

5 reasons to provide Advice & Guidance via Consultant Connect

1. Helps prevent unnecessary referrals into Secondary Care

Providing Advice & Guidance (A&G) to Primary Care clinicians increases hospital efficiency as you can advise on the most appropriate destination or outcome for the patient. This prevents unnecessary trips to hospital for patients and ensures you only see the patients you need to see.

"We help provide primary care with immediate access to specialist opinion and to get the patients to see the right person at the right time and without causing delays in their treatment pathways."

(Consultant Gynaecologist)

"Having more incoming calls from primary care increases hospital efficiency as consultants decide on the most appropriate destination or outcome for the patient – bypassing A&E."

(Clinical Lead for Emergency Medicine)

2. Improves communication with Primary Care

Timely availability of specialist guidance by phone enables Primary Care clinicians to get the support they need, when they need it.

"It provides a direct means of communication between primary and secondary care, on a one-to-one basis about specific questions. It improves communication and also improves patient care."

(Consultant Paediatrician and Clinical Lead)

"Getting to talk to a number of GPs based in different practices also helps to understand what the main or recurring issues and concerns are in the community."

(Consultant Cardiologist)

3. You only answer calls when you can

Consultant Connect is designed so that calls are routed through to a 'rota' of potentially available specialists. If you can't answer, the call will jump to the next specialist on the rota.

"It's just so easy! I only take calls when I am able to. It is a pleasure to speak to GPs, and the calls never take long."

(Consultant Cardiologist)

4. Data captured ensures informed decision making

Consultant Connect provides valuable data regarding call volumes, length of calls and outcomes, as well as call recordings for medico-legal purposes. This data can be used to inform decisions within your team and provides a valuable training tool.

5. NHS specialists are already benefitting from Consultant Connect

Over 8,500 specialists across the UK are providing A&G via Consultant Connect. What's more, if you already provide telephone A&G to primary care, we can integrate your existing telephone line onto the system, giving you the ability to record the content of calls and access data on call volumes and sources.