







CASE STUDY:

PAEDIATRICS PROFESSIONAL-TO-PROFESSIONAL ADVICE SPEEDS UP PATIENT CARE IN GREATER GLASGOW AND CLYDE HEALTH BOARD

Launched in 2018, Enhanced Professional-to-Professional Advice provided by Consultant Connect enables NHS clinicians in Greater Glasgow and Clyde Health Board to access rapid specialist telephone advice. One of the most-utilised Professional-to-Professional Advice lines available is paediatrics, set up in 2022, provided by specialists at the Royal Hospital for Children.

We spoke with a GP in Glasgow to find out how having access to this advice line benefits them and their patients.

Greater Glasgow and Clyde Paediatrics stats*:

-  Calls answered **within 17 seconds** on average
-  **88%** first-time connection rate
-  **More than 7,000** calls placed
-  **32%** of the reported call outcomes resulted in the patient **avoiding an unnecessary hospital visit**

*Data since launch, correct as of April 2024

How did you obtain Paediatrics Professional-to-Professional Advice before having access to Consultant Connect?

'Prior to having access to Consultant Connect, I would have sought paediatrics advice by calling the hospital switchboard and asking to be connected to the on-call doctor. At times, it was difficult to get an answer on the first attempt as they're so busy.'

What do you like about using Consultant Connect to seek advice?

'The app is streamlined: I can get quick access to a consultant in just a few clicks. As there are multiple specialists on the rota, I know that if the first person is unable to take my call, the system will automatically try the next person. This is much more efficient as it cuts out the need to make multiple phone calls to different people or switchboards and wait on hold.'

Patient Example

'I recently saw a three-year-old child in practice with a urine infection. However, mid-way through the consultation, they became very distressed, complaining of neck pain. I was concerned as to what could be the cause and decided to utilise the Paediatrics Professional-to-Professional Advice line via the Consultant Connect App. A paediatric consultant answered immediately, and agreed that this was unusual and advised the patient and their parent to attend A&E for further assessment. It was so reassuring to have specialist advice and a second opinion so quickly.'

'The consultants are extremely helpful and supportive, which has been a huge help when seeing young patients and their worried parents in the community.'

What advice would you give your colleagues who are hesitant to use the service?

'It is really straightforward and simple to use. It's a much easier and more efficient way of obtaining specialist input. The advice is incredibly beneficial and significantly improves patient care.'

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