

Consultant Connect is a telemedicine provider transforming patient care in the NHS. Our services are used by over half the NHS in England, Scotland, and Wales, connecting clinicians with specialists for rapid Professional-to-Professional Clinical Decisions (Prof-to-Prof Advice). Consultant Connect's services are utilised by over 5,600 GP practices and 11,000 specialists, covering 42 million patients. 80% of users would recommend Consultant Connect to a colleague.

All Prof-to-Prof activity is recorded for medico-legal purposes.

1. How can the service be accessed?

The quickest way to access the service is via the free Consultant Connect App (download on the [App Store](#) or [Google Play](#)). Only devices running on an Apple operating system (iOS) of 18 and above or an Android operating system of 13 and above will support the Consultant Connect App. This is to comply with the latest data protection regulations. Within the app, clinicians can make telephone calls and take photos at the touch of a button. For locums or clinicians who work across multiple organisations, you can toggle between participating NHS areas under 'Profile'.

The Consultant Connect App is a cloud-based service; therefore, no patient information is stored on the device or within the app.

Telephone Prof-to-Prof Advice can also be accessed by calling your Health Board's unique Dial-In Number from any phone. Your Dial-In Number, the specialties you have access to, and their operating hours can be found in your Service Directory. If you do not have your Dial-In Number or Service Directory link, please contact the Consultant Connect Team at hello@consultantconnect.org.uk.

The time it takes a clinician to connect to a specialist for Telephone Prof-to-Prof Advice is just 13 seconds (Scotland average).

If you work across multiple Health Boards, please email hello@consultantconnect.org.uk for us to provide you with the correct access.

2. Is the app safe for me to download on my personal phone?

Yes, in addition to Consultant Connect App activity being stored in an IG-secure cloud, two-factor authentication is required upon initial registration.

Use of the app is entirely voluntary; you can access Telephone Prof-to-Prof Advice via your Health Board's unique Dial-In Number and by logging in to [Consultant Connect in your browser](#) using your credentials for the app.



3. Is the service free?

The service is free, meaning there is no cost to users other than the cost of a local call if you are seeking Telephone Prof-to-Prof Advice. The Consultant Connect App can be downloaded for free from the [App Store](#) or [Google Play](#).

4. Will I pay any phone charges?

If using the app on your practice's Wi-Fi, you will not be charged for making a call. However, if using the app on 3G/4G/5G, this will come out of your data allowance. Mobile data will only be used if your phone isn't connected to Wi-Fi. Only a small amount of mobile data is used: 1GB allows you to make over 300 calls.

5. Can I still use the service if I have no phone signal or access to Wi-Fi?

If you have poor mobile phone signal and are unable to use Wi-Fi, you can access Telephone Prof-to-Prof Advice via [Consultant Connect in your browser](#). Once you have logged in using the same credentials you use for the app, select 'Calls' from the main menu and click 'New Call'.

Alternatively, you can use your Health Board's unique Dial-In Number from any phone. If you do not know your Dial-In Number, please email hello@consultantconnect.org.uk.

6. I have forgotten my password; what should I do?

Please contact your local Health Board support desk for advice on resetting your Single Sign-On (SSO) password.

7. Which specialties can be accessed, and during what hours of the day?

The specialties available and the hours of operation are agreed upon by the specialty manager, their teams, and the local Health Board.

Calls will only be routed to specialists during the agreed hours of operation. Calls will not be routed to specialists outside these agreed hours, and specialists are automatically excluded from rotas during any notified holiday periods. Mobile numbers of those seeking and providing advice are never shared with users.

As well as the Consultant Connect App showing a complete list of the available specialties and their operating hours, each Health Board has a Service Directory listing this information. The Consultant Connect App and Service Directory are automatically updated whenever changes are made to the service, such as new specialties being added.



8. Who is responsible for the patient whose care is being discussed?

The clinician seeking the advice remains responsible for deciding what treatment is to be provided following receipt of Prof-to-Prof Advice and whether a referral or admission is appropriate for the patient.

9. Why do users need to input the CHI number?

The CHI number is attached to the medico-legal call recordings to assist subsequent retrieval by relevant organisations should it be necessary as a patient identifier. If no CHI number is input by the ambulance clinician, the recordings can still be tracked by a date/time reference. If you don't have access to the patient's CHI number, you will still be able to initiate an advice query, by selecting 'skip'.

10. Why is providing the outcome important?

Leaving an outcome allows your commissioning organisation to monitor the effectiveness of the service. The information also supports the addition of new specialties to the service.

If no CHI number is input at the time of activity, you can add this retrospectively at any time via [Consultant Connect in your browser](#). Simply log in using SSO, and in the main menu select 'Reports' and 'Calls', 'Messages' or 'Photos'. Identify the interaction to which you would like to add the CHI number, and under the 'Patient #' column, select 'Update'.

11. Will specialists have access to any patient records?

Specialists are often away from their desks when they take a call, and you should assume they will not have access to patient records. Any advice given will be based entirely on the information you provide to the specialists via telephone.

12. Can I access call recordings?

All calls made via the service are recorded for medico-legal reasons. Call recordings can be accessed via [Consultant Connect in your browser](#) by logging in using SSO. Once logged in, click 'Reports' and the sub-category 'Calls'. 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 the call to your device.

There is no expiry date for call recordings, so you can go back and listen to previous Prof-to-Prof Advice calls whenever necessary.

Please note that calls can only be downloaded within your browser and **not** via the app.



13. Whom should I call for help with the service?

If you have any questions or would like further information, please get in touch with your Account Manager. If you don't know your Account Manager, please contact a member of the team via email at hello@consultantconnect.org.uk or call us on 01865 951207.



FAQs for Scottish Ambulance clinicians



Useful links for ambulance clinicians:

On the [Scottish Ambulance Service webpage](#), you can find hints and tips for using the Consultant Connect service, including how-to guides, videos, and case studies from colleagues.

Make the most of your Consultant Connect service: ambulance clinician demonstration videos:

[How it works | Telephone Professional-to-Professional Clinical Decisions via the Consultant Connect App Service Demonstration](#)

Download the free Consultant Connect App:

- On [the App Store](#).
- On [Google Play](#).

[Consultant Connect in your browser sign-in.](#)

[Consultant Connect user case studies.](#)

[Consultant Connect in Scotland.
Services and Impact in NHS Scotland.](#)

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