

Wales Primary Care User Guide

Enhanced Advice & Guidance via Consultant Connect

This pack is designed to provide you, and primary care clinicians across Wales, with all the information needed to get the most from the service.

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Introduction to Consultant Connect

Consultant Connect is a telemedicine provider transforming patient care in the NHS. Our services are used by over 4,000 GP practices, 7,000 consultants, over 90 healthcare areas, and over 120 hospitals.

Our Enhanced Advice & Guidance service connects clinicians-to-clinicians via three types of communication channels:

- Telephone
- Photo
- Messaging

By having rapid and direct access to specialist advice, clinicians can ensure that patients get the right care, faster. Consultant Connect is IG secure and GDPR compliant.

This service aims to provide clinicians with additional options for quicker and more efficient access to Advice & Guidance (A&G). Pre-existing routes such as email and local referral systems will continue to be available.

Each Consultant Connect project has a dedicated Account Manager to support users where needed.

How to Sign up and Access the Service

Open your camera feature on your mobile phone, scan the QR code below. You will be redirected to the relevant app store, from which you can download the Consultant Connect App. Once you have the app, open it and follow the simple steps to create your account.



Or search for 'Consultant Connect' on the [App Store](#) or [Google Play](#) on your mobile phone.

Create an account or, if you already have one, log in.

You can also [create an account](#) from your browser on your computer. You will then be able to use the same credentials to download and start using the free Consultant Connect App from your mobile phone. Once logged into the app, you will see a list of your available specialties.

There are three different ways you can access the service:

- [Via the Consultant Connect App](#)
- [Via your surgery's unique Dial-In Number](#)
- [Via the Consultant Connect Dashboard](#)

Please note: you are not able to make Telephone A&G calls via the Dashboard.

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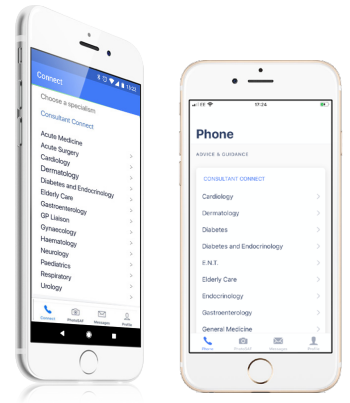
The Consultant Connect App

The quickest and easiest way to access the service is via the free Consultant Connect App on your mobile phone. To view the features in more detail, [click here](#).


Please note: available specialties will differ by hospital and/or locality.

The Consultant Connect App allows you to:

- [Make rapid A&G calls](#)
- [Take IG secure clinical photos](#)
- [Send secure messages and/or share photos with specialists](#)
- View specialties available and their operating hours
- View your personal activity



If you are a locum clinician or work for multiple organisations, please [email us](#), and we will add your other places of work to your profile.

 To find out more about settings and features of the service, [watch our videos](#).

Your surgery's unique Dial-In Number


If you are unable to use the app, you can access Telephone A&G by calling your surgery's unique Dial-In Number from any phone.

When calling your Dial-In Number, you will hear an automated list of the specialties available to you. To connect to a specialty, press the number the automated message associates to it (for example, press 1 for Cardiology).

Your surgery's unique Dial-In Number allows you to:

- [Make rapid A&G calls from any phone](#)

Need support?

 If you do not know your unique Dial-In Number, please contact the Consultant Connect team by email hello@consultantconnect.org.uk or call 01865 261 467.

Please note: you can only take and/or share IG secure clinical photos and messages when using the Consultant Connect App or Dashboard.

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Your Consultant Connect Dashboard


Your Consultant Connect Dashboard can be used to view your Consultant Connect activity (calls, photos, messages). GPs usually like their Practice Managers and Admin teams to have access to this feature, so they can access PID reports and download them to patient records. Practice Managers and Admin teams with admin access can view activity across your surgery.

