

# Consultant Connect

## Advice & Guidance Service

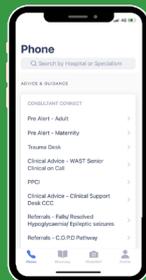
You can access this service using the Consultant Connect App (which shows the list of specialties available and their operating hours) or by directly calling your unique Dial-In Number from any phone. The free Consultant Connect App is available to download from your app store.

All calls are recorded for medico-legal purposes. The time it takes to connect to a clinician in this way is just 8 seconds (Welsh Ambulance Services NHS Trust average).

### Making a call via the Consultant Connect App

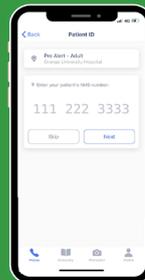
1

Open the Consultant Connect App and locate the required specialty from the list\*.



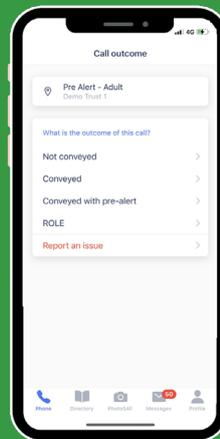
2

Enter the patient's NHS number and select 'next' (you are able to skip this option if necessary in sensitive/ acute situations).



3

Talk to the clinician. When the call ends please leave an outcome e.g. "Not conveyed". This provides valuable data when assessing the service.



\*Please note available specialties will differ by Health Board.

### Making a call using a radio handset

Alternatively, if you are unable to call via the app due to poor signal from being in a rural area, you can call your Health Boards' unique Dial-In Number:

1

Call your Health Board's unique Dial-In Number. If you do not know your unique Dial-In Number, please email [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk).

2

Use  key to select phone symbol

3

Press the phone symbol 

Find out more about the Consultant Connect App on the next page.

# Registering for the Consultant Connect App

To sign up to the Consultant Connect service, download and open the app on your phone, click sign up and follow the simple steps below:

1

During the sign-up process you'll have the option of selecting 'Paramedic' or 'Other'.  
If you are not a paramedic, please select 'Other' to add your job title (you don't need to enter the NHS number)  
- click 'next' to progress.

2

When asked for your organisation, please select 'WAST' followed by your Health Board area  
e.g. "WAST BCU".

3

If you work across two or more Health Board areas, tap the 'Profile' tab and then 'Request Organisation Change' and follow the simple steps to gain access to multiple organisations.

Once complete - you'll be able to view these areas in the 'Profile' section of the App and simply toggle between your chosen Health Board areas.

## Make the most out of the Consultant Connect App

### Phone\*

Click 'Phone' to make Telephone Advice & Guidance calls to NHS clinicians on the list shown. You will also be able to see the operating hours when clicking on a specialty.

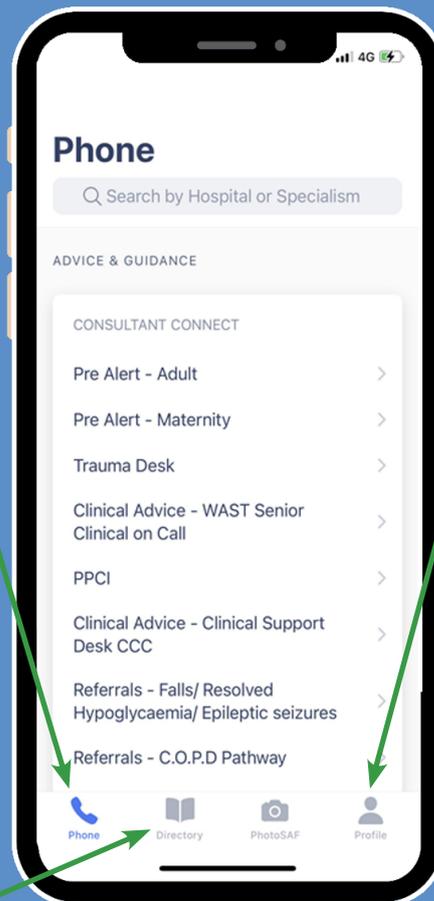
\*Please note available specialties will vary between Health Board areas.

### Directory

Bypass numbers\* save you time. You can now directly call GP practices, removing the need to wait on the general reception switchboard. Tap 'Call Bypass Number' on the screen to begin the call.

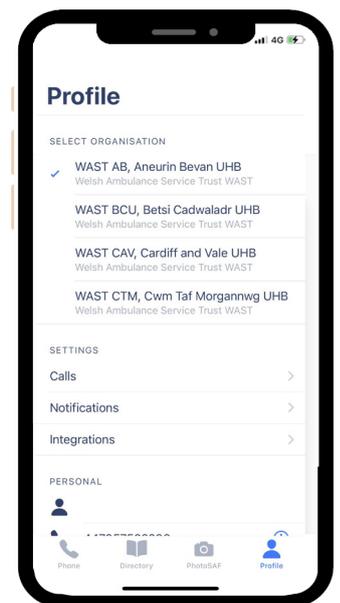
Please note: The GP reception number will be displayed alongside the bypass number. If a bypass number is not available, you will only see the GP reception phone number displayed.

\*Please note bypass number availability will vary between Health Board areas.



### Profile

Click on 'Profile' to view or update your settings. If you are set up to work at multiple Health Board areas you will have the ability to toggle between them (as shown in the image below). To contact the Consultant Connect main office for technical support, select 'Call us' or 'Email us'. Please do not include any Patient Identifiable Data.



For more information or support, please email:

hello@consultantconnect.org.uk or call us on 01865 261 467

For case studies & videos, visit: [consultantconnect.org.uk/wast-customer-area](https://consultantconnect.org.uk/wast-customer-area)

