

Consultant Connect Advice & Guidance Service

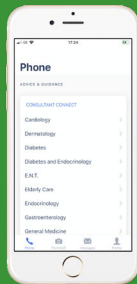
Consultant Connect enables clinicians to communicate with specialists for rapid Advice & Guidance (A&G) via telephone, photo and messaging. You can start using this service today by downloading the free Consultant Connect App from the App Store or Google Play. Alternatively, you can make calls and send messages via [Consultant Connect in your browser](#), or seek Telephone A&G by calling your surgery's Dial-In Number from any phone. The service is funded by your commissioning organisation and is free for you to use.

Telephone A&G, delivered by Consultant Connect, routes your calls to a rota of NHS specialists rather than individuals, reducing the risk of unanswered or missed queries. The time it takes for a clinician to connect with a specialist this way is just **25 seconds** (Wales average).

Making a call

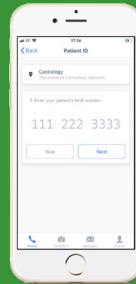
1

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



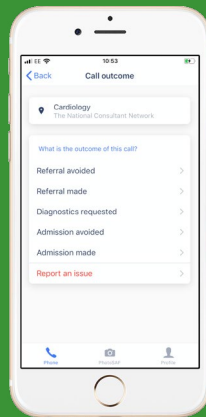
2

Enter the patient's identifier and select 'next'. Consultant Connect's integration with NHS systems pulls through important patient data, ensuring accurate record keeping.



3

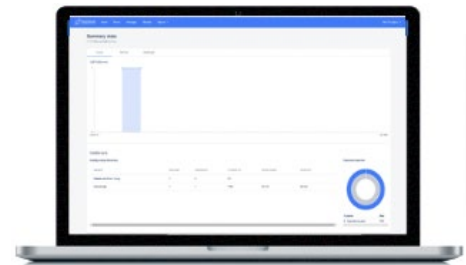
Talk to the specialist. When the call ends provide the outcome e.g. referral avoided. This enables your commissioning organisation to assess the impact of this initiative.



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

Accessing your Consultant Connect activity

- Sign in to [Consultant Connect in your browser](#) using the same credentials for the app or register using your NHS email address.
- Once you are logged in, you will be shown a summary of the calls you have made and when you have made them including a record of the outcomes.
- In addition to making calls and sending messages, you can also access your Consultant Connect activity and download your call recordings. Click on 'Reports', then 'Call Reports' in the menu. Here you'll see a breakdown of the calls you have made, including the patient identifier and outcomes you have provided.
- 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 your call to your device. There is no expiry date for call recordings, so you can go back and listen to previous calls whenever necessary.
- You also have access to photos you have saved and messages you have sent by clicking on 'Photos' or 'Messages' respectively in the menu. You can download this data as a PDF to your device at any time.



Providing access to Consultant Connect activity

Users can only access and download call recordings, messages and photos they have made, sent or taken. To grant users with additional PID access, such as administrators or practice managers, please contact hello@consultantconnect.org.uk.

The Consultant Connect App

Free to clinicians within participating areas.

First, download the app from **Google Play** or the **App Store**.

To sign up to the Consultant Connect service, open the app on your phone, click sign up and follow the simple steps below:

1

Enter your name, NHS email address* and create your password. Click 'create account.'

2

Provide your organisation name and select 'next.'

3

Select your role and enter your professional registration number and click 'next.'

4

You will receive an email asking you to verify the email address you provided in step 1. Copy the verification code from the email received and paste it directly to the sign-up form and click 'verify.'

5

You will then be asked to provide a mobile number. Enter your mobile number and click 'next.'

6

You will then receive a text message with a verification code. Enter the verification code on the sign-up form and click 'verify.'

7

To complete the signup process, confirm your consent to use the service by clicking 'confirm.'

*Please use your NHS email address as it is pre-verified.

How to make the most out of the Consultant Connect App

Phone*

Click 'Phone' to make Telephone A&G calls to NHS specialists. You can also view the specialty's opening hours and where the specialists are based. With an average connection time of 25 seconds, this is a quicker alternative to calling through switchboard.

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

PhotoSAF

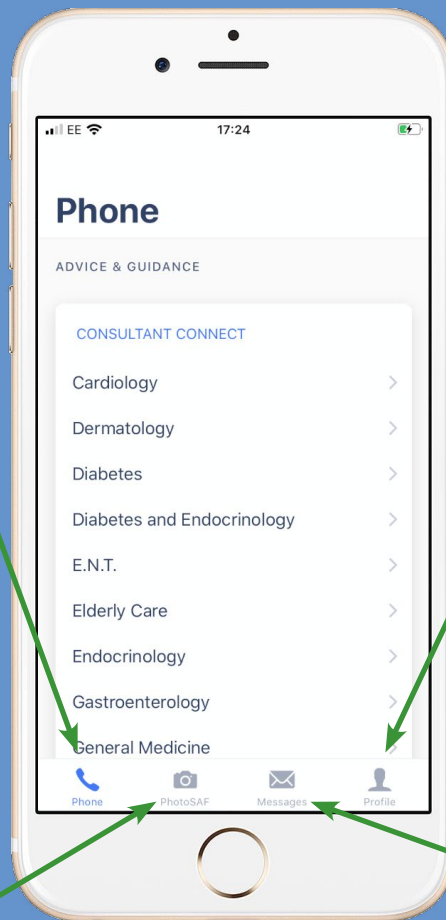
Use this feature to take secure clinical photos and add notes. Images are stored in an IG-secure and GDPR-compliant cloud and not on the phone. The images and a PDF summary are automatically sent to your NHS email address. You can view and download saved images by logging in to [Consultant Connect in your browser](#) from any device. In areas where sharing is enabled, photos can also be sent within the app, directly to specialist teams.

Profile

Select 'Profile' to view your settings and activity. You can also toggle between organisations if you are a locum practitioner or work across multiple sites. Please contact us to have your additional workplaces added to your account. To contact the Consultant Connect main office for technical support, select 'Call us' or 'Email us'. Please **do not** include any PID.

Messages

In areas where this feature is enabled, you can send messages to specialists within the app. You can view all open and closed advice requests you have sent via the 'Messages' feature.



For more information or support, please email:

hello@consultantconnect.org.uk or call us on 01865 261 467
For case studies & videos, visit: consultantconnect.org.uk