Your Consultant Connect Dashboard allows you to:

- Securely store and/or share photos and files
- Send secure messages and/or photos and files with specialists for A&G
- Access your calls log and call recordings
- Access your photos log
- Access your messages log

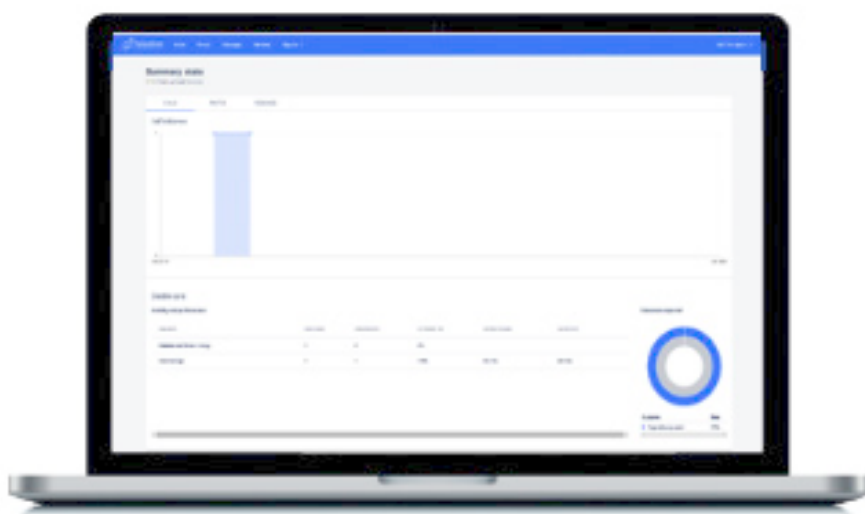
 [Access the Dashboard](#) by signing in using the same details you use for the app.

Please note: you are not able to make Telephone A&G calls via the Dashboard.

 Only authorised users at your practice can access PID call recordings and download them to patient records. To request access to call logs or recordings, please contact support@consultantconnect.org.uk

Learn more

 [Watch this short explainer video for Practice Managers and Admin teams](#)

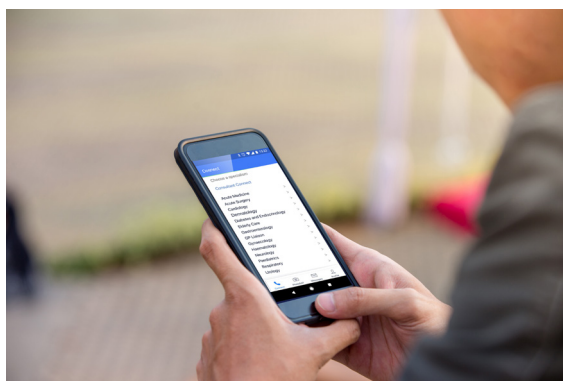


*Please note: Available features will differ by Health Board area.

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Quick service summary - access options and features

Feature	Access options		
	Consultant Connect App	Unique Dial-In Number	Consultant Connect Dashboard
Make rapid Advice & Guidance calls	Y	Y	N
Take IG secure clinical photos (photos are saved in a secure cloud not on your phone)	Y	N	N
Send secure messages and or share photos with specialists	Y	N	Y
View specialties available and their operating hours	Y	N	N
View your personal activity, toggle between organisations, request support, access your photos and profile settings	Y	N	Y
Store and share photos taken by patients securely	N	N	Y
Access your call recordings (authorised users only)	N	N	Y
View your activity – calls, messages, and photos. Access PID records (authorised users only)	N	N	Y



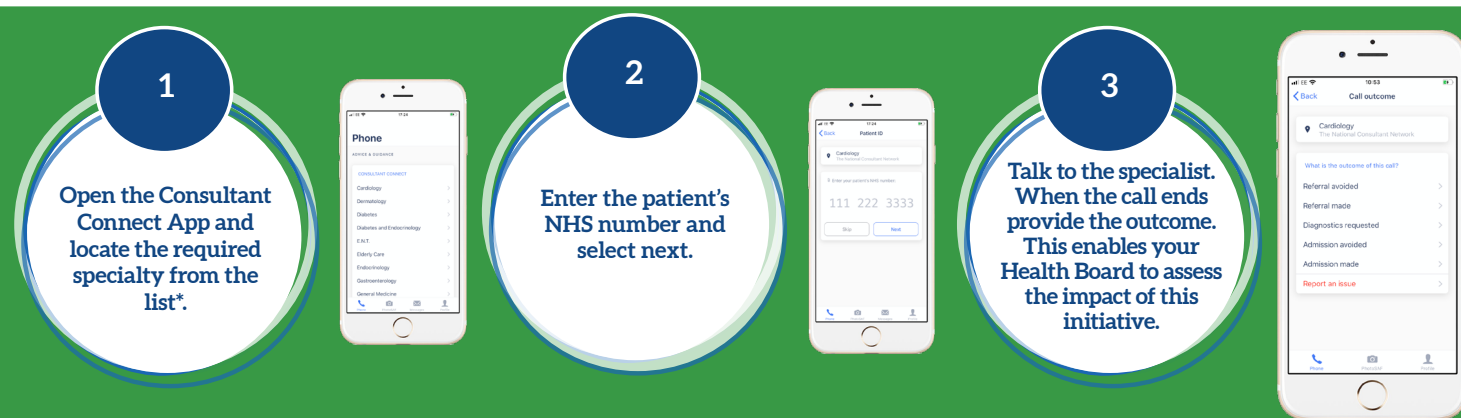
*Please note: Available features will differ by Health Board area.

