

Consultant Connect

Advice & Guidance Service

You can access this service today using the Consultant Connect App (which shows the list of specialties available and their opening times) or by calling your surgery's unique Dial-In Number from your landline. The Service Directory sent to your practice manager also shows the specialties available plus your Dial-In Number. This free service is funded by your CCG/Health Board/Trust/Hospital.

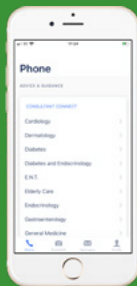
The free Consultant Connect App (available from your app store) has some useful additional features including an IG secure photo option (PhotoSAF). You can find out more about the app on the next page.

Telephone Advice & Guidance, delivered by Consultant Connect, routes your calls to a rota of specialist NHS consultants rather than individual NHS consultants. If the first consultant is unable to answer, the service moves your call onto the next available consultant. The time it takes a GP to connect to a consultant this way is just **27 seconds** (UK average).

Making a call

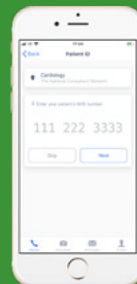
1

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



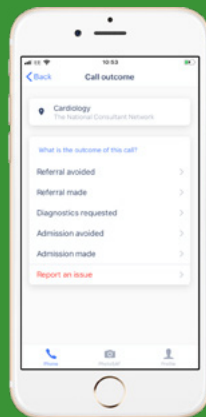
2

Enter the patient's NHS number and select next.



3

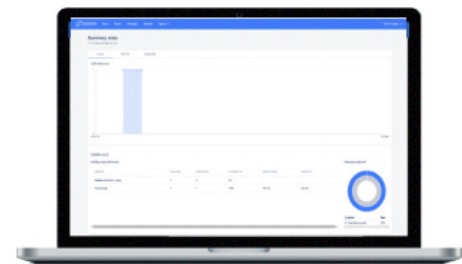
Talk to the consultant. When the call ends provide the outcome e.g. referral avoided. This enables your CCG/Health Board/Trust/Hospital to assess the impact of this initiative.



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

Accessing your photos and call log

- Visit www.consultantconnect.org.uk and click on 'Sign in' in the top right hand corner menu.
- Log in using the same username and password that you have set for the Consultant Connect App.
- 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.
- Click on 'Reports' then 'Call Reports' in the top menu bar. Here you'll see a breakdown of the calls you have made including the patient number and outcomes you have provided.
- You also have access to any photos you may have saved by clicking on 'My photos' in the top menu bar. Again you can 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.



Accessing your call recordings

Only authorised users at your practice can access PID call recordings and download them to the patient records. To request access, please contact support@consultantconnect.org.uk

Find out more about the Consultant Connect App and the PhotoSAF feature on the next page.

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 surgery name and select 'next.'

3

Select your role and enter your GMC 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 Advice & Guidance calls to NHS consultants on the list shown. You can also see specialty opening times. With an average connection time of 27 seconds, this is a quicker alternative to calling through switchboard.

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

PhotoSAF

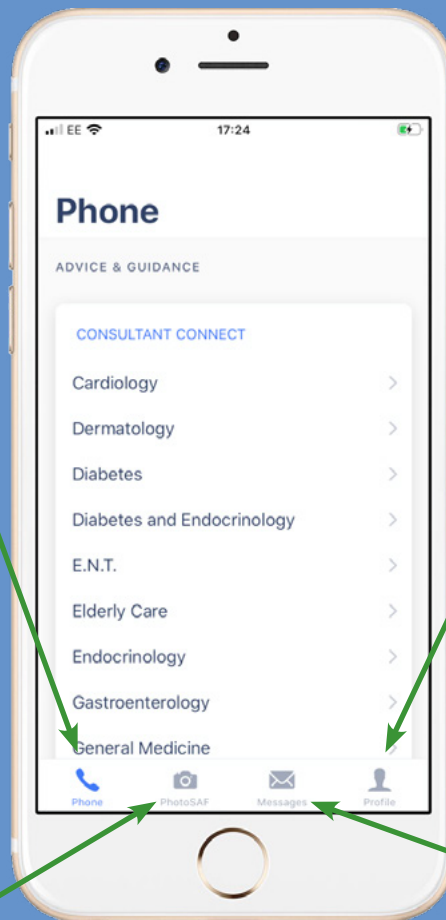
Use this feature to take secure clinical photos and add notes. Images are stored in an IG secure and GDPR compliant cloud and not on the phone. The images and a PDF summary are automatically sent to your NHS email address. You can view and download saved images to a secure file location by logging into the Consultant Connect platform via your Practice computer. In areas where sharing is enabled, photos can also be sent within the app, directly to consultant teams.

Profile

Click on 'Profile' to view your settings. You can also see your recent activity on the app which can be used as CPD evidence. To contact the Consultant Connect main office for technical support, select 'Call us' or 'Email us'. Please do not include any Patient Identifiable Data.

Messages

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

