



Overview:

National Consultant Network Referral Triage

National Consultant Network (NCN)

How it works

The NCN comprises a UK national network of NHS consultants who answer calls and/or respond to written requests for advice, they can:

- ✓ Support local consultants, acting as a back up when they can't respond to requests; and/or
- ✓ Provide specialties that are not available locally; or
- ✓ Answer all Advice & Guidance calls from Primary Care



NHS Specialties

Available Monday-Friday, 9am-8pm and Saturday-Sunday 9am-5pm

1. Cardiology* (and ECG/Echo image analysis)
2. COVID-19 Line*
3. Dermatology (and image review)
4. Diabetes and Endocrinology (and podiatry image review)
5. Elderly Care*
6. E.N.T (and image review)
7. Gastroenterology*
8. General Medicine*
9. Gynaecology
10. Haematology (and image review)
11. Mental Health - Medication Advice
12. Neurology
13. Ophthalmology (and image review)
14. Oncology
15. Paediatrics*
16. Renal Medicine
17. Respiratory Medicine*
18. Rheumatology
19. Trauma & Orthopaedics (and image review)
20. Urology

**These specialties are available Monday – Sunday from 8am-10pm*

National Consultant Network (NCN)

Feedback from clinicians speaking to the NCN

"I was **put through very quickly to an out-of-area consultant** and gained the information I needed to manage the patient effectively."

Lambeth GP

"I have spoken with both consultants working in our local hospital and out-of-area NHS consultants for advice. **I'd definitely recommend colleagues to use Consultant Connect.** It is extremely easy to use, it took no time to set up the free app on my phone. **It's quick, easy and convenient.**"

Cardiff GP

"The consultant's thorough **advice was didactic and helped me a great deal in deciding a management plan** and to expedite the referral to the anticoagulant clinic. **I am supportive of Consultant Connect, it is a very useful tool.**"

Southwark GP

"I've used the psychiatric medicine management service on a few occasions. **It has been really helpful.**"

Somerset GP

"The consultants have always been very pleasant, helpful, and it has always been **a positive as well as an educational encounter.**"

Barnet GP

[For more information about the NCN, click here.](#)

Referral Triage

How it works



- The service uses the expertise of the **NHS consultants** from our NCN to **triage waiting lists**
- The capacity is available to work through **backlogs in bulk** or triage new **incoming referrals**
- As “**virtual**” network consultants follow local protocols and pathways

Referral Triage

Key benefits

- ✓ Manages **high volumes quickly**
- ✓ Results in many referrals being **re-prioritised**
- ✓ Identifies important **upgrades** as well as **downgrades**
- ✓ Directs referrals to the **right service** first time
- ✓ Initiates **diagnostics** where needed
- ✓ Follows **local pathways**
- ✓ Communicates all results via **e-RS**
- ✓ Charged on a **per referral basis**
- ✓ 100% outcome **reporting**



NHS Specialties Available

1. Cardiology
2. Dermatology
3. Diabetes and Endocrinology
4. Elderly Care
5. ENT
6. Gastroenterology
7. General Surgery
8. Gynaecology
9. Haematology
10. Neurology
11. Ophthalmology
12. Paediatrics
13. Renal Medicine
14. Respiratory Medicine
15. Rheumatology
16. Trauma & Orthopaedics
17. Urology

Outcomes and Impact

As of April 2022, for c. 20,000 referral cases across 14 specialties

Outcomes	
Returned to GPs in primary care with advice	17%
Booked in for test only	8%
Booked directly into a routine outpatient appointment, without additional diagnostics being needed	46%
Booked into diagnostics and routine outpatient appointment is being arranged	15%
Downgraded to routine outpatient appointment	2%
Marked as urgent and prioritised for consultation without additional diagnostics being needed	5%
Marked as urgent and prioritised for diagnostics	5%
Upgraded to urgent and prioritised for consultation without additional diagnostics being needed	2%
Upgraded to a two-week-wait (2WW) pathway	1%
Total	100%

[For more information about Referral Triage, click here.](#)