

# Telephone Advice & Guidance in Kent & Medway

Clinicians in Kent and Medway have had access to specialist advice via Consultant Connect since September 2019. We spoke with two GPs and a pharmacist prescriber in the area to find out how Telephone Advice & Guidance has improved their working methods.



## How did you get specialist advice before using Consultant Connect and how does this compare with Telephone Advice & Guidance (A&G)?

Dr Eliza Moldovan, a GP, said: "previously, we would have needed to call the on-call specialist or their secretary at the local hospital for any advice and wait for a response. **The service provided by Consultant Connect is much faster, and the rapid access to specialist advice allows me to make decisions within a consultation,** often with the patient present."

Dr Modupe Samuel-Onalaja, a GP, commented: "Telephone A&G is a better tool as it **helps avoid unnecessary referrals or waiting for an on-call specialist to call me back, saving me time.**"

The Primary Care clinicians also added: "**the service is invaluable.** The quick and helpful advice enables me to better manage patients in the community or refer them to a specialist if needed."

Shenaz Khan, a Pharmacist Prescriber, added: "**the service streamlines my day-to-day job** in a relaxed and easy way, and I feel much more informed. **This is by far the best A&G tool!**"



## We asked the clinicians to share examples of how using the service has recently helped improve patient care:

### Dr Samuel-Onalaja's Gynaecology patient

"I recently called a consultant gynaecologist via the Consultant Connect App after seeing an 80-year-old patient presenting with lower abdominal pain. She had been referred for an ultrasound scan, which was reported as a distended endometrial cavity; however, the patient had had no per vaginum bleeding or weight loss. The consultant advised making an urgent, but not a two-week wait, referral to gynaecology for the patient to be seen by a specialist. **The response was immediate, and I could make a rapid decision about the best care for the patient.**"



### Other patient examples

Shenaz shared how a patient's blood test showed elevated alanine aminotransferase levels, so she contacted a consultant paediatric gastroenterologist via the Consultant Connect App.

"The consultant advised me to order an ultrasound scan for the patient and repeat liver function tests. **His advice was helpful, truthful, and non-judgemental, which ultimately helped me provide the best care for my patient.**"

Dr Moldovan recalled receiving a patient's bloodwork which showed raised haemoglobin and haematocrit levels.

"I spoke with a consultant haematologist who reassured me that a referral to Secondary Care was not necessary, which I then shared with the patient. They were pleased and relieved that **their case was discussed with a specialist promptly.**"

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