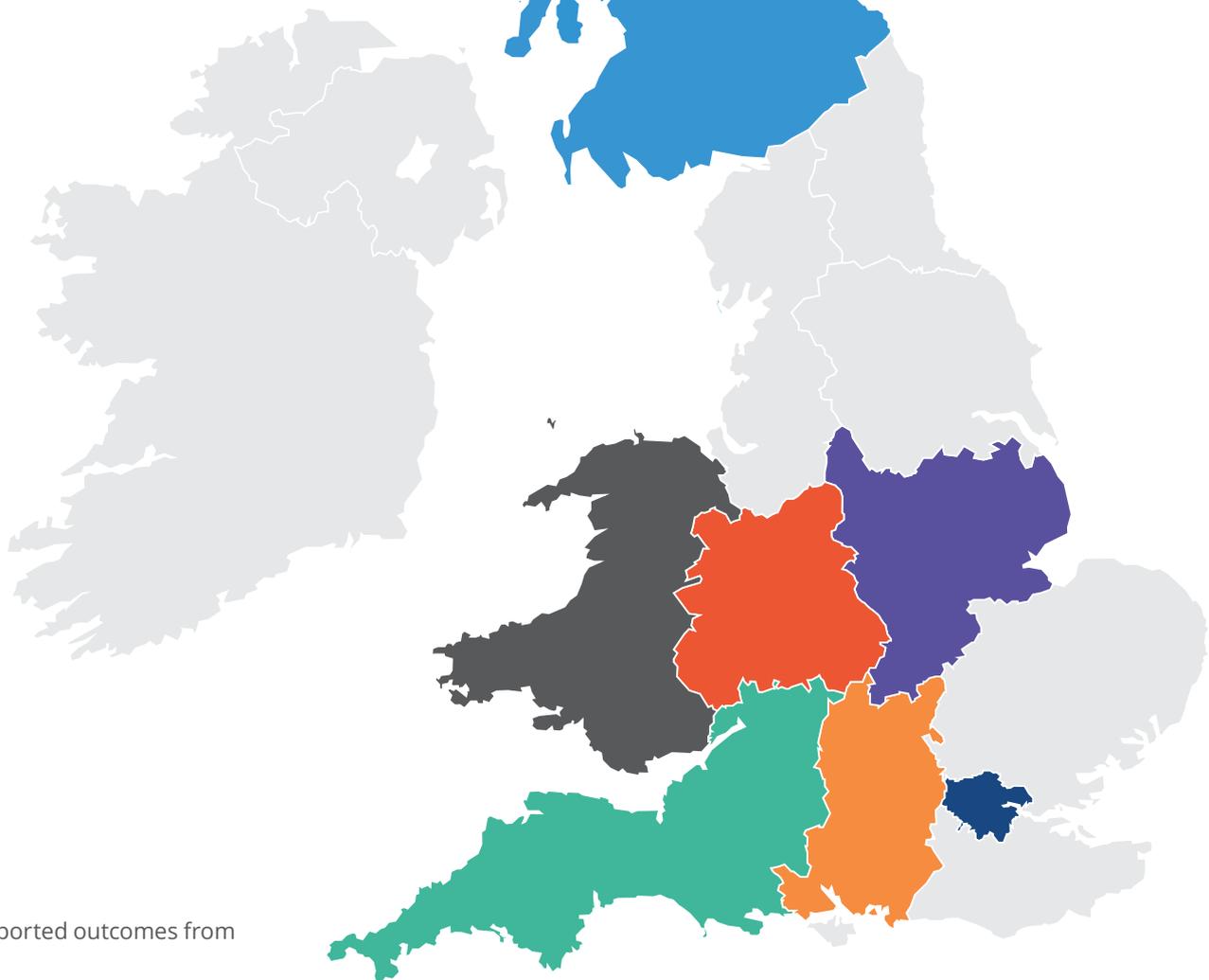


Improving communications for Ambulance Services

NHS clinicians across **7 ambulance teams** in the UK, including the whole of Wales, use Consultant Connect services to **rapidly speak with senior clinicians for advice, bypassing switchboard or bleep waits**. This allows ambulance staff to discuss whether A&E really is the most appropriate place to take patients. All calls and outcomes are recorded, thereby improving safety and governance.

53% of calls* from ambulance staff avoid unnecessary patient conveyances.

