



Consultant Connect & SWFT: Keeping the Elderly and Frail out of Hospital


Press coverage is very positive




[Read | New health technology can cut out 50 per cent of unnecessary A&E referrals for the over 80s in south Warwickshire](#)




[Watch | BBC West Midlands: How SWFT has been using Consultant Connect for Frail and Elderly patients](#)




[Read | Team work leads to award nomination for South Warwickshire University NHS Foundation Trust](#)



[Listen | BBC Radio CWR \(Coventry and Warwickshire\): SWFT & Consultant Connect](#)



[Read | Team work leads to award nomination for South Warwickshire University NHS Foundation Trust](#)



[Case study: Integrated Frailty Service](#)

Patient experiences are better

- 63%** of calls from GPs to Care of the Elderly result in a **hospital attendance being avoided**
- 71%** of West Midlands Ambulance Service paramedic calls to the frailty unit result in a **hospital attendance being avoided**
- 33%** of calls to the Frailty Assessment PIFU line result in a **Community ACP visit** removing the need for patients to contact their GP or take themselves to ED



Michelle Danhay, Advanced Clinical Practitioner SWFT: "Consultant Connect provides a quick access route for our team to consultants in the acute hospital. Clinicians can contact colleagues for advice whilst still in the patient's home, ensuring an agreed multidisciplinary management plan is devised."

Clinician experiences are better

25 seconds (average time taken for a call to be answered)



Dr Eliza Griffiths, Consultant SWFT: "We had a system before for crews to call through a number, but calls didn't cycle through. Calls were unanswered. Now the fact that they can always get hold of someone is a huge benefit."

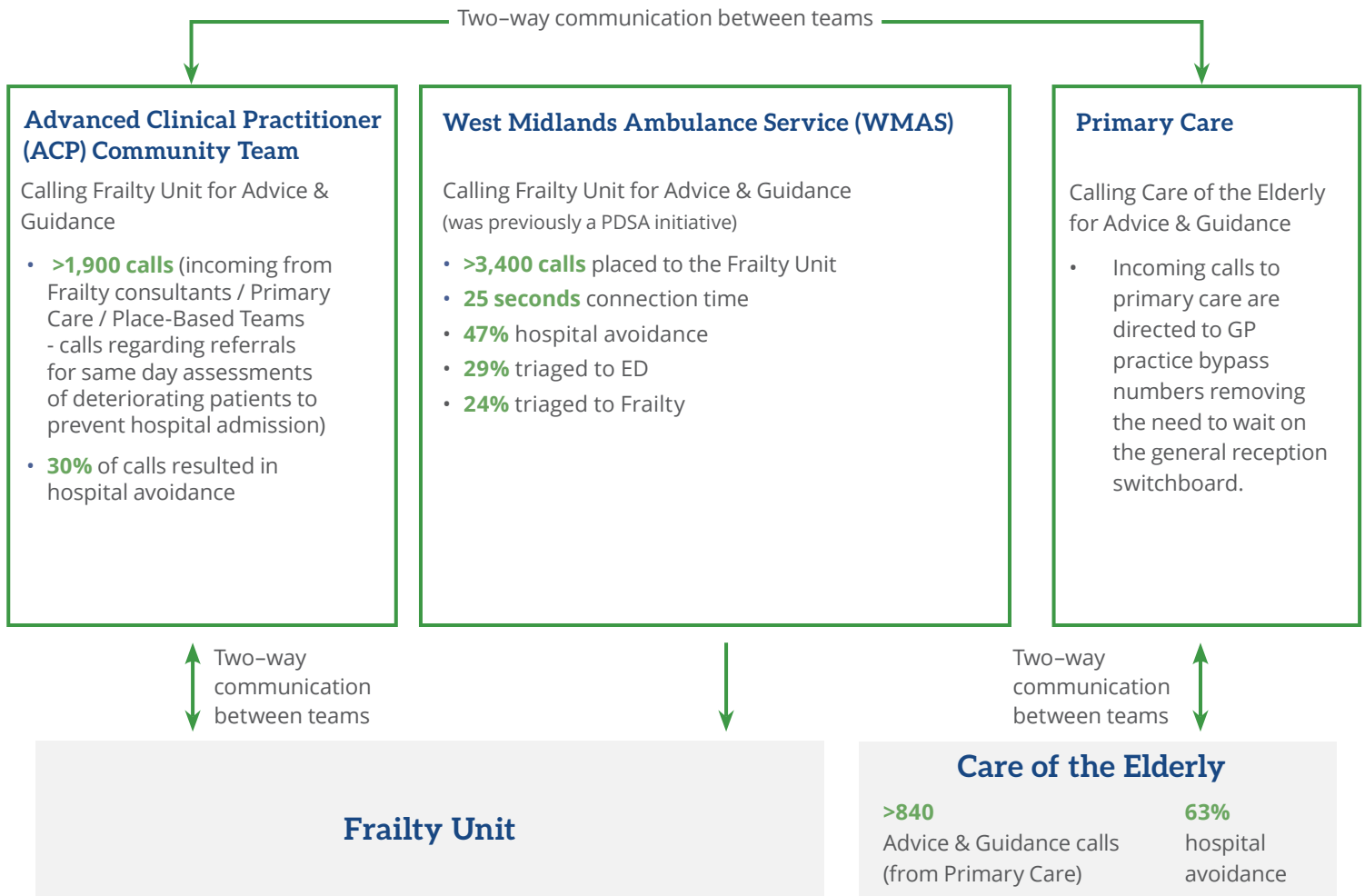


Dr Baskar Varadarajan, Consultant SWFT: "It's about the simplification for end user – to call one number for all things frailty and behind the scenes ensure the right person to answer the call is the game changer."

Direct access to high quality decision making from Consultants



The diagram below illustrates how the technology is used across the trust which ultimately works towards keeping patients out of hospital where appropriate or expediting discharge. All IG secure data, call recordings, and activity reports are available via the Consultant Connect platform for project leads to access when required.



SWFT Frailty Service / Care of the Elderly

Patient Initiated Follow Up (PIFU)

PIFU: Frailty Service (coming soon)

This service will reduce bed stays for patients. Long-term patients will be able to talk directly to hospital clinicians after a hospital ward discharge, to avoid an unnecessary GP visit or ED attendance.

Virtual consultation service

Clinicians can use Patient Connect to deliver IG secure virtual consultations.

PIFU: Frailty Assessment Area (FAA)

This service allows patients who have attended the Frailty Assessment Area (FAA) and have received same-day treatment (were not admitted), to talk directly to the FAA following their attendance.

71% of these calls result in advice being given to the patient, and **14%** are referred for an advanced community practitioner (ACP) visit, removing the need for patients to contact their GP or take themselves to the Emergency Department (ED).

*Data correct since line/service launch to November 2023. All outcome percentages are based on cases where an outcome was left.