

# Wales Primary Care User Guide

## Enhanced Advice & Guidance via Consultant Connect

**This pack** is designed to provide you, and primary care clinicians across Wales, with all the information needed to get the most from the service.

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## Introduction to Consultant Connect

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 Advice & Guidance. Consultant Connect's services are utilised by over 4,500 GP practices, 8,500 specialists, 46 ICB/Health Board areas, and over 120 hospitals.

Our Enhanced Advice & Guidance (A&G) service connects clinicians to clinicians via three types of communication channels:

- Telephone
- Photo
- Messaging

By having rapid and direct access to specialist advice, clinicians can ensure that patients get the right care, faster. Consultant Connect is IG-secure and GDPR-compliant.

This service aims to provide clinicians with additional options for quicker and more efficient access to A&G. Pre-existing routes such as email and local referral systems will continue to be available.

Each Consultant Connect project has a dedicated Account Manager to support users where needed.

## How to sign up and access the service

Open your camera feature on your mobile phone, scan the QR code below. You will be redirected to the relevant app store, from which you can download the Consultant Connect App. Once you have the app, open it and follow the simple steps to create your account.



Or search for 'Consultant Connect' on the [App Store](#) or [Google Play](#) on your mobile phone.

**Create an account or, if you already have one, log in.**

You can also [create an account](#) from your browser on your computer. You will then be able to use the same credentials to download and start using the free Consultant Connect App from your mobile phone. Once logged into the app, you will see a list of your available specialties.

There are three different ways you can access the service:

- [Via the Consultant Connect App](#)
- [Via your surgery's unique Dial-In Number](#)
- [Via your browser](#)

Please note: you are not able to make Telephone A&G calls via your browser

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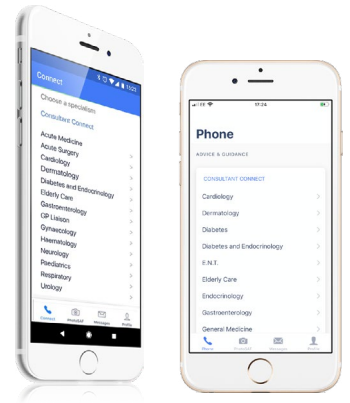
## The Consultant Connect App

The quickest and easiest way to access the service is via the free Consultant Connect App on your mobile phone. To view the features in more detail, [click here](#).

Please note: available specialties will differ by hospital and/or locality.

### The Consultant Connect App allows you to:

- [Make rapid A&G calls](#)
- [Take IG-secure clinical photos](#)
- [Send secure messages and/or share photos with specialists](#)
- View specialties available and their operating hours
- View your personal activity



If you are a locum clinician or work for multiple organisations, please [email us](#), and we will add your other places of work to your profile.



To find out more about settings and features of the service, [watch our videos](#).

## Your surgery's unique Dial-In Number

If you are unable to use the app, you can access Telephone A&G by calling your surgery's unique Dial-In Number from any phone.

When calling your Dial-In Number, you will hear an automated list of the specialties available to you. To connect to a specialty, press the number the automated message associates to it (for example, press 1 for Cardiology).

### Your surgery's unique Dial-In Number allows you to:

- [Make rapid A&G calls from any phone](#)

## Need support?



If you do not know your unique Dial-In Number, please contact the Consultant Connect team by email [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk) or call 01865 261 467.

Please note: you can only take and/or share IG-secure clinical photos and messages when using Consultant Connect via your browser or on the app.

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## Consultant Connect in your browser

Accessing Consultant Connect in your browser allows you to view your Consultant Connect activity (calls, photos, messages). It is beneficial for practice managers and admin teams to have access to this feature so they can view and download PID reports. Users with admin rights can view activity across your surgery.

### Accessing Consultant Connect in your browser allows you to:

- Securely store and/or share photos and files
- Send secure messages and/or photos and files with specialists for A&G
- Access your calls log and call recordings
- Access your photos log
- Access your messages log



#### Accessing Consultant Connect in your browser allows you to:

Please note: you are not able to make Telephone A&G calls when using Consultant Connect in your browser.

