

Consultant Connect Advice & Guidance Service

You can start using this service today by using the free Consultant Connect App (which shows the list of specialties available and their opening hours) or by calling your surgery's unique Dial-In Number from any phone. Your Service Directory, accessible in your browser, also shows the specialties available, plus your Dial-In Number. This service is funded by your commissioning organisation.

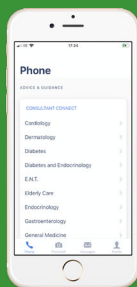
The Consultant Connect App (available in the App Store and Google Play) has additional features, including an IG-secure clinical photography function (PhotoSAF). You can find out more about the app on the next page.

Telephone Advice & Guidance, delivered by Consultant Connect, routes your calls to a rota of NHS specialists rather than individual NHS specialists. If the first specialist is unable to answer, the service moves your call onto the next available specialist. The time it takes a Primary Care clinician to connect to a specialist this way is just **27 seconds** (UK average).

Making a call

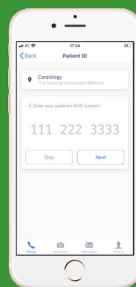
1

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



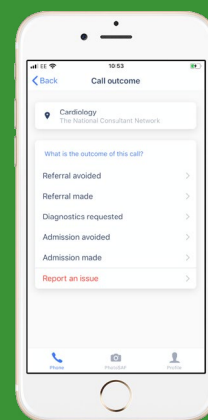
2

Enter the patient's NHS number and select next.



3

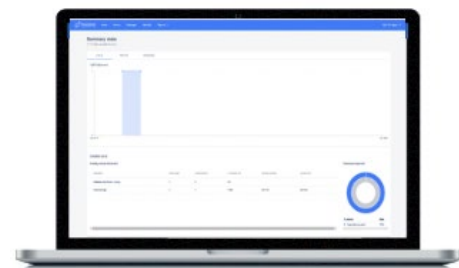
Talk to the specialist. When the call ends provide the outcome e.g. referral avoided. This enables your commissioning organisation to assess the impact of this initiative.



*Please note available specialties will differ by hospital and/or locality.

Accessing your photos and call recordings

- [Sign in](#) to Consultant Connect in your browser using the same credentials for the app.
- Once you are logged in, you will be shown a summary of the calls you have made and when you have made them including a record of the outcomes.
- Click on 'Reports' then 'Call Reports' in the top menu bar. Here you'll see a breakdown of the calls you have made including the patient number and outcomes you have provided.
- In the call report, you will see that for any calls you have made, under the column 'Recording', there is a cloud icon. Clicking this icon will automatically start downloading an MP3 file of your call to your device. There is no expiry date for call recordings, so you can go back and listen to previous calls whenever necessary.
- You also have access to any photos you have saved by clicking on 'Photos' in the menu. You can download photos as a PDF to your device at any time.



Providing access to Consultant Connect activity

Users can only access and download call recordings and photos they have made or taken. To grant users with additional PID access, such as administrators or practice managers, please contact hello@consultantconnect.org.uk.

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

The Consultant Connect App

Free to clinicians within participating areas.

First, download the app from **Google Play** or the **App Store**.

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

1

Enter your name, NHS email address* and create your password. Click 'create account.'

2

Provide your surgery name and select 'next.'

3

Select your role and enter your GMC number and click 'next.'

4

You will receive an email asking you to verify the email address you provided in step 1. Copy the verification code from the email received and paste it directly to the sign-up form and click 'verify.'

5

You will then be asked to provide a mobile number. Enter your mobile number and click 'next.'

6

You will then receive a text message with a verification code. Enter the verification code on the sign-up form and click 'verify.'

7

To complete the signup process, confirm your consent to use the service by clicking 'confirm.'

*Please use your NHS email address as it is pre-verified.

How to make the most out of the Consultant Connect App

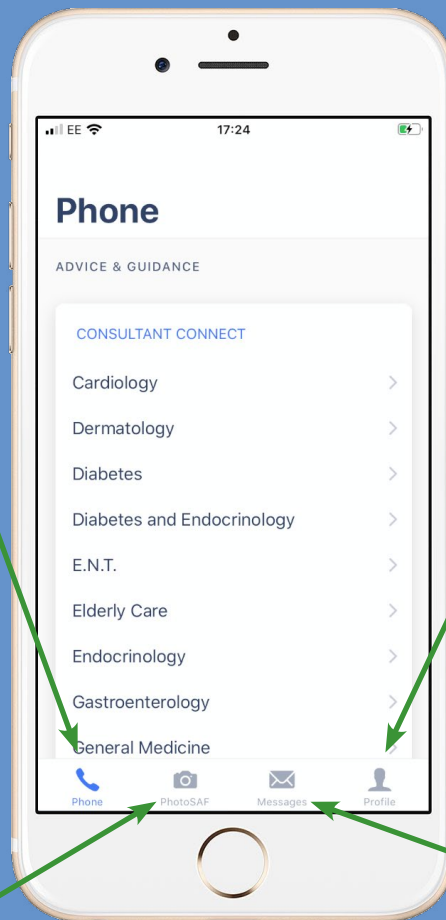
Phone*

Click 'Phone' to make Telephone Advice & Guidance calls to NHS specialists on the list shown. You can also see specialty opening times. With an average connection time of 27 seconds, this is a quicker alternative to calling through switchboard.

*Please note available specialties will differ by hospital and/or locality.

PhotoSAF

Use this feature to take secure clinical photos and add notes. Images are stored in an IG-secure and GDPR-compliant cloud and not on the phone. The images and a PDF summary are automatically sent to your NHS email address. You can view and download saved images by logging in to Consultant Connect in your browser from any device.



Profile

Click on 'Profile' to view your settings. You can also see your recent activity on the app. To contact the Consultant Connect main office for technical support, select 'Call us' or 'Email us'. Please do not include any Patient Identifiable Data.

Messages

In areas where this feature is enabled, you can click on 'Messages' to send messages to specialists within the app. You can view all open and closed advice requests you have sent to specialists via the PhotoSAF feature.

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