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Rapid Telephone Advice & Guidance

You can use the Consultant Connect App or a unique Dial-in Number to speak to specialist clinicians for pre-referral Advice & Guidance over the telephone. Calls are answered by a rota of specialists in under 30 seconds (UK average). Please note: you can only take and/or share IG secure clinical photos and messages when using the Consultant Connect App or Dashboard.

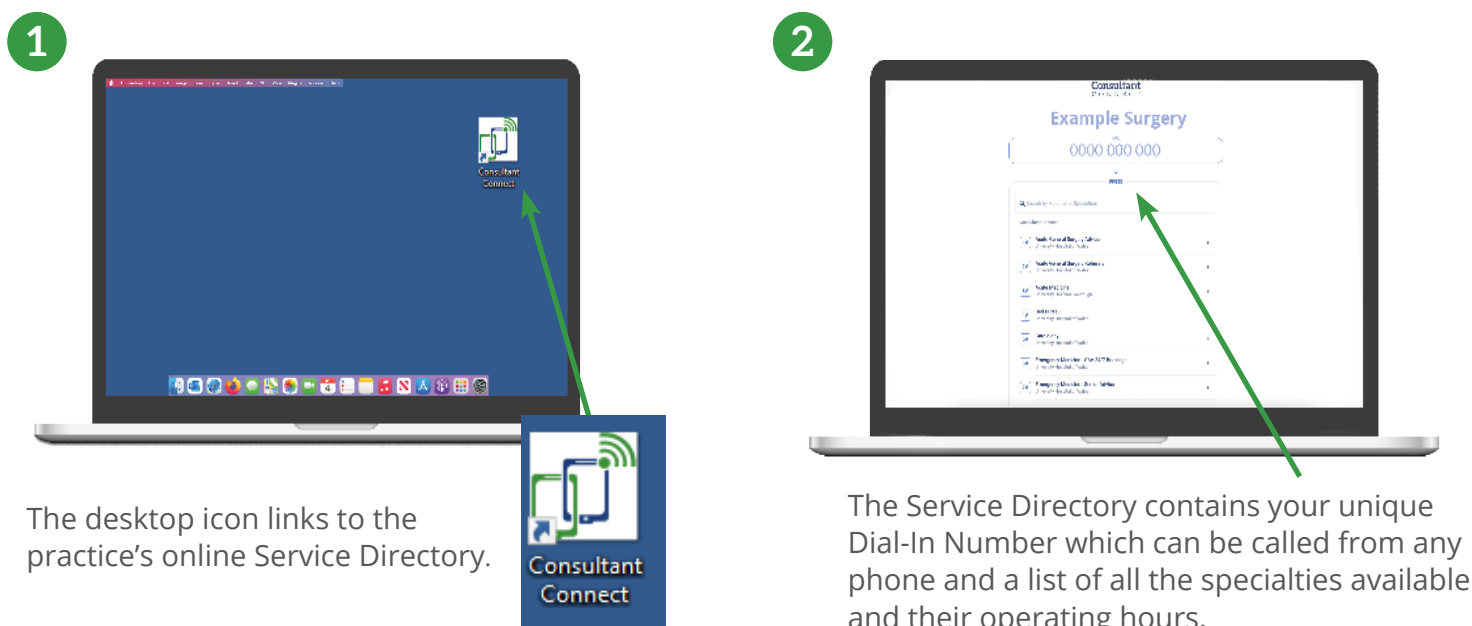
Using the Consultant Connect App



Using your unique Dial-In Number

If you are unable to use the app, you can access the service by calling your surgery's unique Dial-In Number from any phone. Your Dial-In Number, and a full list of specialties available to call can be found on your online Service Directory. Your Service Directory automatically updates to provide you with the latest information on all the specialties available to you and their opening hours.

