

Acute General Surgery in Cardiff and Vale University Health Board

Chris Morris is a Consultant Colorectal Surgeon and the Clinical Lead for Surgical Same Day Emergency Care at University Hospital of Wales in Cardiff and Vale University Health Board. Mr Morris talks to us about the benefits of using the Consultant Connect service for his team and their primary care colleagues.



How Consultant Connect has helped to streamline Acute General Surgery clinical conversations:

"With the development of same day emergency care in surgery, the importance of a clinical conversation between the referrer and the receiving clinicians has been emphasised. This clinical conversation allows the patient to be directed to the most appropriate service. It also enables pre-planning within the SDEC services and builds a good working relationship between the general practice/ emergency unit and surgical services. Consultant Connect acts as an enabler to make these clinical conversations easy to access for both the referrer and the receiving clinician."



How the Consultant Connect team have helped:

"The Consultant Connect team has been readily available to help with the service setup, communication to relevant groups, e.g., GPs and EU doctors, and to provide a national perspective on what has worked well in other hospitals around the UK. They take a proactive approach that has really helped drive the changes forward. By providing regular updates of data relating to the service, we have been able to ensure improvements in the process have had the desired effect or identify areas that have not worked so well. This has allowed us to take an evidence-based strategic approach to service improvement in relation to referral management."



How the service benefits the Acute General Surgery team and their primary care colleagues:

"Consultant Connect has been used to simplify and speed up the process of both external and internal referrals to surgery. It has utility both as a directory of services and as a mechanism for allowing rapid communication to WiFi phones carried by clinicians, which have replaced traditional bleeps. Additionally, Consultant Connect has allowed us to collect accurate data on our referral demand and performance manage our referral answer rates. Although we have not yet had to make use of the function, there is the ability to access recordings of clinical conversations in the event of medicolegal cases."



If you have any questions about this service, please get in touch on 01865 261467 or at hello@consultantconnect.org.uk