NHS Digital

Consultant CONNECT

Patient record integration - Consultant Connect FAQs for GPs

Consultant Connect now integrates with EMIS and SystmOne. We utilise NHS Digital's Personal Demographic Service (PDS) and DocmanConnect to ensure an activity record is **accurately routed back to a patient's registered practice inbound document management system and automatically added into the patient record.**

I need to check my Consultant Connect App is up to date, how do I do this?

Please open the App Store (Apple) or Google Play Store (Android) and check for updates for the Consultant Connect App. You need to have version 2.11.0 or greater.

How do I make sure integration for my practice is switched on?

Open the Consultant Connect App, click profile, then integrations. You should then see a screen like the image below with the options pre-ticked for you. Please also ensure the ODS number for your organisation is correct.

I'm a locum GP and work across multiple practices. Does the app know which practice to send information back to?

Please ensure that you are logged in under the practice you are working from that day. Check which organisation(s) you have access to by tapping 'Profile' on the app. If you work from multiple practices, you'll need to remember to change the organisation within your 'Profile' depending on the site you are at. Please get in touch if the practice(s) you currently have access to on the app need to be updated. As we utilise the NHS Digital's Personal Demographic Service (PDS), we will also look up the patient's registered practice and direct the documentation there accordingly.

How does my activity appear in the patient record?

Your activity will be stored as a single PDF file which will show as an attachment in the patient's record. This is time and date stamped and will be clearly referenced 'Consultant Connect'.

How long does it take for my activity to appear in the patient's record?

Providing you entered a valid NHS number for your patient, our system takes approximately:

1. 10 minutes when a photo is saved via the Consultant Connect App
2. 10 minutes when a clinical team has responded to a message a GP has sent, the case has been closed and an outcome has subsequently been left. Where outcomes are not left, messages will close automatically after 30 days and our system will push the documents through to the patient record at this point (if you have this enabled in your area)
3. Up to 24 hours following a call to your local hospital or a national consultant (if you have this enabled in your area)

The Practice Administration team will then accept the document.
Once this is done, you will be able to see the PDF in the patient's record.

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