To access your Service Directory, click on the Consultant Connect icon on your desktop computer, you'll then be redirected to your surgery's Service Directory link. We encourage you to bookmark this link to your browser for easy access.



*Available specialties will differ by hospital and/or locality.

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IG Secure Clinical Photography

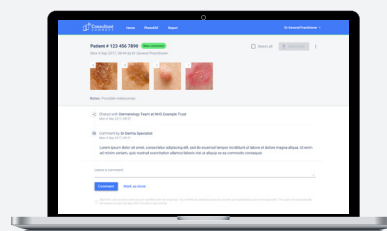
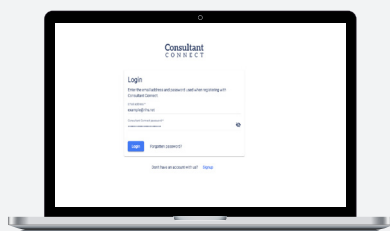
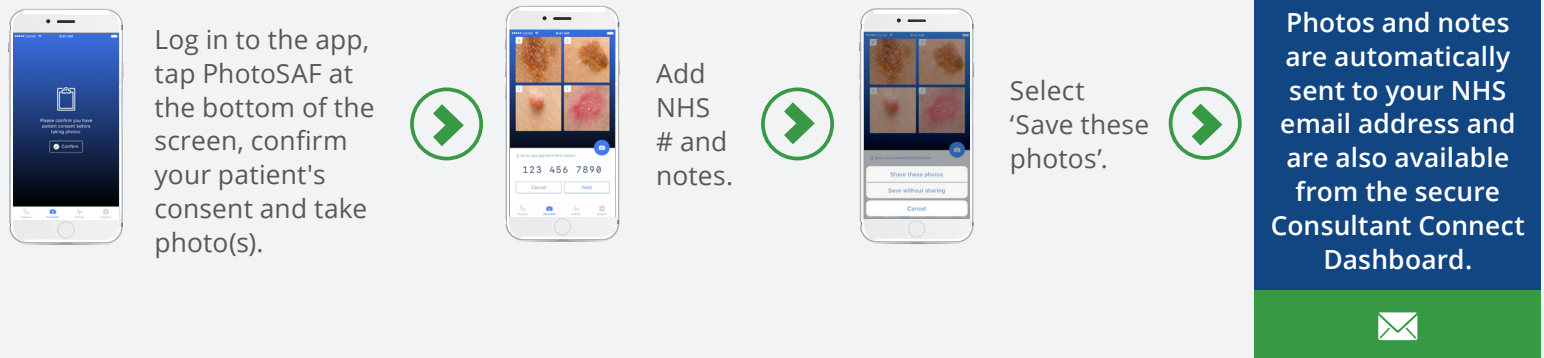
PhotoSAF feature on the Consultant Connect App

You can use the PhotoSAF feature on the Consultant Connect App to take clinical photos. Photos are saved to the secure Consultant Connect platform and never stored on phones.

After taking clinical photos via PhotoSAF, you can:

- Access them via the secure cloud, download them and share them with a specialist for A&G via a different route or attach to a referral (for example via WCCG)
- Access them via the secure cloud, download them and add to the patient's record
- Share these directly with NHS specialists for A&G

Using PhotoSAF



To download your photos and share via WCCG, attach to a referral or to the patient's record, [log in to the dashboard](#) via your computer, using the same email address and password you use for the app. Click on the 'Photos' tab in the menu bar.

Click the 'Download photos' button to export the photos to a secure file location on your practice computer. Once downloaded to a secure file location, you can share the photos via WCCG, attach to a referral or to the patient's record.

This service can be used by Practice Staff and Medical Secretaries:

They can use the Consultant Connect App to take photos. The photos can then be viewed and uploaded to the patient's record using the Consultant Connect Dashboard.

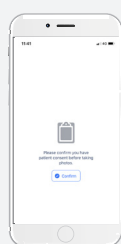
 [Watch this short explainer video about using PhotoSAF](#)

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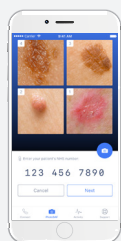
Photo Messaging Advice & Guidance

You can use the Consultant Connect App or platform to take, store and forward photos and files direct to specialist NHS clinicians for pre-referral Advice & Guidance. Photos are saved to the secure Consultant Connect platform and never stored on phones.