Click on the map to see the impact for each ambulance team



*Data for calls with reported outcomes from June 2015 - June 2024

For more information and support:

T: 01865 261 467

E: hello@consultantconnect.org.uk

Consultant Connect: Who we are

Securely connecting healthcare professionals and patients across the NHS via:



Telephone



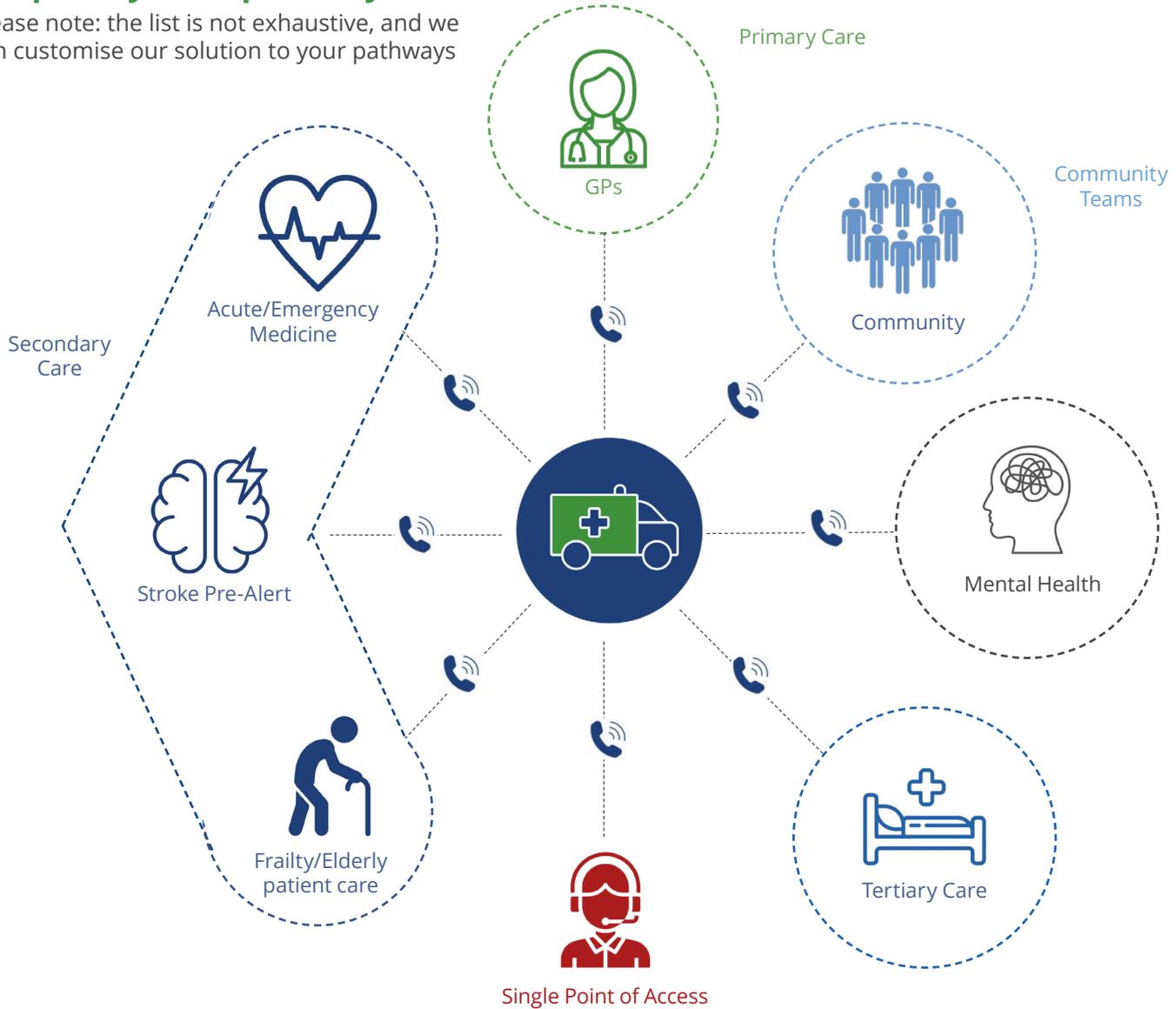
App



Radio

Frequently used pathways:

Please note: the list is not exhaustive, and we can customise our solution to your pathways



