

In Practice - Uses of Messaging via Consultant Connect in different NHS areas

CRIS Team

The Community Rapid Intervention Services (CRIS) team use the service for sending internal messages to Acute consultants.

Dental

Community Dental Therapists send messages to Community Dental consultants.

Podiatry - Vascular Surgery

Podiatry teams use the Messaging service to contact Vascular Surgery. The Vascular Surgery team also use the Messaging service to access photos of patients taken by one another.

Dermatology

Dermatologists often use the service in the following ways:

- To discuss Dermatology cases, for example Dermatology and Plastic Surgery have a Messaging group for pre-and post-surgery.
- To triage cases – senior team members can review the photos taken by junior doctors during the original appointment and ensure advice/medication is correct. This adds safety, reduces workloads and is an educational tool. The cases are also exported to the patient record and tracked over time, which is helpful should the condition worsen, for example.



Local Secondary Care to out-of-area Dermatologists

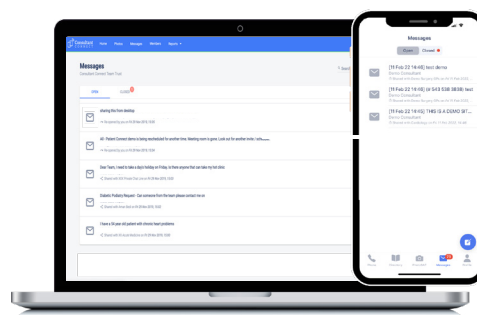
Where local Dermatology provision is limited, Secondary Care teams use the service to contact out-of-area NHS Dermatologists from the National Consultant Network (NCN). Using Messaging to contact NCN consultants allows clinicians to get rapid advice, reduce unnecessary referrals or avoid local nurses having to travel considerable distances between hospital sites.

Diabetic Podiatry MDT

The service can be used for Diabetic Podiatry MDT. The MDT includes 5 sub-specialties:

1. Community foot team
2. Diabetic Podiatry
3. Diabetes inpatient team
4. OPAT team
5. Diabetes MDFT (Vascular & Orthopaedics)

Members of the MDT can start messages based on their patient's case and share them within the designated sub-specialties. They can also include photos with their messages to aid team discussion. Cases discussed within the teams are often used as case studies and for internal knowledge sharing and training.



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