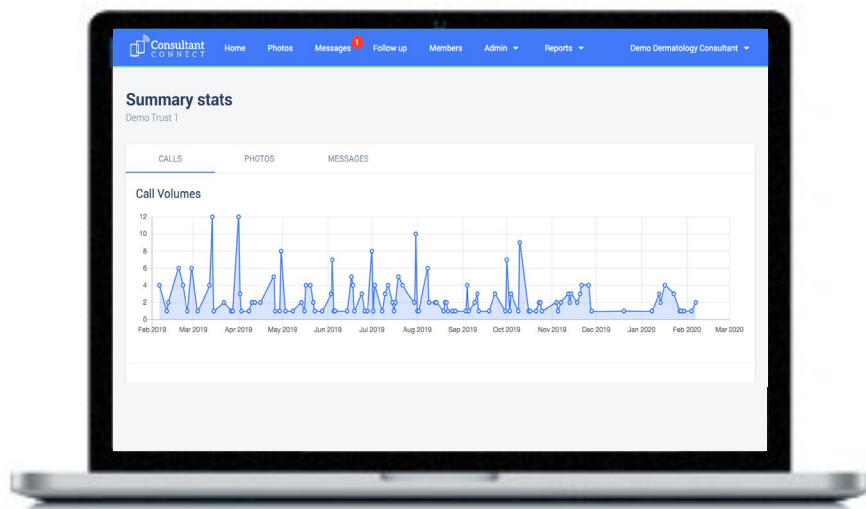


You can only view and download call logs and recordings that you have made. To request additional access to PID information, please contact [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk)



### Learn more

[Watch this short explainer video for practice managers and admin teams](#)

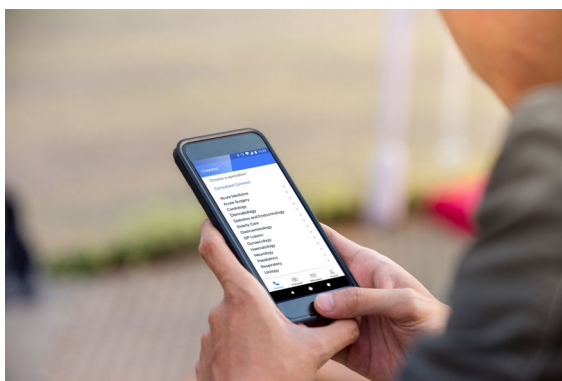


\*Please note: you are not able to make Telephone A&G calls when using Consultant Connect in your browser.

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## Quick service summary - access options and features

Feature	Access options		
	Consultant Connect App	Unique Dial-In Number	Consultant Connect in your browser
Make rapid A&G calls	Y	Y	N
Take IG-secure clinical photos (photos are saved in a secure cloud not on your phone)	Y	N	N
Send secure messages and/or share photos with specialists	Y	N	Y
View specialties available and their operating hours	Y	N	Y
View your personal activity, toggle between organisations, request support, access your photos and profile settings	Y	N	Y
Store and share photos taken by patients securely	N	N	Y
Access your call recordings	N	N	Y
View your activity – calls, messages, and photos. Access PID records	N	N	Y



\*Please note: Available features will differ by Health Board area.

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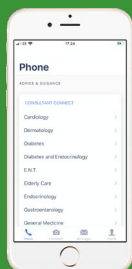
## Rapid Telephone Advice & Guidance

You can use the Consultant Connect App or your surgery's unique Dial-In Number to speak to specialist clinicians for pre-referral Advice & Guidance over the telephone. Calls are answered by a rota of specialists in under 30 seconds (UK average).

### Using the Consultant Connect App

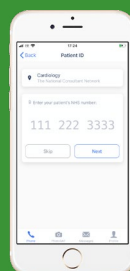
1

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



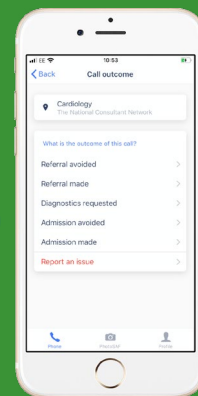
2

Enter the patient's NHS number and select next.