IG-Compliant



Rich data



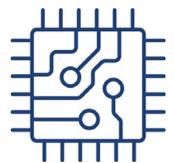
Dedicated support



On time



Scalable



Innovative technology

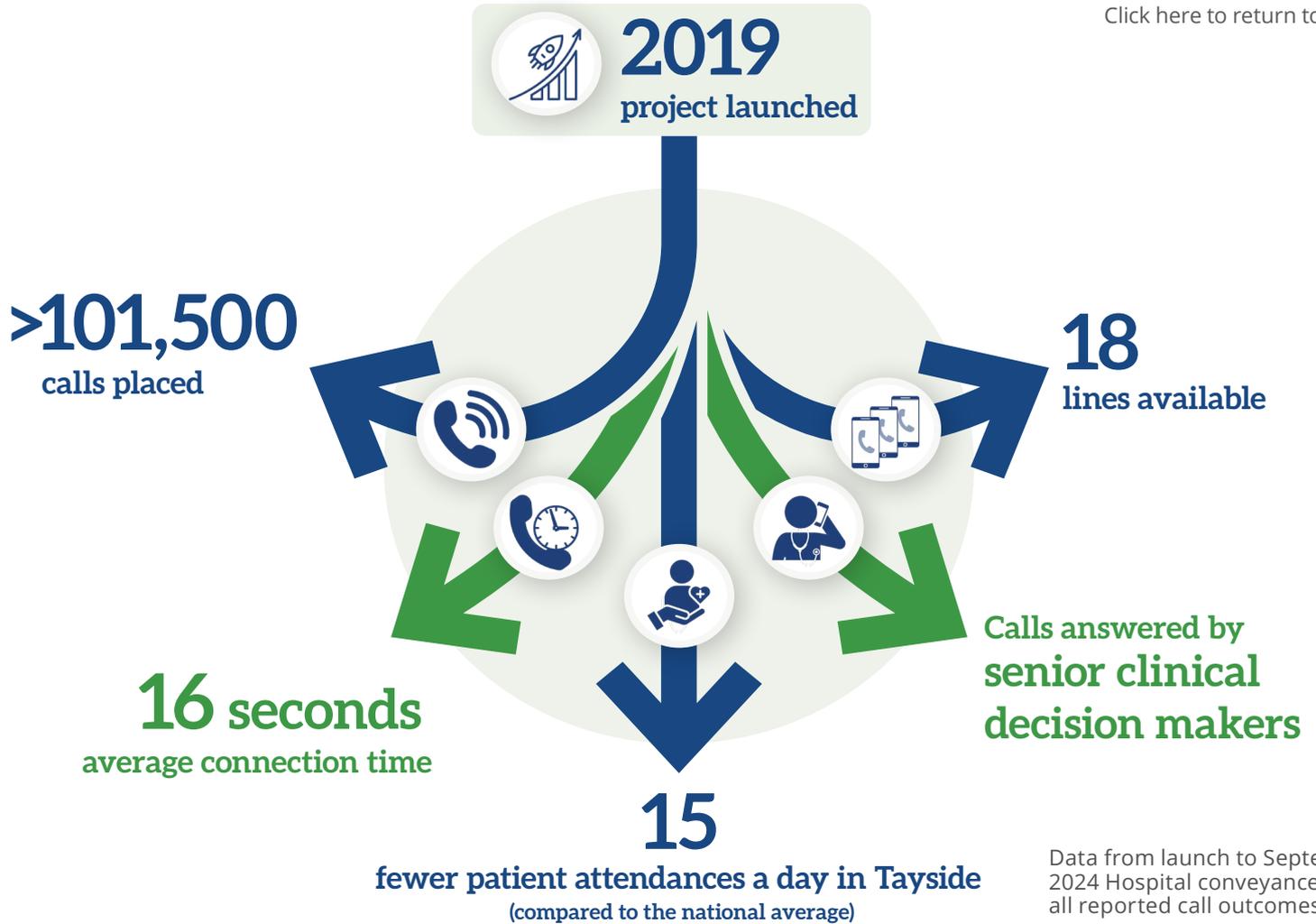
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Scottish Ambulance Service (SAS)

SAS use Consultant Connect for rapid telephone advice from senior clinical decision makers in a variety of specialties across:

- Forth Valley Health Board
- Greater Glasgow and Clyde Health Board
- Lanarkshire Health Board
- Tayside Health Board

[Click here to return to map](#)



Latest news:



[The Scotsman | Groundbreaking health tech project rolled out to help patients in Scotland avoid unnecessary trips](#)



[Building Better Healthcare | A&E capacity unlocked by consultant connect's pioneering "talk before you walk" tech](#)



[Case study: 'Call before convey' in NHS Lanarkshire: six months in](#)

Project highlights:

- **Call before you convey pathway** is embedded in Tayside.
- Ninewells Hospital in Tayside is **one of the best performing EDs in Scotland** due to the links with SAS crews.