Via the Consultant Connect App



Open the Consultant Connect App and take photo(s) using the PhotoSAF feature.



Type or dictate a message and share with the specialty team (photos and messages are automatically saved on the Consultant Connect Dashboard).



You will receive an email notification when a specialist reviews and responds to your query.



To close the case either you or the specialist provides the outcome of the interaction. The conversation is securely saved. The images and notes can be downloaded via the Consultant Connect Dashboard as a PDF.

Via the Consultant Connect Dashboard



[Log in to the dashboard](#) via your computer, using the same email address and password you use for the app. Select 'Messages' from the menu and 'New Message' to upload files/photos.



Type your message and add the patient's NHS number (if available) and share message and files/photos with the specialty team.



You will receive an email notification when a specialist reviews and responds to your query.



To close the case either you or the specialist provides the outcome of the interaction. The conversation is securely saved. The images and notes can be downloaded via the Consultant Connect Dashboard as a PDF.

 [Watch this short explainer video about using Photo Messaging Advice & Guidance](#)

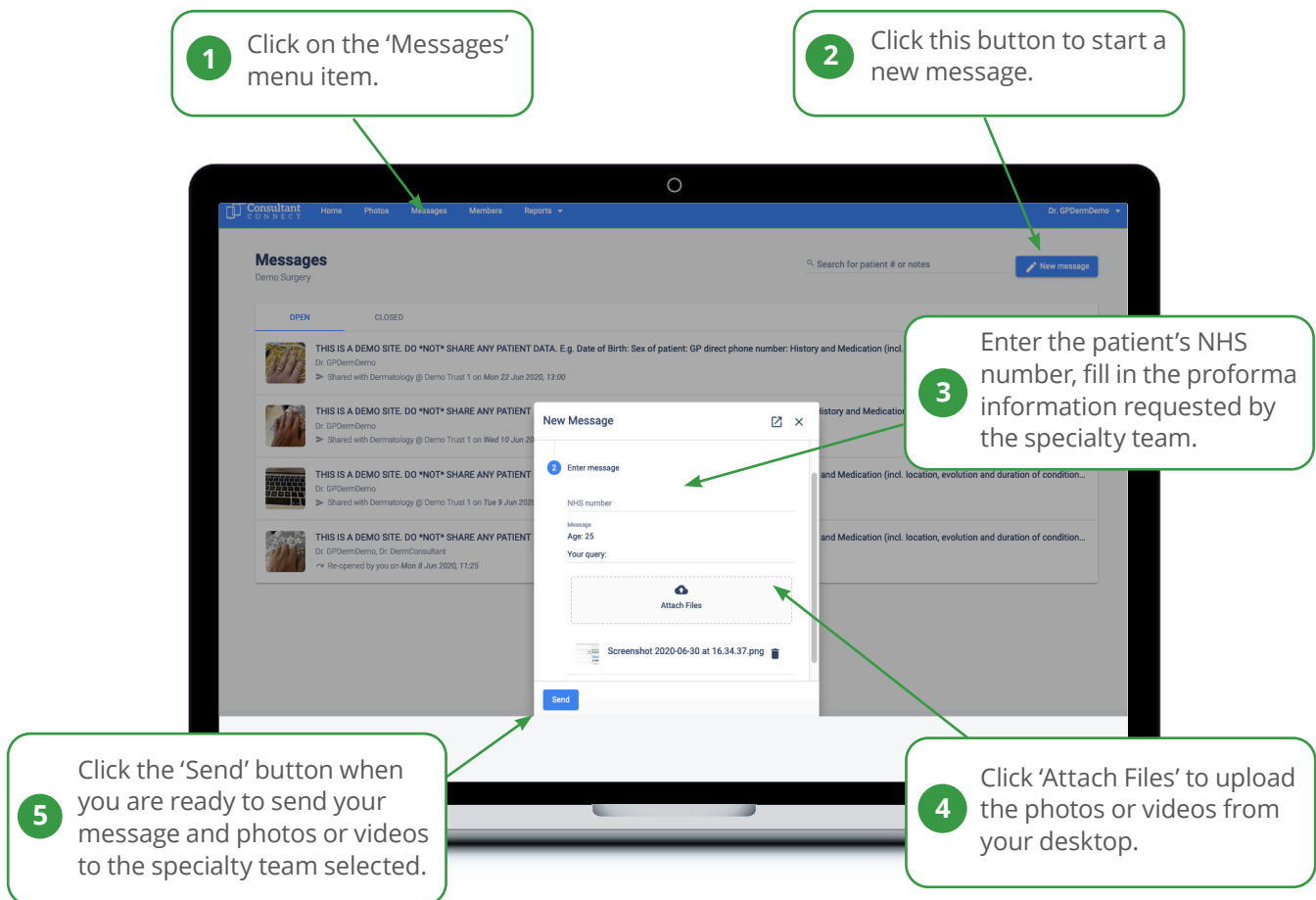
*Please note: Available features will differ by Health Board area.