3

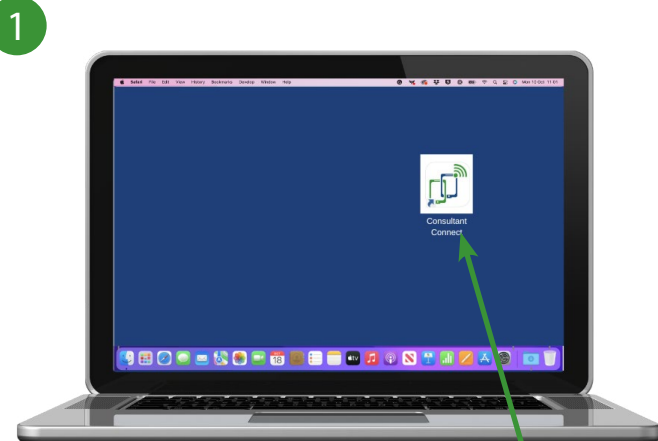
Talk to the specialist. When the call ends provide the outcome. This enables your Health Board to assess the impact of this initiative.



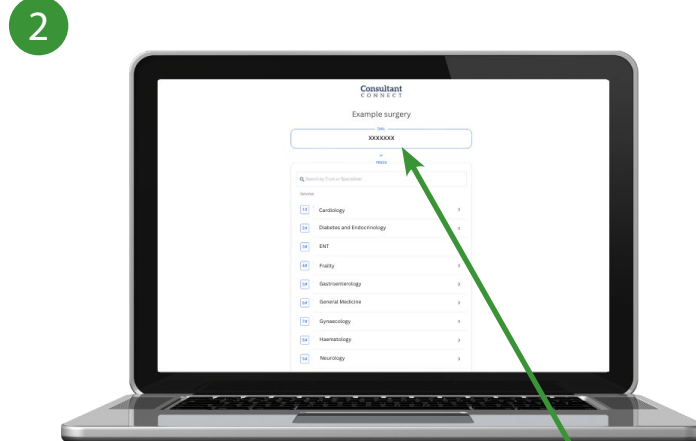
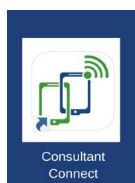
### Using your unique Dial-In Number

If you are unable to use the app, you can access the service by calling your surgery's unique Dial-In Number from any phone. Your Dial-In Number, and a full list of specialties available to call can be found on your online Service Directory. Your Service Directory automatically updates to provide you with the latest information on all the specialties available to you and their opening hours.

To access your Service Directory, click on the Consultant Connect icon on your desktop computer, you'll then be redirected to your surgery's Service Directory link. We encourage you to bookmark this link to your browser for easy access.



The desktop icon links to the practice's online Service Directory.



The Service Directory contains your unique Dial-In Number which can be called from any phone and a list of all the specialties available and their operating hours.

\*Available specialties will differ by hospital and/or locality.

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# IG-Secure Clinical Photography