For more information

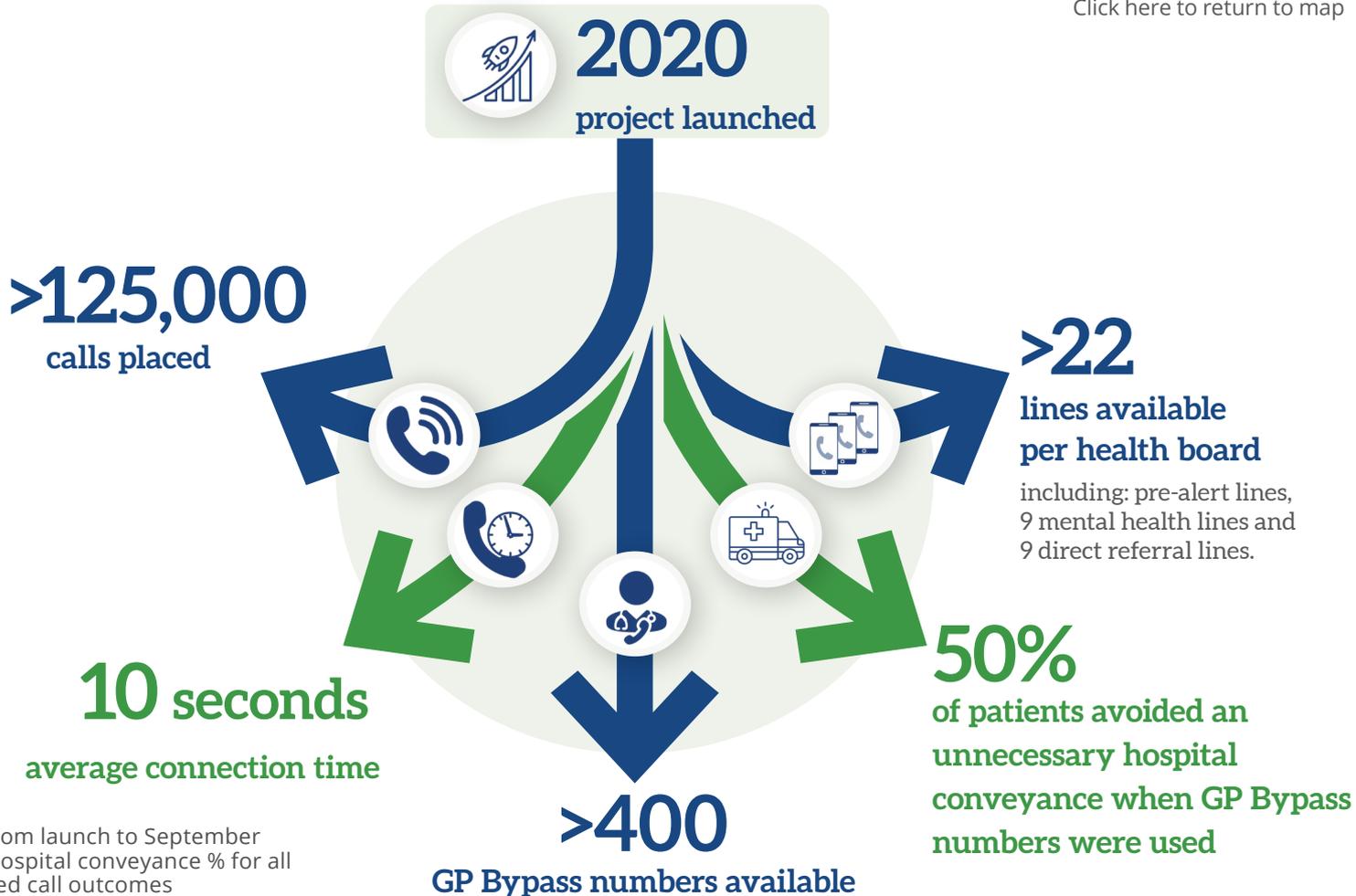
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Welsh Ambulance Services University NHS Trust (WAST)

Wales' use of Consultant Connect makes it the first country to offer access to all NHS clinicians. WAST use Consultant Connect for rapid telephone advice from local specialty teams across all seven local Health Boards. Their access to GP Bypass Numbers via the service allows crews to skip switchboard queues and speak directly with local GPs for urgent same-day communications.

[Click here to return to map](#)



Data from launch to September
2024 Hospital conveyance % for all
reported call outcomes

Latest news:



[Building Better Healthcare | 18,000 patients avoid hospital visits thanks to Consultant Connect technology](#)



[Case study: The benefits of having access to GP Bypass Numbers in Wales](#)



[Welsh Ambulance Service launches maternity 'red phone' initiative](#)

'Every second counts in an emergency, so the more information we can relay to the maternity unit, the better they can prepare by calling in the right clinicians and organising everything they need to deliver emergency care. The red phone enables us to do just that, acting as a single point of access to obstetric units, improving communication which in turn will enable us to deliver high-quality and timely care for the patient and their baby.' Bethan Jones, Perinatal Safety Champion and Midwife, WAST

For more information

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West Midlands Ambulance Service University NHS Foundation Trust (WMAS)

WMAS use Consultant Connect for rapid telephone advice from local specialty teams across local hospitals, including the award winning South Warwickshire University NHS Foundation Trust (SWFT) Frailty Service.

