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[www.happyhealthylives.uk](https://www.happyhealthylives.uk/)

Friday 26th May 2023

Dear GP,

**Re: Advice and Guidance using the Consultant Connect App**

We are really pleased to inform you that from **Monday 5th June** SWUFT Dermatologists will be providing Advice and Guidance using the Consultant Connect App.

A&G is currently being provided by the Dermatology team via the ERS pathway, but it is felt that using the Consultant Connect platform will make the process more efficient, informative and helpful to all. ERS will be switched off and all advice and guidance will be provided via the Consultant Connect App.

The dermatology team at SWUFT feel that advice and guidance is important, increasingly so in the current difficult climate we are all working in. ERS can be complex and a “clunky” system to work with from our perspective and we have found consultant connect has several advantages.

First, it is quicker and allows us to respond in a timelier manner. There is a proforma to ensure all relevant information is included and GPs can upload images, which means that SWUFT Consultants can provide advice and, if the patient requires a referral to SWUFT, this advice and guidance request can be converted into a referral. Also, using the Consultant Connect app means that SWUFT Consultants can easily share images and information if they wish to ask a colleague for a second opinion.

Using A &G via Consultant Connect, we hope will result in us being able to advice that will result in fewer referrals into secondary care so that we can direct our time and resources to those patents that need our care.

We do appreciate it may not be ideal for everyone, but we accept that there will be no one system which would be to everyone's liking. We also accept that the ability to covert an ERS A&G into a referral directly, if we advise as such, is a bonus for primary care. We are therefore offering that if we suggest the patient needs referring, then we will either arrange that referral and state that on our reply, or ask you make a TWW referral (in the unlikely event that this is considered necessary) from your end. If, as a primary care physician, you would prefer that we do not do that, you can simply reply “No”, and we will cancel the outpatient appointment.

Consultant Connect functionality has developed and now, as long as you include your patients NHS number, our A & G will be integrated into patient's EMIS notes directly. There is also the option of having a universal admin log-in for Practice admin, who could have access to all advice and guidance sought from that Practice using consultant connect. This enables any important information to be picked up appropriately by the Practice even if the clinician is on leave.

Given the above, we will be commencing using Consultant Connect for advice and guidance and teledermatology from 5th June.

We will continually review the activity and would appreciate if you could raise any concerns directly with Carolyn Dando, Dermatology Manager via [Carolyn.Dando@swft.nhs.uk](mailto:Carolyn.Dando@swft.nhs.uk)

Many thanks,

*Helen West*

Helen West

System Lead for Elective Recovery