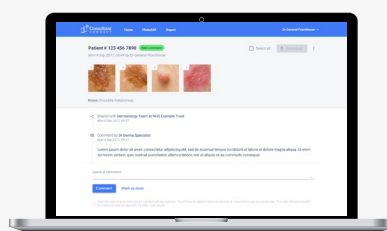
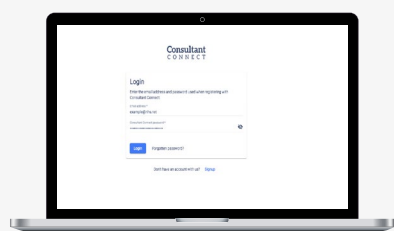
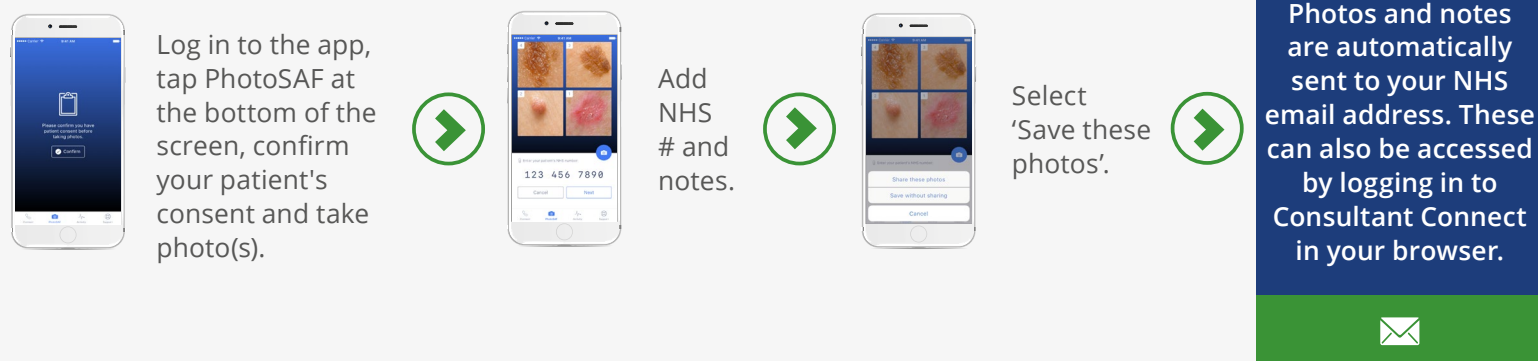
## PhotoSAF feature on the Consultant Connect App

You can use the clinical photography feature, PhotoSAF, on the Consultant Connect App. Photos are not saved to the device but are instead saved in a secure cloud.

### After taking clinical photos via PhotoSAF, you can:

- Access them via Consultant Connect in your browser, download them and share with a specialist for A&G via a different route or attach to a referral (for example WCCG).
- Access them via Consultant Connect in your browser, download them and add to the patient's record.
- Share these directly with NHS specialists for A&G.

## Using PhotoSAF



To download your photos and share via WCCG, attach to a referral or to the patient's record, [log in to Consultant Connect in your browser](#), using the same email address and password you use for the app. Click on the 'Photos' tab in the menu bar.

Click the 'Download photos' button to export the images as a PDF to a secure file location on your device. Once downloaded, the photos can be shared via WCCG, attached to a referral or added to the patient's record.

This service can be used by practice staff and medical secretaries. They can use the Consultant Connect App to take photos.

The photos can then be viewed and downloaded as a PDF, and attached to the patient's record.

 [Watch this short explainer video about using PhotoSAF](#)

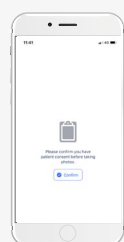
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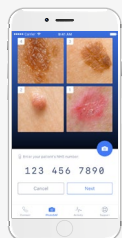
## Photo Messaging Advice & Guidance advice\*

You can take, store and forward photos and files directly to NHS specialists for pre-referral Advice & Guidance via the Consultant Connect App or in your browser. Photos are saved in a secure cloud and never on your device.

### Via the Consultant Connect App



Open the Consultant Connect App and take photo(s) using the PhotoSAF feature.



Type or dictate a message and share with the specialty team (photos and messages are saved in a secure cloud).



You will receive an email notification when a specialist reviews and responds to your query.

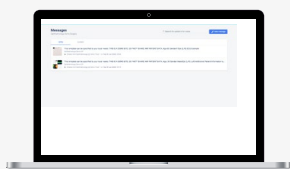


To close the case either you or the specialist provides the outcome of the interaction.

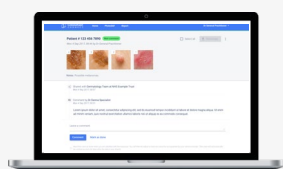
The conversation is securely saved.

The images and notes can be downloaded as a PDF by logging in to Consultant Connect in your browser. These can then be attached to the patient's record.