[Click here to return to map](#)

 **2019**
project launched

>5,000
calls placed

78%
of frailty patients
avoid ED

30 seconds
average connection time

69%
of patients avoided an
unnecessary hospital
conveyance

>80
average calls per month

Data from launch to September 2024 Hospital conveyance % for all reported call outcomes

Award winning pathway & latest news:



[SWFT frailty wins HTN Now award with Consultant Connect tech](#)



[ITV Central | Health correspondent from ITV central spends day with West Midlands Ambulance crew](#)



[Case study: Integrated Frailty Service](#)

[View more about this project on our website here](#)

'When we do bring patients in, it's really advantagous for them if they can come directly to a specialist and **avoid some of the waits that occur in A&E**. These can be very detrimental to frail older adults, and it can increase their length of stay and cause other hopital complications.'

Dr John Blair, Consultant, SWFT

For more information

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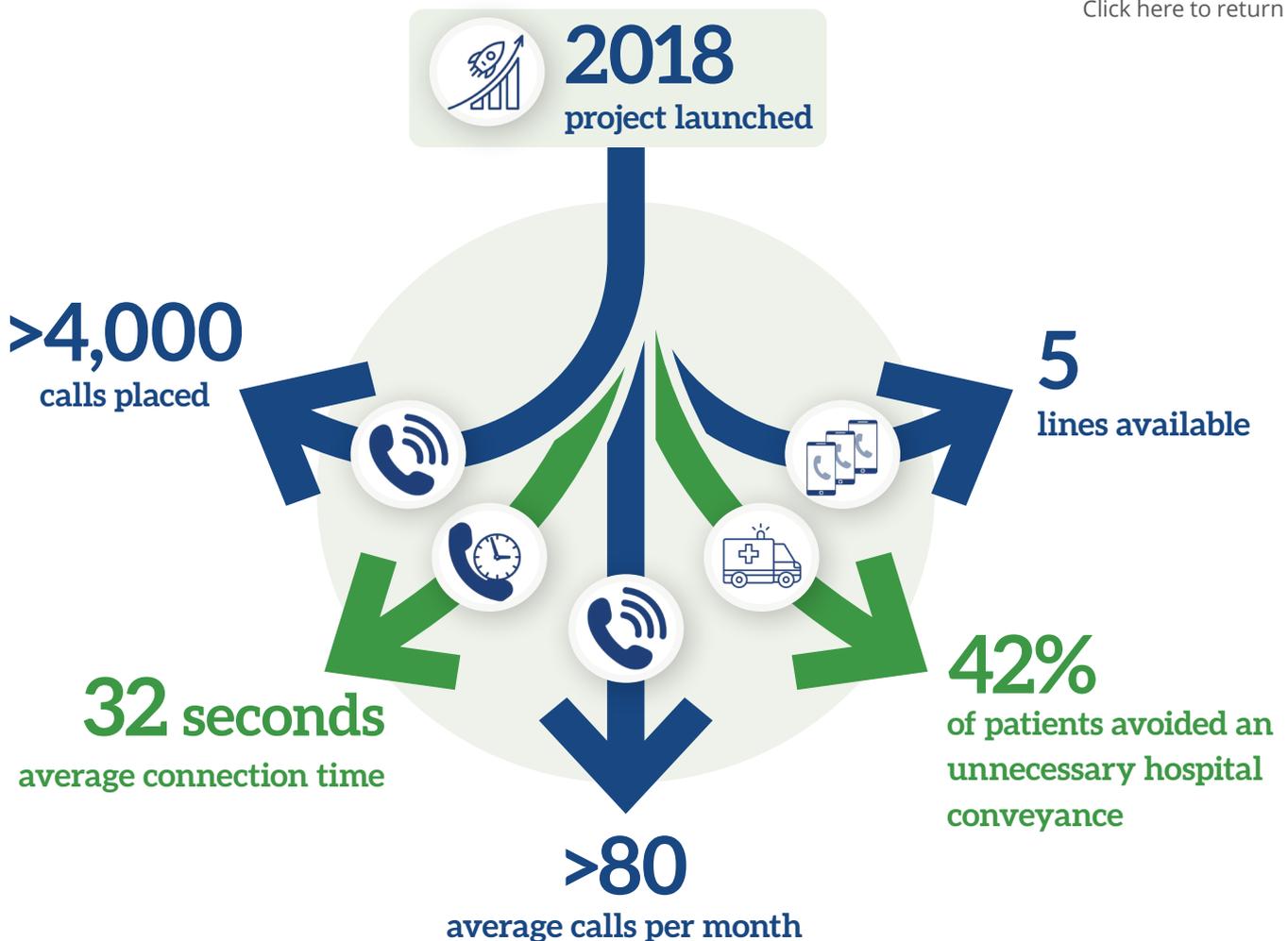


East Midlands Ambulance Service NHS Trust (EMAS)

EMAS use Consultant Connect for rapid telephone advice from local specialty teams across:

- Northampton General Hospital
- Kettering General Hospital

[Click here to return to map](#)



Project highlights:

EMAS mainly use rapid advice to speak to clinicians for possible admissions to Same Day Emergency Care (SDEC).

