have resulted in a decision to treat the patient outside of hospital.

**16%** of calls to specialty teams have resulted in patients being admitted to ED either by Ambulance or their own transport.

## West Midlands Ambulance Service University NHS Foundation Trust

### How?

Paramedics can call local frailty consultants and elective care specialists, who are able to triage patients and direct them to the right place, first time.

### Performance

**83%** of calls have resulted in the patient being triaged to the community or frailty teams.

## Scottish Ambulance Service - NHS Tayside

### How?

Paramedics in Tayside use the Consultant Connect App or Dial-In Number to contact the Flow Navigation Centre, GP Out of Hours Hub, Covid Assessment Unit and Stroke Medicine specialists. Often this can help find alternatives to ED attendance for patients who call 999, which is in line with NHS Scotland's Right Care, Right Place model.

### Performance

**31%** of calls in **NHS Tayside** have resulted in the patient avoiding a trip to hospital and being signposted to the right outpatient facility.

## Welsh Ambulance Service NHS Trust

### How?

Paramedics across all 7 Health Boards can call a range of specialists for rapid Telephone Advice & Guidance via Consultant Connect.

### Performance

**>20,000 calls** answered since launch in May 2020.

**82%** of calls answered first time.

**Consultant Connect covers over 33 million patients in the UK and is funded by local Clinical Commissioning Groups, Health Boards and Integrated Care systems.**

### Related case studies:

[NWAS Case Study: ICC Hubs](#)

[Michael Muir, Paramedic Case Study: Emergency Medicine](#)

[Keith Dickinson, Paramedic Case Study: Emergency Medicine](#)

[Sion Breese, Paramedic: 5 minute interview](#)

For more case studies, visit [consultantconnect.org.uk/case-studies](https://consultantconnect.org.uk/case-studies)

E: [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk) | T: 01865 261467