### Via Consultant Connect in your browser



[Log in to Consultant Connect in your browser](#) via your computer, using the same credentials you use for the app. Select 'Messages' from the menu and 'New Message' to upload files/photos.



Type your message and add the patient's NHS number (if available) and share message and files/photos with the specialty team.



You will receive an email notification when a specialist reviews and responds to your query.

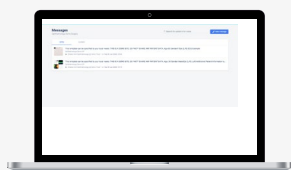


To close the case either you or the specialist provides the outcome of the interaction.

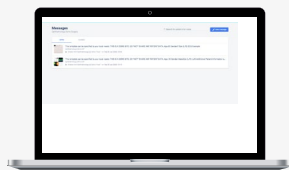
The conversation is securely saved.

The images and notes can be downloaded as a PDF to attach to the patient's record.

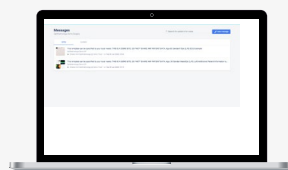
### Deleting photos via the Consultant Connect Dashboard



[Log in to Consultant Connect in your browser](#), using the same credentials you use for the app. Select 'Photos' from the menu.



Hover over the thumbnail of the photo(s) you want to delete and tick the box(es).



To delete the photo(s) selected, click the ellipsis dropdown menu on the far right click delete.



If you need support with deleting photos from cases on behalf of your colleagues, please contact us using the details below.

 [Watch this short explainer video about using Photo Messaging Advice & Guidance](#)

\*Please note: Available features will differ by Health Board area.

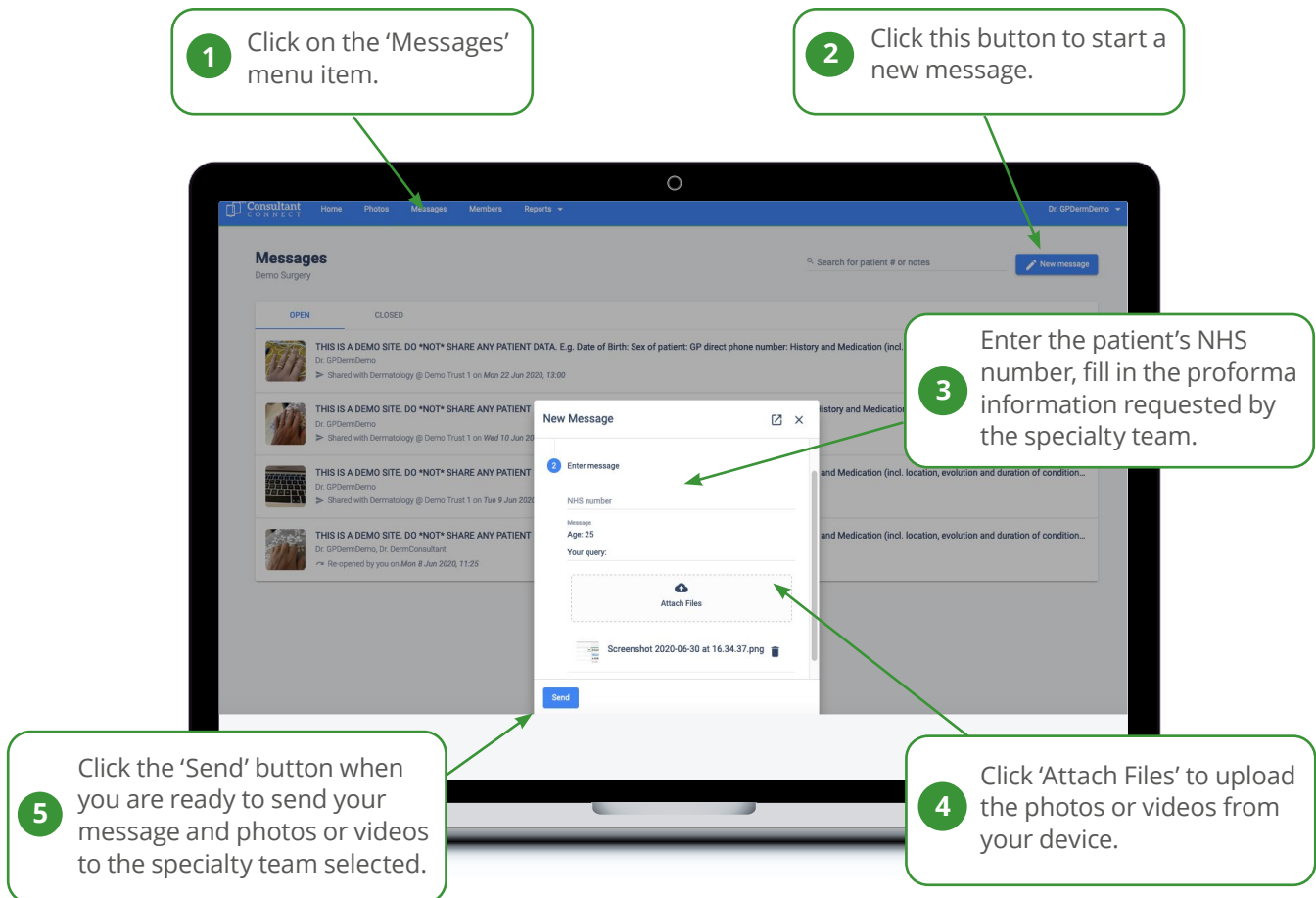
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E: [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk)  
T: 01865 261467  
W: [www.consultantconnect.org.uk/wales](http://www.consultantconnect.org.uk/wales)