Since launch:

- **>3,000 calls** have been placed.
- **80%** of calls are **answered first time**.
- 57% of calls result in the patients being admitted to SDEC, avoiding long waits in A&E/ED.

Data from launch to September 2024 Hospital conveyance % for all reported call outcomes

For more information

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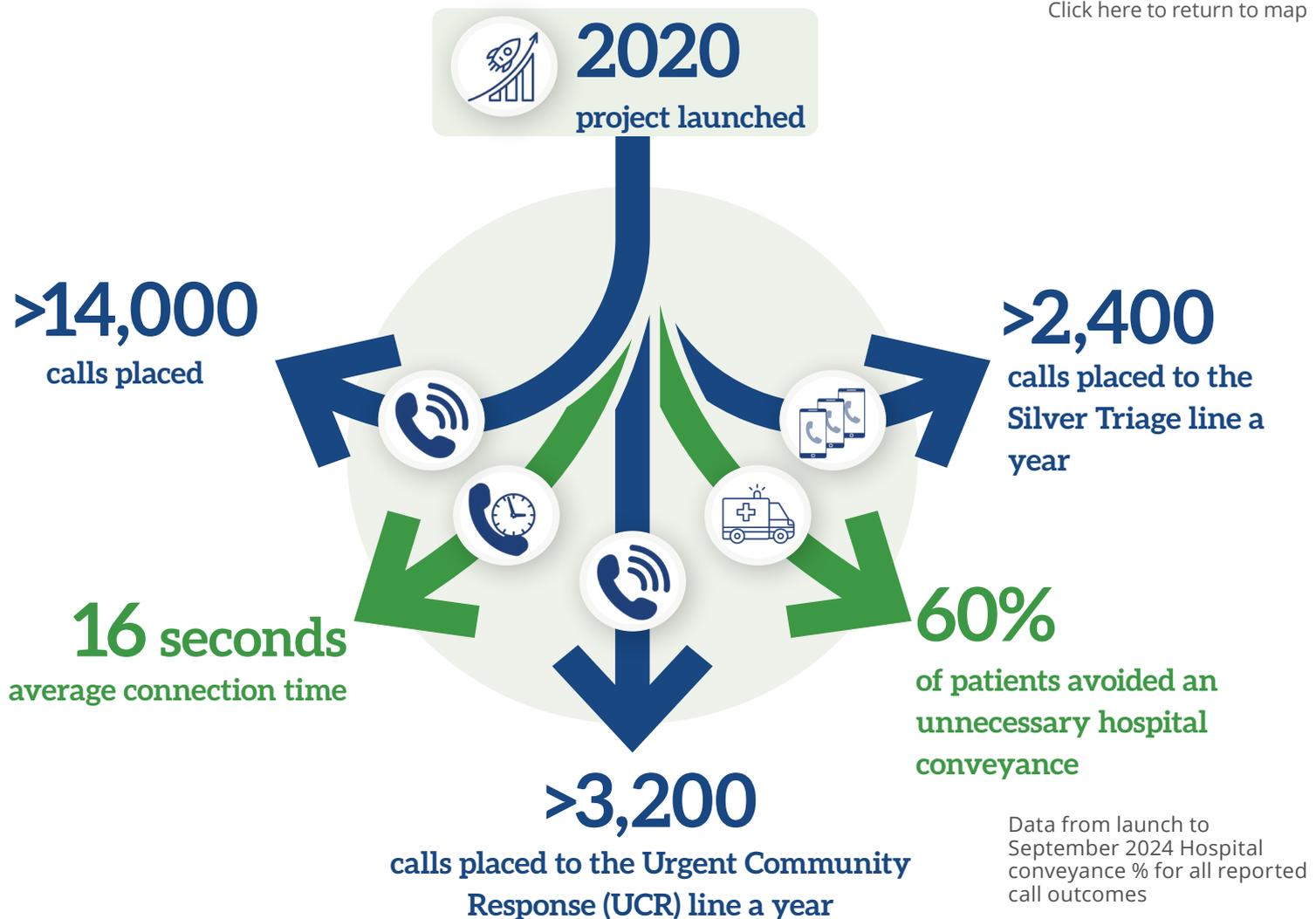


London Ambulance Service NHS Trust (LAS)

LAS use Consultant Connect for rapid telephone advice from local specialty teams across:

- All Trusts/Hospitals in South East London ICB
- All Trusts/Hospitals in North Central London ICB

[Click here to return to map](#)



Latest news:



[Evening Standard | New 'silver triage' service to help avoid unnecessary hospital trips](#)



[Case study: Providing urgent health care at home for older people living with frailty](#)



[Case study: Same Day Emergency Care \(SDEC\) in South East London](#)

Project highlights:

