

# Primary Care User Guide

## Enhanced Advice & Guidance via Consultant Connect

**This pack** is designed to provide you with all the information you need 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 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 and 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 '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:

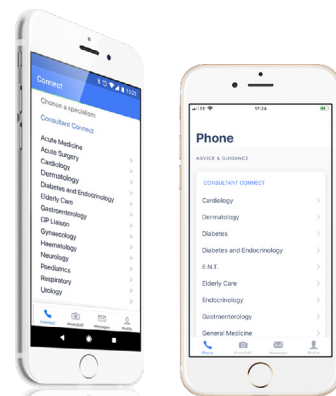
- [Via the Consultant Connect App](#)
- [Via your surgery's unique Dial-In Number](#)
- [Via your browser](#)

## 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](#)
- [Earn CPD credits and download your CPD statements](#)
- 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 emailing [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 the app. CPD credits can only be earned when using the Consultant Connect App for Telephone or Photo Messaging A&G or via your browser for Photo Messaging A&G.

## 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:

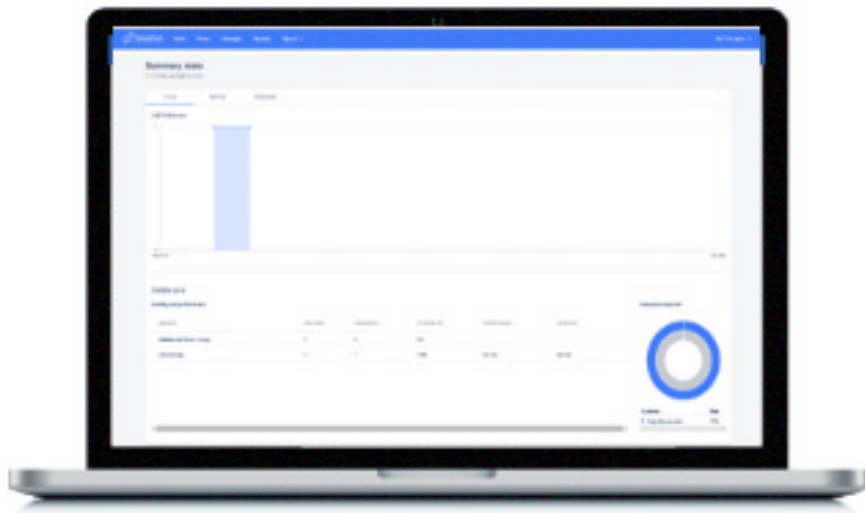
- Securely store and/or share photos and files
- Send secure messages and/or photos and files with specialists for A&G
- Earn CPD credits when sending messages and/or photos and files for A&G
- Download your CPD statements
- Access your calls log and call recordings
- Access your photos log
- Access your messages log