## Securely uploading and sending files via Consultant Connect in your browser

When patients or clinical colleagues have sent you images or short videos, you can use Consultant Connect in your browser to store and forward these directly to NHS specialists for pre-referral Advice & Guidance.

Log in to [Consultant Connect in your browser](#) and follow the simple steps illustrated on the diagram below.




### Maximum file size

Images up to 211MB can be uploaded without loss of resolution, and this compares to limits of 10MB or less on other systems, such as email.

Accepted file types:

- Most image, video, audio and text files
- PDF and Office files
- DICOM scans

 [Watch this short explainer video about uploading photos/files via Consultant Connect in your browser](#)

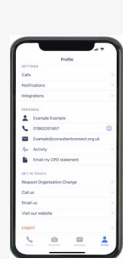
\*Please note: Available features will differ by Health Board area.

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# Messaging Advice & Guidance

You can use Messaging for group or clinician to clinician pre-referral advice. Messaging can be accessed via the Consultant Connect App or in your browser. Photos and files can also be attached to messages.

## Via the Consultant Connect App



Open the Consultant Connect App, tap 'Messages' and select the specialty team you would like to message.



Enter the patient's NHS number (if available), tap 'Next'. Type or dictate your message, press send.

You can also take photos to include with your message prior to sending (if appropriate).



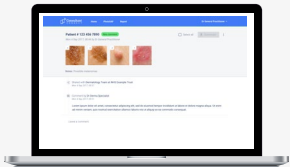
**You will receive an email notification when a specialist reviews and responds to your query.**



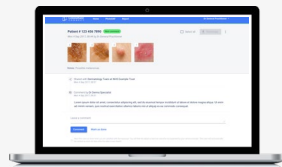
To close the case, either you or the specialist provide the outcome of the interaction.

The conversation is securely saved. The images and notes can be downloaded as a PDF in your browser, and be attached to the patient's record.

## Via Consultant Connect in your browser



[Log in to Consultant Connect in your browser](#) using the same credentials you use for the app. Select 'Messages' from the menu and 'New Message' to upload files/photos.



Type your message and add the patient's NHS number (if available) and share the message with the specialty team. You can also upload files/photos to include with your message prior to sending (if appropriate).



**You will receive an email notification when a specialist reviews and responds to your query.**



To close the case, either you or the specialist provide the outcome of the interaction.