- 77% of calls to the silver triage pathways resulted in the patient being treated out of hospital
- 88% of calls to the UCR team resulted in patients being able to be treated out of hospital

For more information

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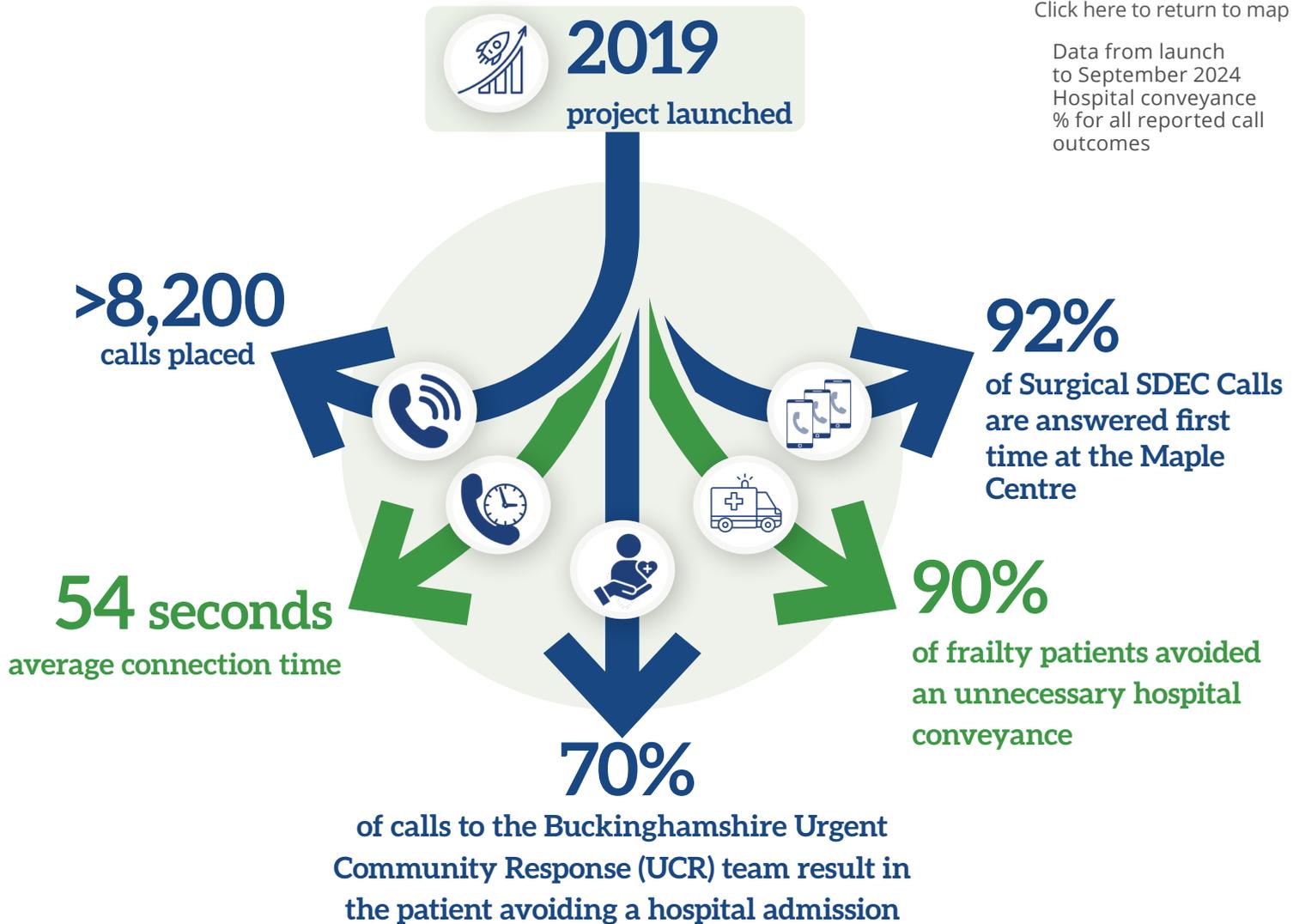
South Central Ambulance Service NHS Foundation Trust (SCAS)

SCAS use Consultant Connect for rapid telephone advice from:

- Milton Keynes University Hospital
- Wycombe Hospital, Stoke Mandeville Hospital, Amersham Hospital

[Click here to return to map](#)

Data from launch to September 2024
Hospital conveyance % for all reported call outcomes



Latest news:



[MK Citizen | Milton Keynes hospital celebrates first birthday of its medical centre which has treated over 20,000 patients](#)



[Case study: Using Consultant Connect for Frailty pathways](#)

Project highlights:

- 59% of patients are not being admitted to ED, due to 55% being accepted by SDEC and the remaining 4% being navigated to the appropriate pathway.
- SCAS have access to the UCR team via Consultant Connect, making over 100 calls a month to this service alone.