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

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

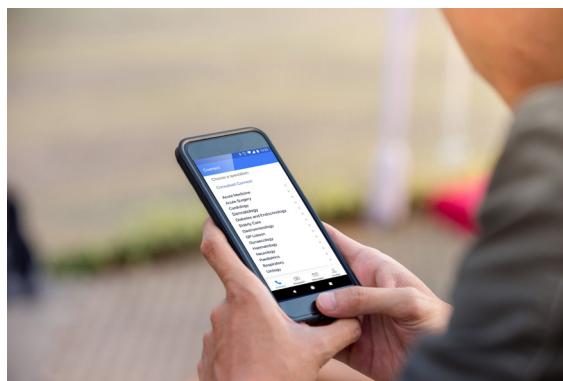
### Learn more

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



## Quick service summary - access options and features

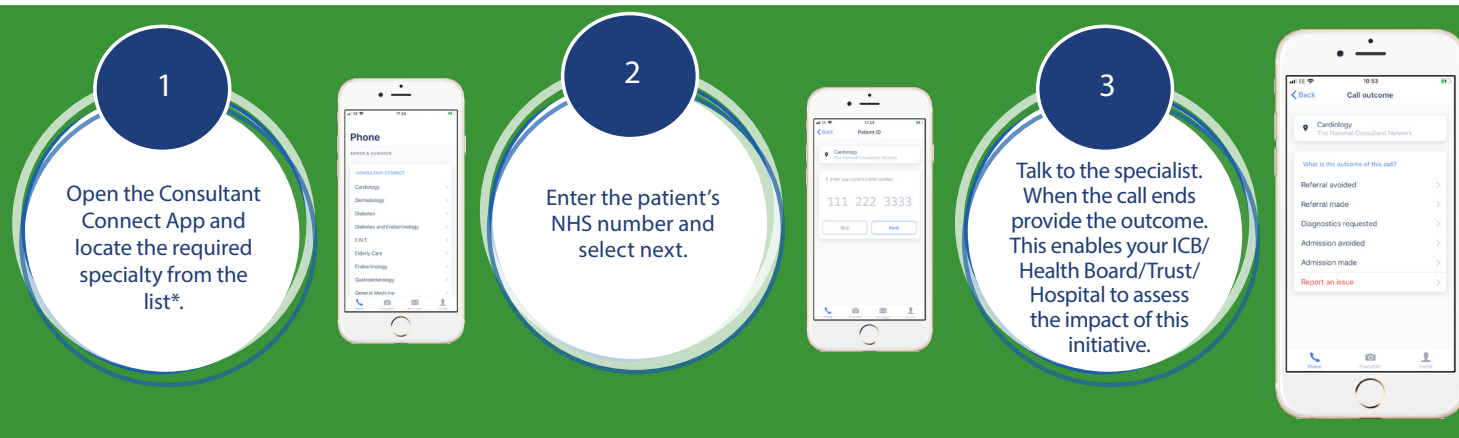
Feature	Access options		
	Consultant Connect App	Unique Dial-In Number	Consultant Connect in your browser
Make rapid A&G calls	Y	Y	N
Take IG-secure clinical photos (photos are saved in a secure cloud not on your phone)	Y	N	N
Send secure messages and / or share photos with consultants	Y	N	Y
View specialties available and their operating hours	Y	N	Y
Earn CPD credits and download CPD statements	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



## 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). Advice & Guidance calls with a **valid** NHS number input **and** an outcome left will automatically integrate into patient records.

### Using the Consultant Connect App



### Using your unique Dial-In Number

If you are unable to use the app, you can obtain Telephone Advice & Guidance by calling your surgery's unique Dial-In Number from any phone. Your Dial-In Number, list of available specialties and their operating hours can be found on your online Service Directory. Your Service Directory automatically updates to provide you with the latest information.

-  To access your Service Directory, [click here](#), and enter your Dial-In Number. 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.

Please note: Please note: CPD credits can **only** be earned for Telephone Advice & Guidance calls made via the Consultant Connect App.



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

# 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. Images with a **valid** NHS number input are automatically integrated into patient records.

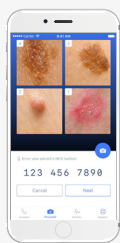
### After taking clinical photos via PhotoSAF, you can:

- Access them via the secure cloud, download them and share them with a specialist for A&G via a different route or attach to a referral (for example via e-RS)
- Access them via the secure cloud, download them and add to the patient's record
- Share these directly with NHS specialists for A&G

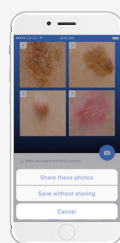
## Using PhotoSAF



Log in to the app, tap PhotoSAF at the bottom of the screen, confirm your patient's consent and take photo(s).



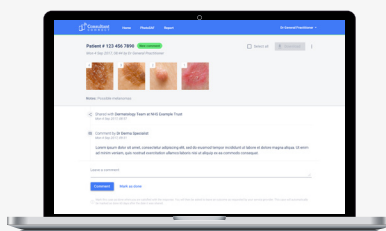
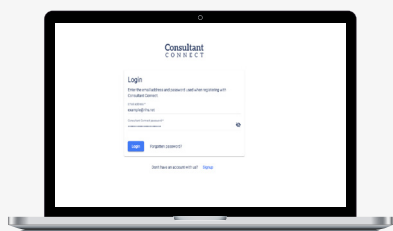
Add NHS # and notes.



Select 'Save these photos'.



Photos and notes are automatically sent to your NHS email address and integrated with patient records\*. These can also be accessed by logging in to Consultant Connect in your browser.



To download your photos and share via e-RS, 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 e-RS or attached to a referral.

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 automatically integrate with the patient's record\*.

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

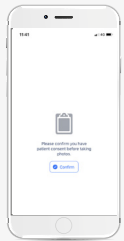
\* Photos and notes will only automatically integrate with the patient's record if a valid NHS number is input.



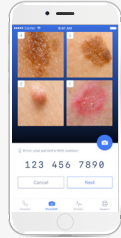
## Photo Messaging Advice & Guidance

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. If a valid NHS number is input and an outcome is left, the photos/files and notes will automatically integrate with patient records.