The conversation is securely saved. The images and notes can be downloaded as a PDF, and attached to the patient's record.

 [Watch this short explainer video about using Photo Messaging Advice & Guidance](#)

\*Please note: Available features will differ by Health Board area.

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## Consultant Connect reports in your browser

Accessing Consultant Connect in your browser allows you to view your Consultant Connect activity (calls, photos, messages). Clinicians usually prefer their practice managers and admin staff to have access to this, so they can examine and download PID reports as needed.

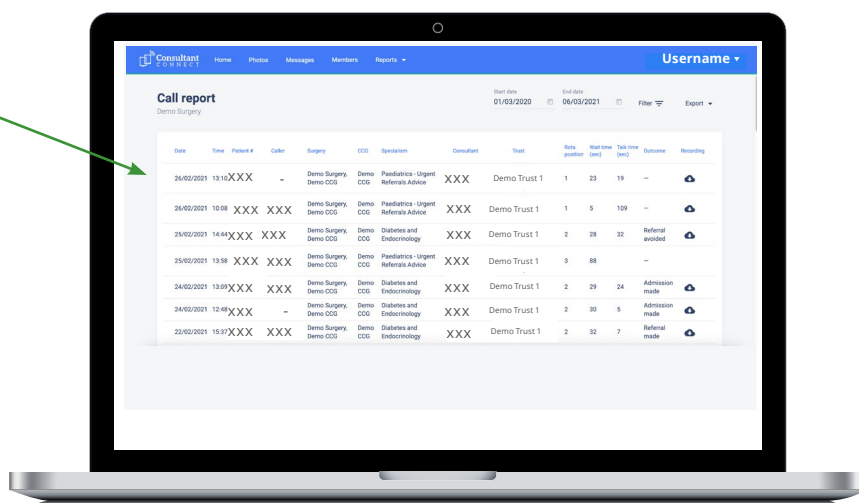
### Access your calls log and call recordings

Click on 'Reports' then 'Calls'.

You'll see the calls you have made including the patient number and outcomes you have provided.

Calls made via your Dial-In Number are logged by surgery, not by individual users (calls made via the Consultant Connect App are logged individually).

Call logs can be accessed via your surgery's appointed administrator or practice manager.



You can only access and download call recordings you have made. To authorise additional users at your practice to access and download PID calls recordings, please contact [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk)

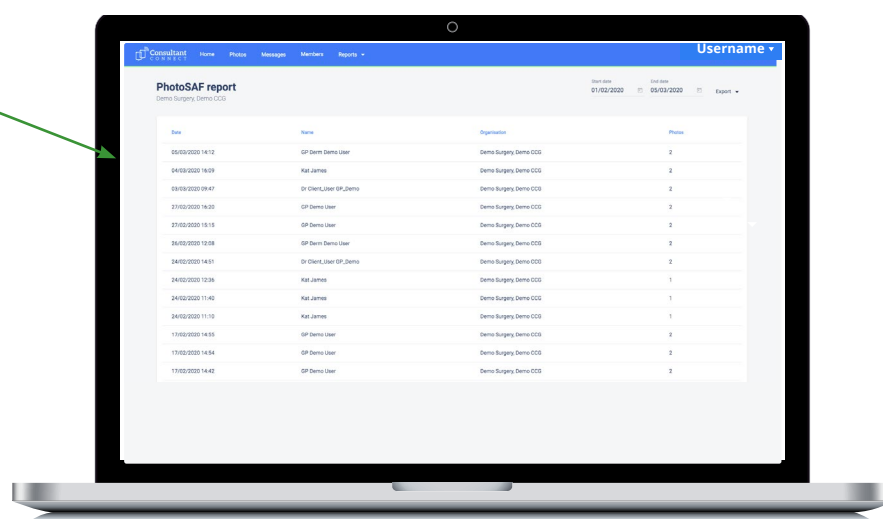
### Access your photos log

Click on 'Reports' then 'Photos'.

Here you will see all the photos you have taken via the app or uploaded in your browser and saved.