For more information

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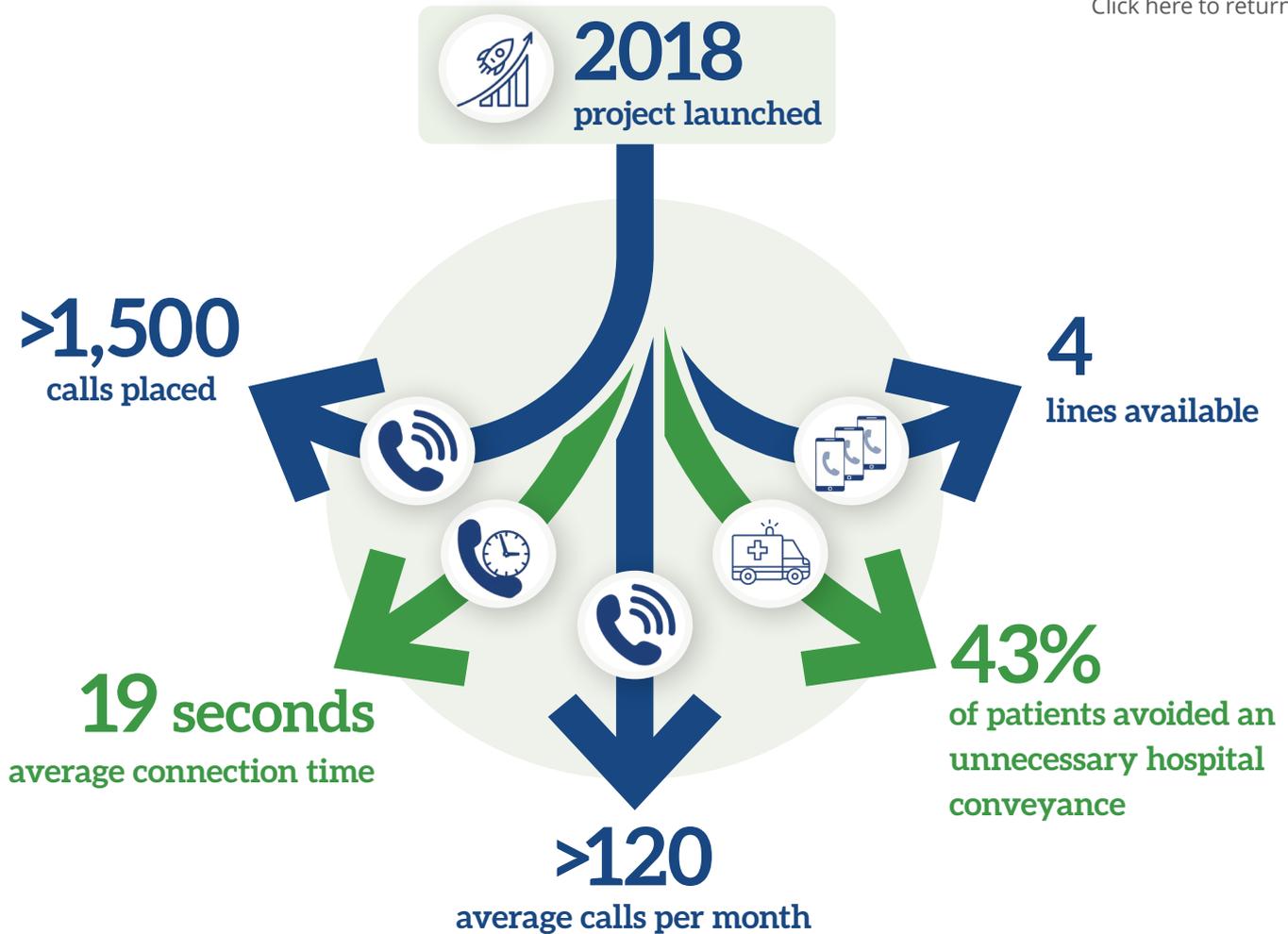


South West Ambulance Service NHS Foundation Trust (SWAST)

SWAST use Consultant Connect for rapid telephone advice from:

- Dorset County Hospital
- University Hospitals Dorset NHS Foundation Trust (Bournemouth and Poole)
- Somerset NHS Foundation Trust (Taunton and Yeovil)

[Click here to return to map](#)



Latest news:



[Dorset Echo | Thousands of elderly patients avoid unnecessary hospital queues thanks to helath tech](#)



[GP Case study: Acute Frailty in Dorset](#)

Project highlights:

The Pre-Alert Stroke pathway is one of the most used by SWAST. There are two regional lines for this pathway:

- **>1,200 calls** have been placed.
- **95% of calls are answered first time.**
- Calls are **answered in 15 seconds**, on average.

Data from launch to September 2024 Hospital conveyance % for all reported call outcomes

For more information

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