

# Paramedic uses Consultant Connect to avoid A&E for an elderly patient

Steven Evans has worked as a paramedic for the Welsh Ambulance Services NHS Trust (WAST) for 36 years. Since May 2020, paramedics across WAST have had access to rapid advice, from specialist clinical teams across NHS Wales, via Consultant Connect.

We asked Steven to share a recent example of when the outcome of a call via the service was 'not conveyed' and how this benefitted the patient.



## Initial patient presentation

"An elderly patient had recently been discharged following ten days in hospital due to a cerebrovascular accident. Given their history, mobility, gait issues, and the fact they lived at home with their elderly wife, who was also frail, the carer was uncomfortable managing the situation. The situation could not be escalated without an assessment from an Occupational Therapist (OT)."



## How Telephone Advice & Guidance helped the patient

"I arrived at the patient's house and used Consultant Connect to contact the stay well@home team rapidly.

Following a lengthy discussion, we received amazing support from an OT who arrived at the patient's home an hour after contact.

They carried out a full assessment at home, and at the same time, we were able to liaise with the Care Services, which resulted in continued care at home for the patient. This was very helpful and a fantastic response from the stay well@home team.

This was the best outcome for the patient and their wife as they were able to remain at home instead of being taken to A&E."



## Paramedic's experience of using Consultant Connect

We asked Steven about his experience of using the Consultant Connect service.

He said, "The Consultant Connect App gives me direct contact with GPs, Primary Percutaneous Coronary Intervention (PPCI), Ambulatory Emergency Care Units (AECUs), Elderly Care Units (ECUs), and Social Services. It's been an easy tool to use. As a solo responder, being able to liaise with other professional services has helped in my day-to-day job.

I would encourage colleagues to use this service, and it's straightforward to report outcomes."

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)