

How It Works

1. GP calls (landline or app), chooses specialty, inputs patient NHS no.



2. Call loops through "rota" of available local consultants, GP put through to first consultant to answer



Conversation is recorded and call data tracked. Outcome of the call is ranked by GP / consultant

Top CC Specialties Nationally

Elective

- Cardiology
- Care of the Elderly
- Diabetes / Endocrinology
- Gastroenterology
- Gynaecology
- Haematology
- Paediatrics
- Urology

Urgent

- Acute Medicine
- Acute Surgery
- Ambulatory Care
- GP Liaison
- Urgent Paediatrics

Performance

70%-80%

Call pickup rate

0:35

Av connection time

3:43

Av call duration

66%

of calls to **elective** specialties **avoid an unnecessary referral or admission**

>60%

of calls to **urgent** specialties **avoid an unnecessary visit to A&E**

Coverage

19,000,000 patients covered

>60 CCG areas / Health Boards

40 specialties offered

Rollout

6 weeks average implementation time

Feedback

"It's great to be able to speak with GPs again"

"I rang about a patient who was severely autistic and would have been very difficult to admit or even get to a hospital appt. Was able to manage at home."

>81%

of consultant and GP users believe that **Consultant Connect is good for healthcare in their area**

"It provides a learning opportunity - how to manage patients better on a case by case basis"

"Consultant opinion saved a referral and helped quickly put my patient at ease with a clear management plan."

"I had a patient with a suspected ruptured AAA, spoke to vascular consultant directly, and theatre was ready when he was bluehighlighted in"