

Patient suffering with leg oedema avoids having to visit the hospital



Initial patient presentation:

Dr Dell, a GP in Northampton, needed advice on her patient suffering from leg oedema and had known cardiovascular disease. Dr Dell wondered if the patient was experiencing left ventricular failure. The patient's ECG was grossly abnormal. Dr Dell and her paramedic colleague were unsure whether the changes were acute or due to the patient's pacemaker, "as there were no previous ECGs on the patient's record to compare to, which made it much harder to work out if the problem was acute."

Dr Dell used the Consultant Connect App to send the ECG images via the IG secure Photo Messaging function to local Cardiologist, Dr Patrick Davey.

Dr Davey explained, "The GP and patient were worried not so much about the patient's clinical condition but about the ECG results. I was happy to reassure the GP that the ECG by itself was not concerning."



How Telephone and Photo Messaging Advice & Guidance helped the patient:

The patient was able to get the input of a secondary care consultant whilst avoiding an unnecessary trip to the hospital. Dr Dell explained:

"The patient was reassured, and both the patient and I were relieved".



How Telephone and Photo Messaging Advice & Guidance helped the GP:

"Dr Davey rang me within minutes of receiving the ECG and he also sent me a written response. He provided very prompt and helpful advice." – Dr Dell.



About the GP and technology used

Dr Mary Dell has been a GP for 24 years and currently works at Langham Place Surgery, NHS Northamptonshire CCG.

She uses the Consultant Connect App for Telephone Advice & Guidance and Photo Messaging Advice & Guidance:

"It's a very helpful service and great to know that there is speedy access to consultant advice. The service gives rapid answers - particularly helpful in cases where admission may be needed."

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