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Using the Consultant Connect Dashboard to securely upload and send files

You can use the Consultant Connect Dashboard to upload clinical photos or files sent to you by patients or clinical colleagues. The Consultant Connect Dashboard enables you to store and/or forward photos and files direct to specialist NHS clinicians for pre-referral Advice & Guidance.

Log into the [Consultant Connect Dashboard](#) from your computer and follow the simple steps illustrated on the diagram below



Maximum file size

Please note that when uploading files and sending them the maximum size per file is 50MB.

Accepted file types:

- Most image, video, audio and text files
- PDF and Office files
- DICOM scans

 [Watch this short explainer video about uploading photos/files via the Dashboard](#)

*Please note: Available features will differ by Health Board area.

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Messaging Advice & Guidance

You can use Messaging for group or clinician to clinician pre-referral advice. Messaging can be accessed via the Consultant Connect App or platform. Photos and files can also be attached to messages.

Via the Consultant Connect App



Open the Consultant Connect App, tap 'Messages' and select the specialty team you would like to message.



Enter the patient's NHS number (if available), tap 'Next'. Type or dictate your message, press send.

You can also take photos to include with your message prior to sending (if appropriate).



You will receive an email notification when a specialist reviews and responds to your query.



To close the case, either you or the specialist provide the outcome of the interaction.

The conversation is securely saved. The images and notes can be downloaded via the Consultant Connect Dashboard as a PDF.

Via the Consultant Connect Dashboard



[Log in to the dashboard](#) via your computer, using the same email address and password you use for the app. Select 'Messages' from the menu and 'New Message' to upload files/photos.



Type your message and add the patient's NHS number (if available) and share the message with the specialty team. You can also upload files/photos to include with your message prior to sending (if appropriate).



You will receive an email notification when a specialist reviews and responds to your query.



To close the case, either you or the specialist provide the outcome of the interaction.

The conversation is securely saved. The images and notes can be downloaded via the Consultant Connect Dashboard as a PDF.

 [Watch this short explainer video about using Photo Messaging Advice & Guidance](#)

*Please note: Available features will differ by Health Board area.

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Reports on the Consultant Connect Dashboard

Your Consultant Connect Dashboard can be used to view your Consultant Connect activity (calls, photos, messages). GPs usually like their Practice Managers and Admin teams to have access to this feature, so they can access PID reports and download them to patient records.

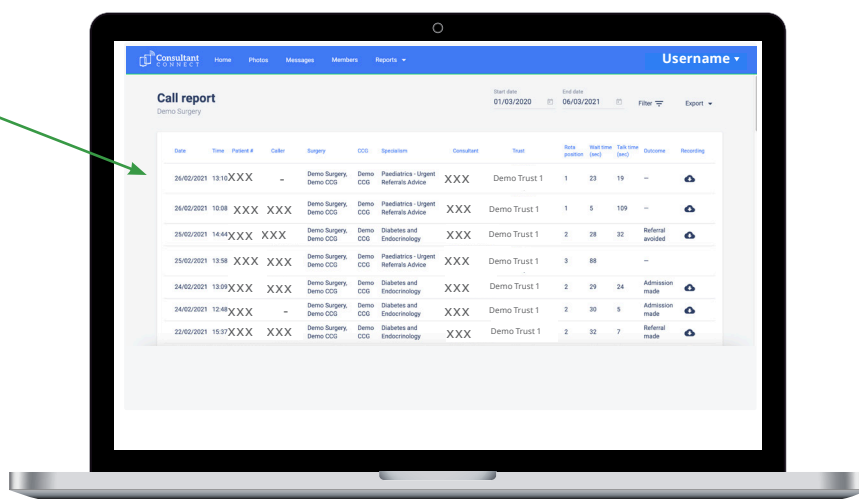
Access your calls log and call recordings

Click on 'Reports' then 'Calls'.