### 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).

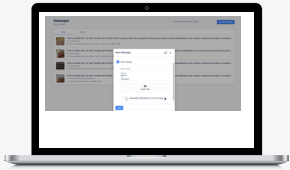


You will receive an email notification when a specialist reviews and responds to your query.

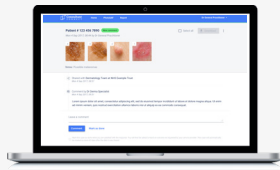


To close the case either you or the specialist provides the outcome of the interaction. The conversation is securely saved. The images and notes can be downloaded as a PDF by logging in to Consultant Connect in your browser. If a **valid** NHS number is input **and** an outcome is left, the activity will automatically integrate with 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 message and files/photos with the specialty team.

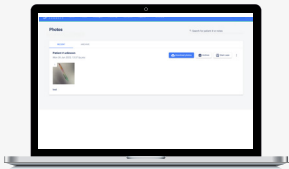


You will receive an email notification when a specialist reviews and responds to your query.

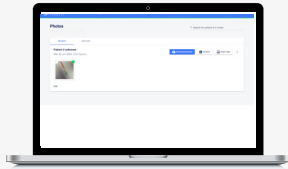


To close the case either you or the specialist provides the outcome of the interaction. The conversation is securely saved. The images and notes can be downloaded as a PDF. If a **valid** NHS number is input **and** an outcome is left, the activity will automatically integrate with the patient's record.

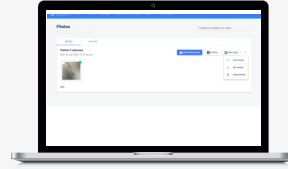
### Deleting photos via Consultant Connect in your browser



[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 and 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](#)

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

You can use Consultant Connect in your browser to store and forward existing files 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.

The diagram shows a laptop displaying the Consultant Connect interface. A 'Messages' menu item is highlighted with a callout box. A 'New message' button is also highlighted. A 'New Message' form is open, showing fields for 'Enter message', 'NHS number', 'Age', and 'Your query'. An 'Attach Files' button is highlighted, and a screenshot of a document is shown as an attached file. A 'Send' button is highlighted at the bottom of the form.

- 1 Click on the 'Messages' menu item.
- 2 Click this button to start a new message.
- 3 Enter the patient's NHS number, fill in the proforma information requested by the specialty team.
- 4 Click 'Attach Files' to upload the photos or videos from your device.
- 5 Click the 'Send' button when you are ready to send your message and photos or videos to the specialty team selected.

### 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](#)

## 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 be attached, and if a **valid** NHS number is input **and** an outcome is left, the activity automatically integrates with patient records.

### Via the Consultant Connect App

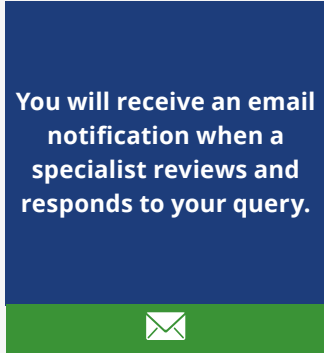


Open the Consultant Connect App, tap 'Messages' and select the specialty team you would like to message.



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).

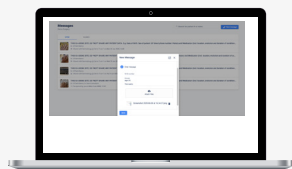


You will receive an email notification when a specialist reviews and responds to your query.



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 automatically integrate with the patient's record\*.

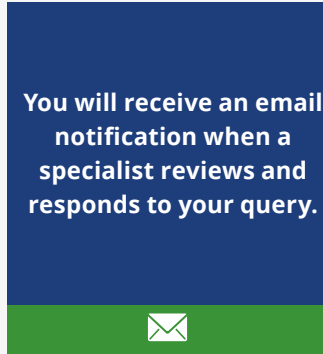
### Via Consultant Connect in your browser



[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 automatically integrate with the patient's record\*.

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

\* Messages and photos/files will only automatically integrate with the patient's record if a **valid** NHS number is input **and** an outcome is left.

