

Implementation and evaluation of Consultant Connect within SLaM

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Evaluation protocol

The evaluation had three aims:

1. to understand the process of rapidly implementing Consultant Connect
2. to establish the acceptability and feasibility of Consultant Connect
3. to understand the economic implications of running the service

Study protocol | [Open Access](#) | [Published: 03 February 2021](#)

Development and rapid evaluation of services to support the physical health of people using psychiatric inpatient units during the COVID-19 pandemic: study protocol

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DOI <https://doi.org/10.1186/s43058-021-00113-0>



Strategies for implementation

Expert Recommendations for Implementing Change (ERIC) Framework to support systematic reporting of implementation strategies both prospectively and retrospectively.

Powell BJ, Waltz TJ, Chinman MJ, Damschroder LJ, Smith JL, Matthieu MM, Proctor EK, Kirchner JE. A refined compilation of implementation strategies: results from the Expert Recommendations for Implementing Change (ERIC) project. *Implement Sci.* 2015 Feb 12;10:21. DOI: 10.1186/s13012-015-0209-1

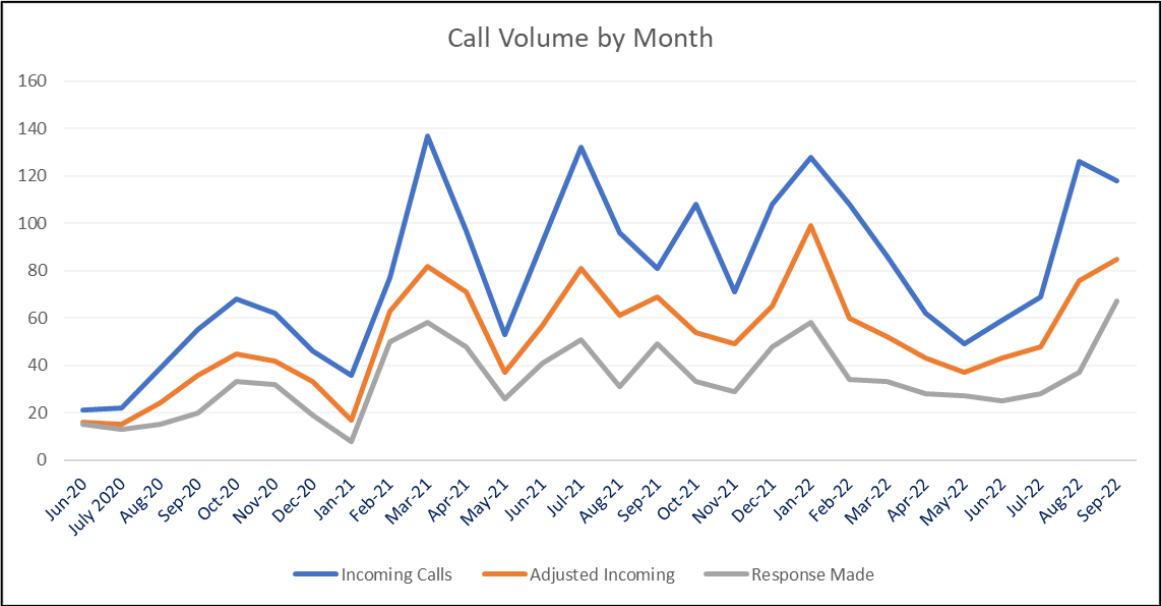
- 73 discrete implementation strategies
- 7 implementation domains:
Analysis, Incentivisation, Knowledge, Relationship building, Resource, System (context) System (project)

Domain	No. of activities	% of activities undertaken	No. of strategies applied & mapped / potential no. of strategies (%)
Knowledge	88	47.1	8/15 (53.3)
Relationship Building	56	29.9	6/10 (60)
Analysis	21	11.2	3/11 (27.3)
System (project)	14	7.5	4/16 (25)
Resource	4	2.1	1/4 (25)
System (context)	3	1.6	3/9 (33.3)
Incentivisation	1	0.5	1/8 (12.5)
Total	187	100.0	26/73 (35.6)

Code	Description	Domain	Frequency	%
69	Use mass media	Knowledge	36	19.3%
24	Develop Academic Partnerships	Relationship building	26	13.9%
33	Facilitation	Relationship building	19	10.2%
38	inform local opinion leaders	Knowledge	18	9.6%
64	Use advisory boards and workgroups	Analysis	10	5.3%
16	Conduct educational outreach visits	Knowledge	8	4.3%
31	Distribute educational materials	Knowledge	8	4.3%
5	Audit and provide feedback	Analysis	6	3.2%
7	capture and share local knowledge	Knowledge	6	3.2%
15	Conduct educational meetings	Knowledge	6	3.2%