Click on the download button next to the photo, to download each photo to a secure file location on your practice computer and save to the patient record.

Photo logs can be accessed via your surgery's appointed administrator or practice manager.



\*Please note: Available features will differ by Health Board area.

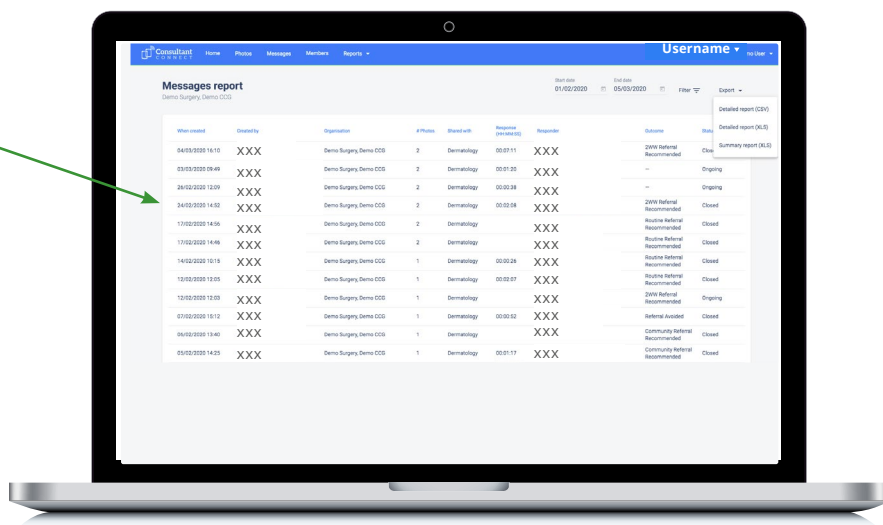
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## Access your messages log

Click on 'Reports' then 'Messages'. Here you will see all the messages you have sent for Advice & Guidance via the app or in your browser.

Click on the download button next to the messages to download a PDF to your device.

Message logs can be accessed via your surgery's appointed administrator or practice manager.



 [Access Consultant Connect in your browser by signing in using the same credentials you use for the app.](#)

## Learn more

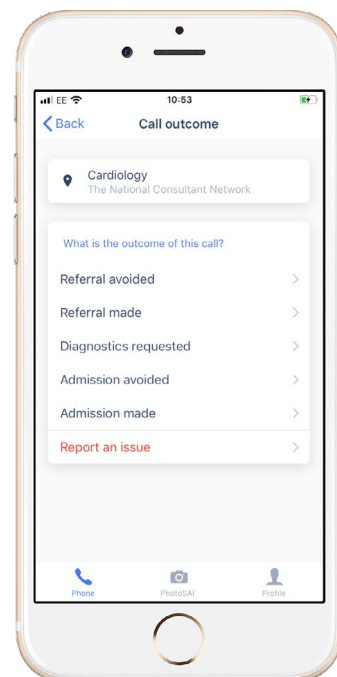
 [Watch this short explainer video for practice managers and admin teams](#)

## Leaving an outcome

At the end of every A&G call or message request, you will be prompted to leave an outcome\* (e.g. 'Referral Avoided', 'Admission Made').

### Why this is important for everyone:

- It enables you to track the patient pathway.
- It's an important way to secure the future of the service - your commissioning organisation uses the data to measure effectiveness, which can allow them to add more specialties in the future.



\*Please note that available outcomes and features may differ by Health Board/Hospital area.

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## For support



[View our short 'How to' videos...](#)



**Your Account Manager** can answer questions, provide support and a demonstration of how the service works, please email [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk) or call 01865 261467 if you do not have your Account Manager's contact details.

## Wales - Primary Care Area



[For information for clinicians across Wales, please click here](#)

## FAQs and case studies



[For FAQs, please click here.](#)



[For case studies grouped by user type, please click here.](#)



[For case studies grouped by specialty, please click here.](#)

If you have any additional questions or need service support from us, please call us on 01865 261 467 or email [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk)



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