You'll see the calls you have made including the patient number and outcomes you have provided.

Calls made via your Dial-In Number are logged by surgery, not by individual users (calls made via the Consultant Connect App are logged individually).

Call logs can be accessed via your surgery's appointed administrator or Practice Manager.



Date	Time	Patient #	Caller	Surgery	CCG	Specialisation	Consultant	Trust	Task position	Task time (sec)	Task time (min)	Outcome	Recording
26/02/2021	13:10	XXX	-	Demo Surgery, Demo CCG	Demo CCG	Paediatrics - Urgent Referrals Advice	XXX	Demo Trust 1	1	33	19	-	
26/02/2021	10:08	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Paediatrics - Urgent Referrals Advice	XXX	Demo Trust 1	1	5	109	-	
25/02/2021	14:44	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Diabetes and Endocrinology	XXX	Demo Trust 1	2	28	32	Referral avoided	
25/02/2021	13:58	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Paediatrics - Urgent Referrals Advice	XXX	Demo Trust 1	3	88	-	-	
24/02/2021	13:29	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Diabetes and Endocrinology	XXX	Demo Trust 1	2	29	24	Admission made	
24/02/2021	12:48	XXX	-	Demo Surgery, Demo CCG	Demo CCG	Diabetes and Endocrinology	XXX	Demo Trust 1	2	30	5	Admission made	
22/02/2021	15:37	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Diabetes and Endocrinology	XXX	Demo Trust 1	2	32	7	Referral made	



Only authorised users at your practice can access PID call recordings and download them to patient records. To request access to call logs or recordings, please contact support@consultantconnect.org.uk

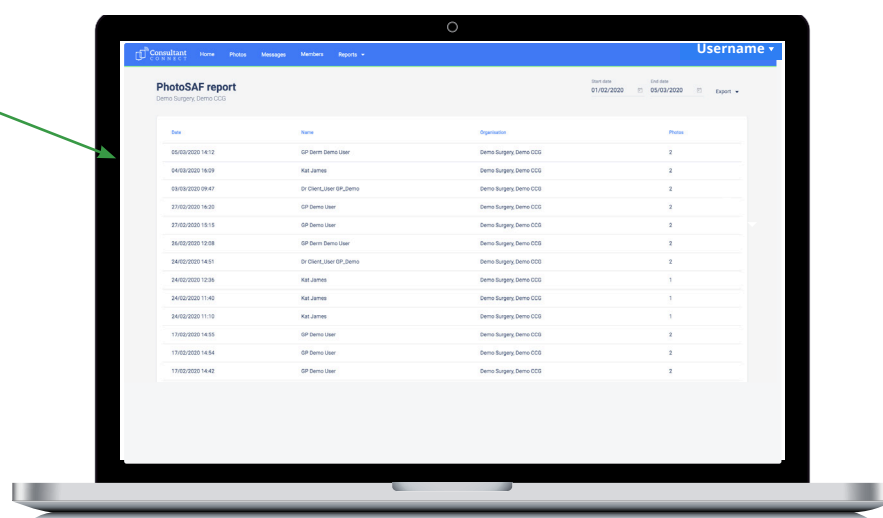
Access your photos log

Click on 'Reports' then 'Photos'.

Here you will see all the photos you have taken via the app or uploaded via the Dashboard and saved.

Click on the download button next to the photo, to download each photo to a secure file location on your practice computer and save to the patient record.

Photo logs can be accessed via your surgery's appointed administrator or Practice Manager.



Date	Name	Organisation	Photo
05/03/2020 14:12	GP Demo User	Demo Surgery, Demo CCG	2
04/03/2020 16:09	Kat James	Demo Surgery, Demo CCG	2
03/03/2020 09:47	Dr Client User GP_Demo	Demo Surgery, Demo CCG	2
27/02/2020 16:20	GP Demo User	Demo Surgery, Demo CCG	2
27/02/2020 15:15	GP Demo User	Demo Surgery, Demo CCG	2
26/02/2020 10:08	GP Demo User	Demo Surgery, Demo CCG	2
24/02/2020 14:51	Dr Client User GP_Demo	Demo Surgery, Demo CCG	2
24/02/2020 12:36	Kat James	Demo Surgery, Demo CCG	1
24/02/2020 11:40	Kat James	Demo Surgery, Demo CCG	1
24/02/2020 11:10	Kat James	Demo Surgery, Demo CCG	1
17/02/2020 14:55	GP Demo User	Demo Surgery, Demo CCG	2
17/02/2020 14:34	GP Demo User	Demo Surgery, Demo CCG	2
17/02/2020 14:42	GP Demo User	Demo Surgery, Demo CCG	2

*Please note: Available features will differ by Health Board area.