Calls, Outcomes, and Users



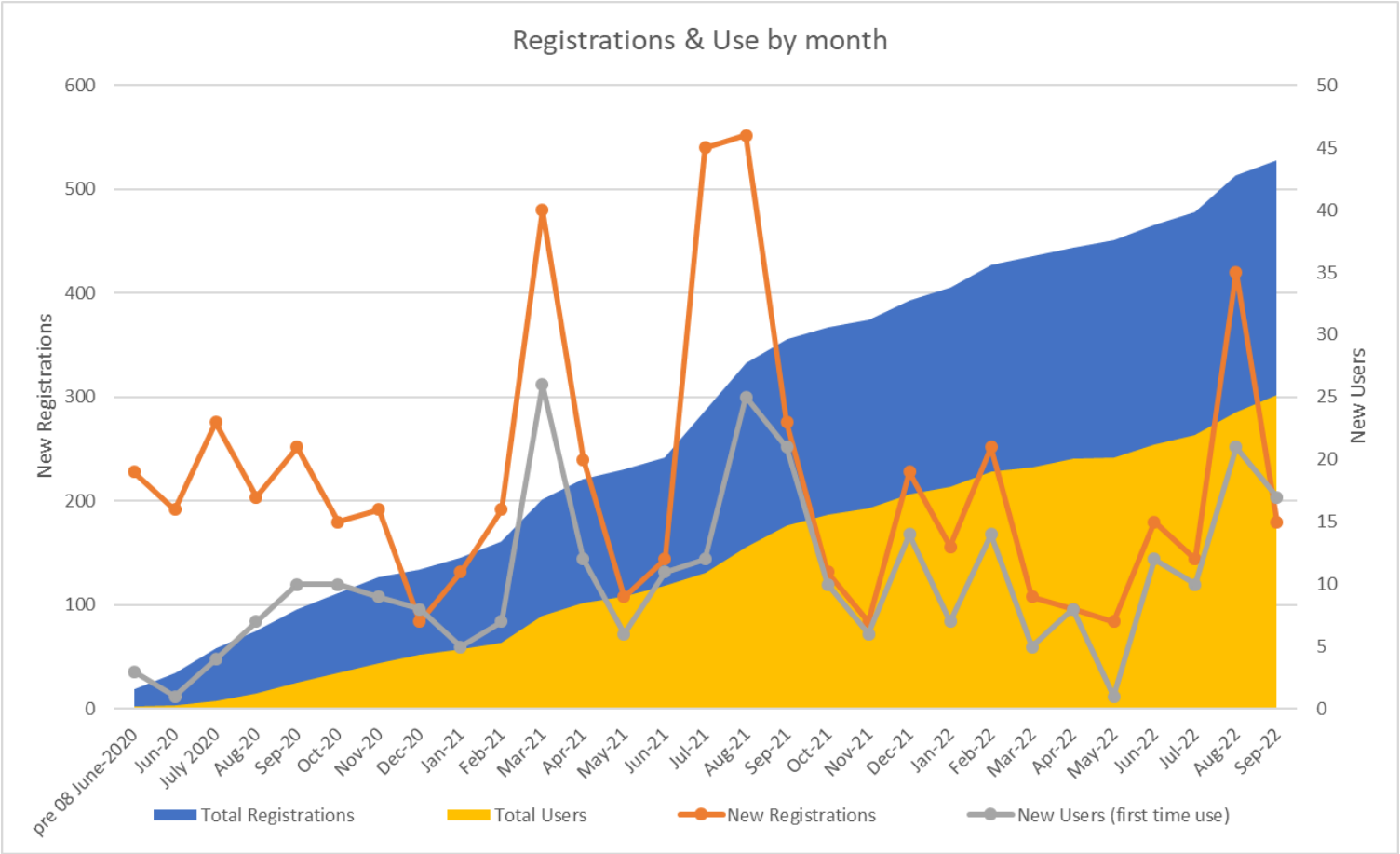
- >70% of calls with a recorded outcome led to physical health care being provided in a mental health setting
- Callers are better informed to make a referral when required

Referral Avoided	245	64.8%
Diagnostics Requested	49	13.0%
Referral Made	42	11.1%
Patient treated out of hospital	13	3.4%
Admission Avoided	8	2.1%
Patient navigated to clinic or outpatients	8	2.1%
Non-2WW referral recommended	4	1.1%
2WW referral recommended	3	0.8%
Admission made	2	0.5%
Urgent non-2WW referral recommended	2	0.5%
Community referral recommended	1	0.3%
Unstable/insufficient quality of image	1	0.3%
Total Outcomes Recorded	378	100%
Outcomes recorded for 378/915 Physical Health responses given (41.3%)		