## 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.

Date	Time	Patient #	Caller	Surgery	CCG	Operation	Consultants	Trust	Task position	Wait time (sec)	Talk time (sec)	Outcome	Recording
26/02/2021	13:16	XXX	-	Demo Surgery, Demo CCG	Demo CCG	Paediatrics - Urgent Referrals Advice	XXX	Demo Trust 1	1	23	19	-	📎
26/02/2021	10:08	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Paediatrics - Urgent Referrals Advice	XXX	Demo Trust 1	1	5	109	-	📎
25/02/2021	14:44	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Diabetes and Endocrinology	XXX	Demo Trust 1	2	28	32	Referral avoided	📎
25/02/2021	13:58	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Paediatrics - Urgent Referrals Advice	XXX	Demo Trust 1	3	88	-	-	📎
24/02/2021	13:29	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Diabetes and Endocrinology	XXX	Demo Trust 1	2	29	24	Admission made	📎
24/02/2021	12:28	XXX	-	Demo Surgery, Demo CCG	Demo CCG	Diabetes and Endocrinology	XXX	Demo Trust 1	2	30	5	Admission made	📎
22/02/2021	15:37	XXX	XXX	Demo Surgery, Demo CCG	Demo CCG	Diabetes and Endocrinology	XXX	Demo Trust 1	2	32	7	Referral made	📎

 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.

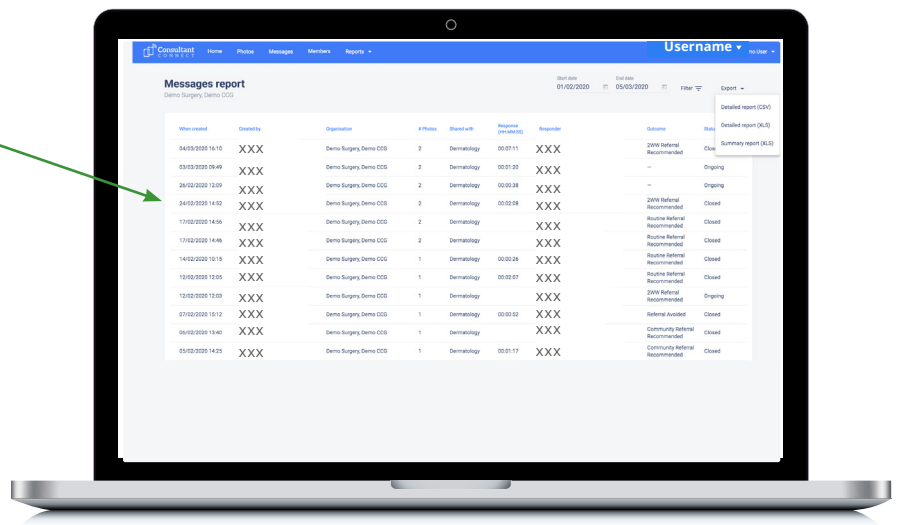
Date	Name	Operation	Photo
05/03/2020	GP Demo User	Demo Surgery, Demo CCG	2
04/03/2020	Kat James	Demo Surgery, Demo CCG	2
03/03/2020	Dr Client User GP_Demo	Demo Surgery, Demo CCG	2
27/02/2020	GP Demo User	Demo Surgery, Demo CCG	2
27/02/2020	GP Demo User	Demo Surgery, Demo CCG	2
26/02/2020	GP Demo User	Demo Surgery, Demo CCG	2
24/02/2020	Dr Client User GP_Demo	Demo Surgery, Demo CCG	2
24/02/2020	Kat James	Demo Surgery, Demo CCG	1
24/02/2020	Kat James	Demo Surgery, Demo CCG	1
24/02/2020	Kat James	Demo Surgery, Demo CCG	1
17/02/2020	GP Demo User	Demo Surgery, Demo CCG	2
17/02/2020	GP Demo User	Demo Surgery, Demo CCG	2
17/02/2020	GP Demo User	Demo Surgery, Demo CCG	2

## 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

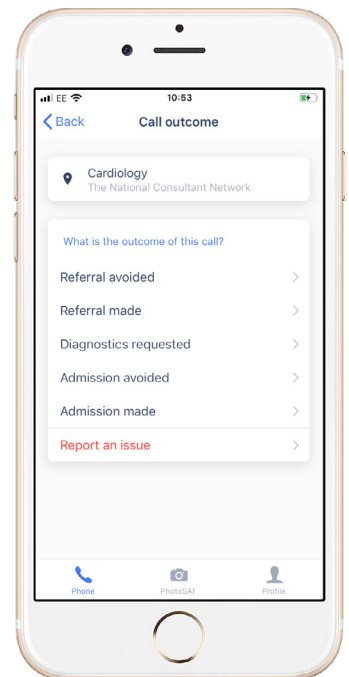
 [Watch this short explainer video for practice managers and admin teams](#)

## Leaving an outcome

At the end of every A&G call or photo 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.
- CPD credits are generated automatically for you if you meet the eligibility criteria. This includes leaving an outcome when using the Consultant Connect App for Telephone A&G or Photo Messaging A&G, and using Consultant Connect in your browser for Photo Messaging A&G.