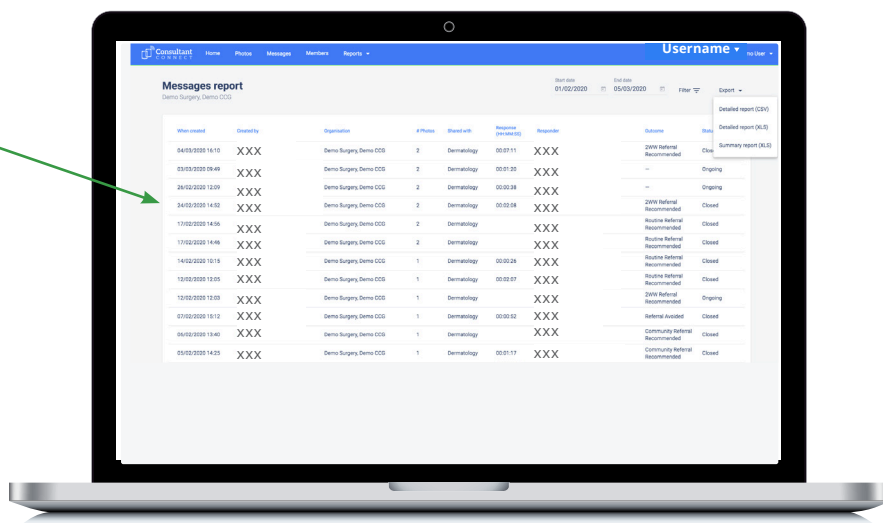
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Access your messages log

Click on 'Reports' then 'Messages'. Here you will see all the messages you have sent via the app or via the Dashboard and sent for A&G.

Click on the download button next to the messages, to download to a secure file location on your practice computer and save to the patient record.

Message logs can be accessed via your surgery's appointed administrator or Practice Manager.



 [Access the Dashboard](#) by signing in using the same details you use for the app.

Learn more

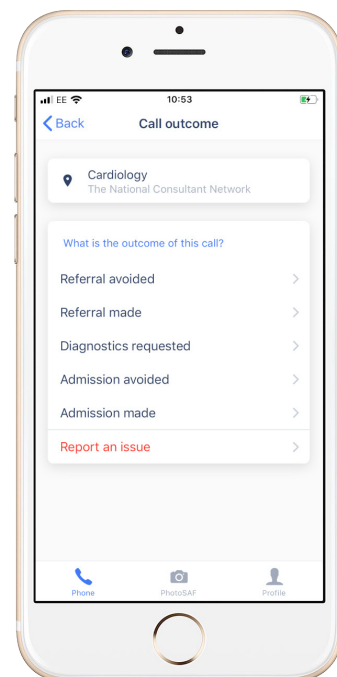
 [Watch this short explainer video for Practice Managers and Admin teams](#)

Leaving an Outcome

At the end of every A&G call or message request, you will be prompted to leave an outcome* (e.g. 'Referral Avoided', 'Admission Made').

Why this is important for everyone:

- It enables you to track the patient pathway.
- It's an important way to secure the future of the service - your commissioning organisation uses the data to measure effectiveness, which can allow them to add more specialties in the future.



*Please note that available outcomes and features may differ by Health Board/Hospital area.

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For Support



[View our short 'How to' videos...](#)



Your Account Manager can answer questions, provide support and a demonstration of how the service works, please email hello@consultantconnect.org.uk or call 01865 261467 if you do not have your Account Manager's contact details.

Wales - Primary Care Area



[For information for clinicians across Wales, please click here](#)

FAQs and Case Studies



[For FAQs, please click here.](#)



[For Case Studies grouped by user type, please click here.](#)



[For Case Studies grouped by specialty, please click here.](#)

If you have any additional questions or need service support from us, please call us on 01865 261 467 or email hello@consultantconnect.org.uk



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