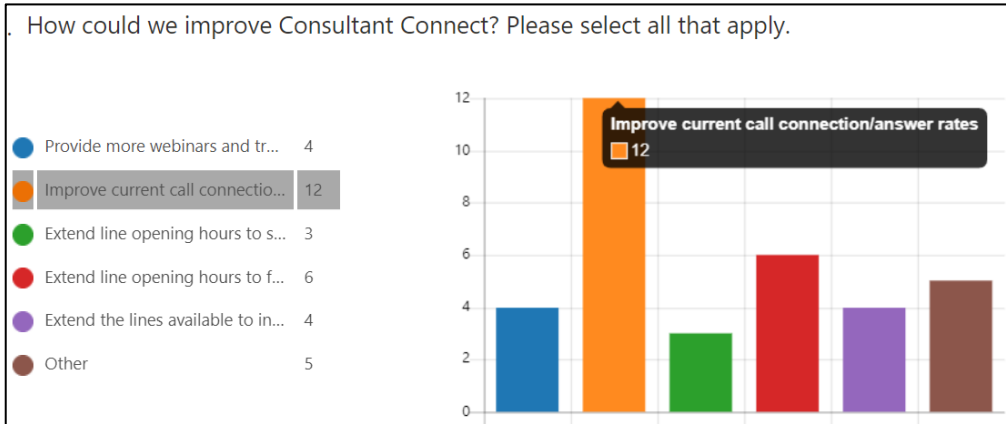
- 65+ specialities contacted
- Cardiology; Diabetes & Endocrinology; Haematology; Neurology; Acute medicine; Dermatology are the most used lines
- Query response rate ~70%
- ~25% calls originate in community mental healthcare settings

Calls, Outcomes, and Users

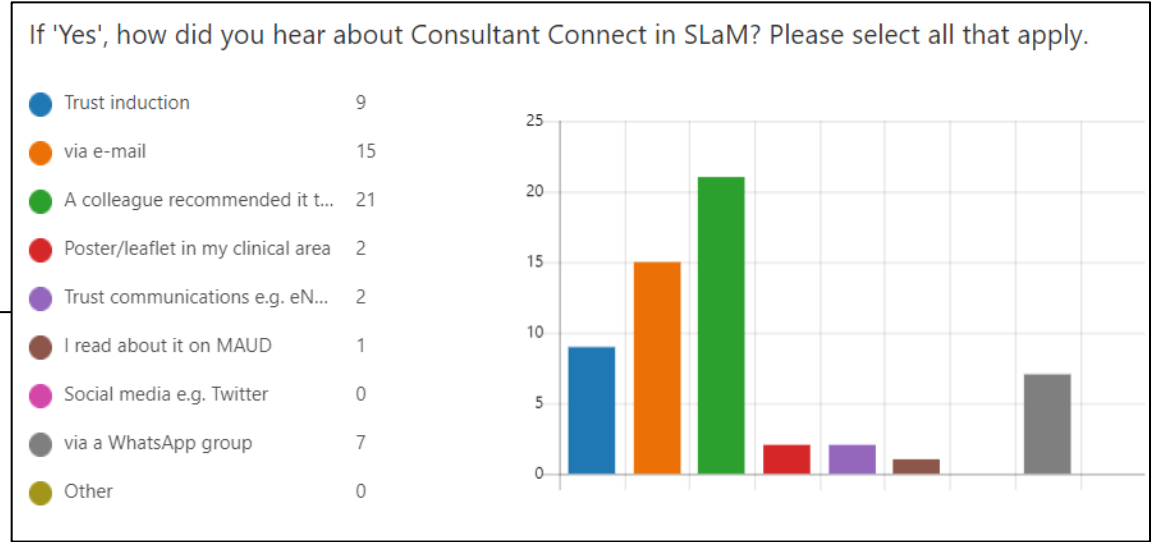
- 16 distinct professional groups registered as users
- Trainee Doctors biggest single user group (~60%)
- Incentivised to use with accredited CPD points
- Targeted implementation activities for specific user groups



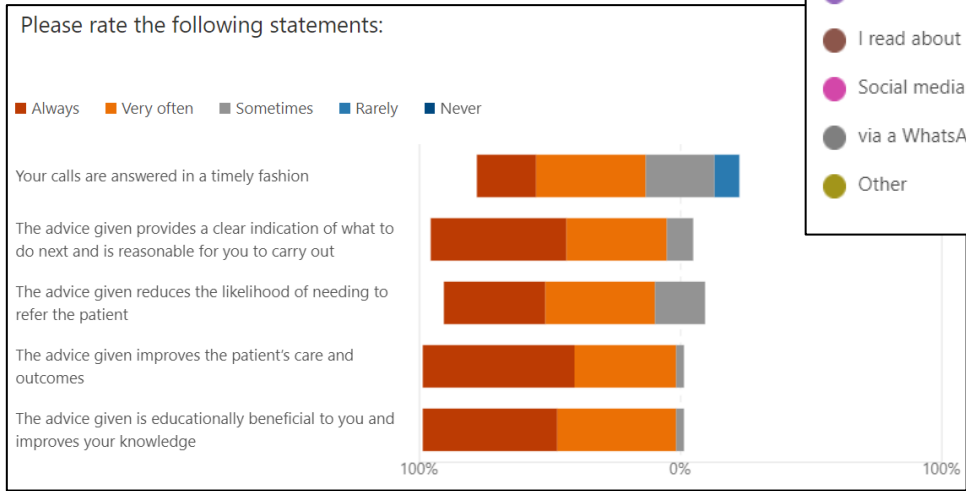
Clinical feedback



"I think this application is FANTASTIC. I really do think the photo/message function should be extended ..."



"It's amazing. Moving to a trust which doesn't have it just emphasises how good it is..."



"I received excellent support ... and managed to avoid sending a Dementia patient to A&E to wait for a long time and instead managed to organise appropriate scans to make a diagnosis. Very pleased with the service."

