

# Consultant Connect Advice & Guidance Service

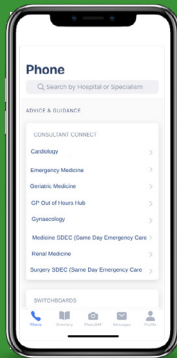
You can access this service using the Consultant Connect App (which shows the list of specialties available and their operating hours) or by directly calling your organisation's unique Dial-In Number from any phone. The free Consultant Connect App is available to download from the [App Store](#) or [Google Play](#).

All calls are recorded for medico-legal purposes. The time it takes to connect to a specialist in this way is just 11 seconds (UK average for ambulance clinicians).

## Making a call via the Consultant Connect App

1

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



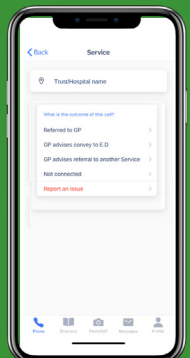
2

Enter the patient's NHS number and select 'next' (you are able to skip this option if necessary in sensitive/acute situations).



3

Talk to the clinician. When the call ends please leave an outcome e.g., 'Not conveyed'. This provides valuable data when assessing the service.



\*Please note available specialties will differ by locality/area.

## Making a call using your Dial-In Number

Alternatively, if you are unable to call via the app due to poor signal from being in a rural area, you can call your ambulance trust's unique Dial-In Number from a mobile or landline, and in most cases via your onboard radio:

1

Call your ambulance trust's unique Dial-In Number. If you do not know your unique Dial-In Number, please email [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk).

2

Enter the patient's NHS number and select 'next' (you are able to skip this option if needed).

3

Talk to the specialist. When the call ends, provide the outcome e.g., 'Not conveyed'. This provides valuable data when assessing the service.

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

# Registering for the Consultant Connect App

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

1

During the sign-up process you'll have the option of selecting 'Paramedic' or 'Other'. If you are not a paramedic, please select 'Other' to add your job title - click 'next' to progress.

2

When asked for your organisation, please select your ambulance trust.

3

If you are a locum clinician, work within multiple organisations, or have recently changed organisation, please email [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk) for us to provide you with the correct access.

## 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 hours.

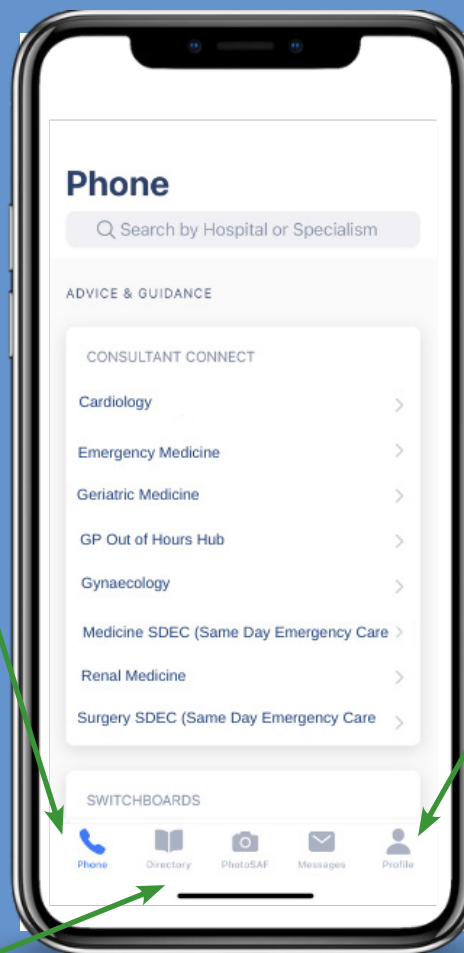
\*Please note available specialties will vary between Health Board areas.

### Directory

Bypass Numbers\* save you time. If enabled in your area, you will be able to directly call GP practices, removing the need to wait on the general reception switchboard. Tap 'Call Bypass Number' on the screen to begin the call.

**Please note:** The GP reception number will be displayed alongside the Bypass Number. If a Bypass Number is not available, you will only see the GP reception phone number displayed.

\*Please note Bypass Number availability will vary between ambulance trust areas.



### Profile

Click on 'Profile' to view or update your settings. If you are set up to work at multiple ambulance trust areas you will have the ability to toggle between them. To contact the Consultant Connect main office for technical support, select 'Call us' or 'Email us'. Please do **not** include any Patient Identifiable Data.

For more information or support, contact us:

E: [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk) | T: 01865 261 467

W: [consultantconnect.org.uk/ambulance-staff-customer-area/](http://consultantconnect.org.uk/ambulance-staff-customer-area/)