\* Please note that outcomes available may differ by hospital and/or locality.

# Earn CPD Credits when using Consultant Connect

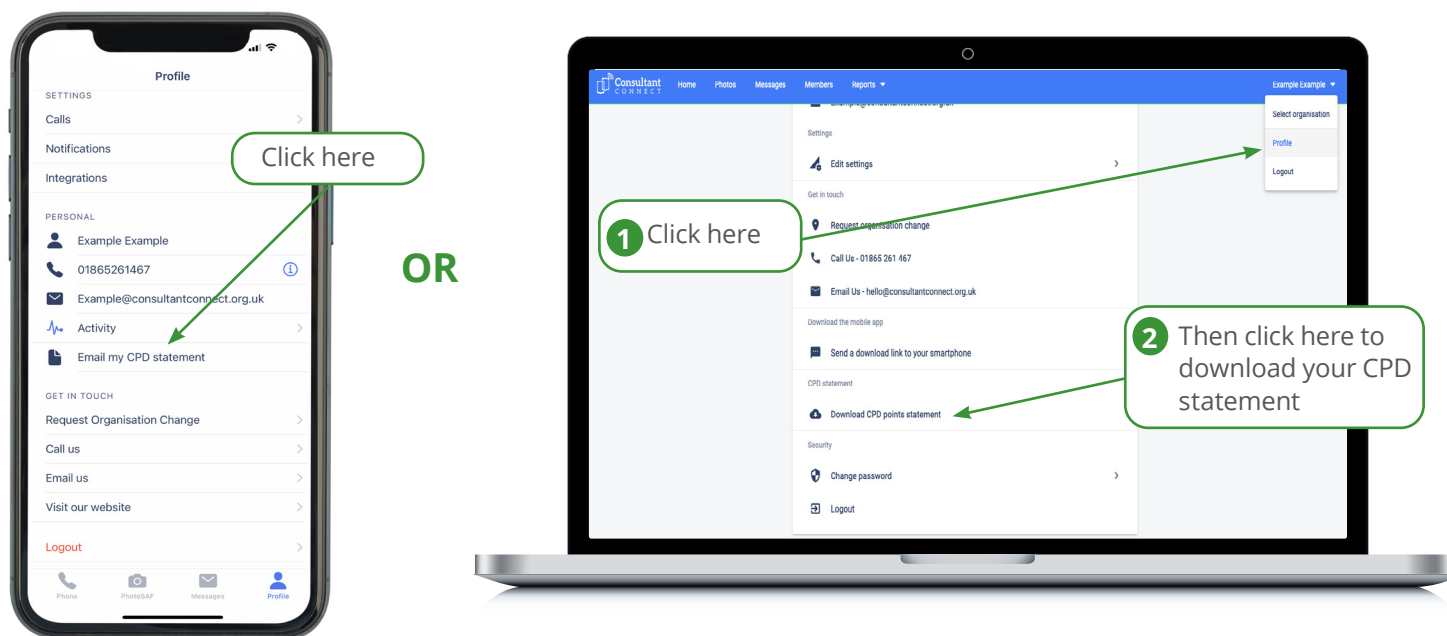
## How it works

- Simply make a Telephone A&G call via the Consultant Connect App or, in areas where this feature is enabled, you can request written advice using the 'Messages' function on the Consultant Connect App or in your browser.
- A full list of available specialties and their operating hours is available on the app and in your browser.
- You will automatically start collecting CPD credits when calls or messages meet the criteria. Our system does the criteria calculation for you.

## Criteria

- Call duration must be over 90 seconds.
- You must leave an outcome e.g. 'Referral Avoided' for the message or call. You will get a prompt to do this.
- Your call or message must be for specialist A&G (e.g. not to confirm an admission).
- A valid NHS number must be input.

## Download your CPD statements



Go to your 'Profile' section on the Consultant Connect App and tap 'Email my CPD statement'. Your statement will automatically be sent to the NHS email that you use for the app.

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

## 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.

## 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)

