


South East London GP 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 Consultant Connect service.

 [You can also view our short 'How to' videos...](#)

Your Account Manager can answer questions, provide support and a demonstration of how the service works, please email

 [Nick Smith](#) or call him on 01865 261467.

 [Read our FAQs](#)

 [View GP Case Studies](#)



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Introduction to Consultant Connect

Consultant Connect is Enhanced Advice & Guidance, connecting clinicians-to-clinicians via three main 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.

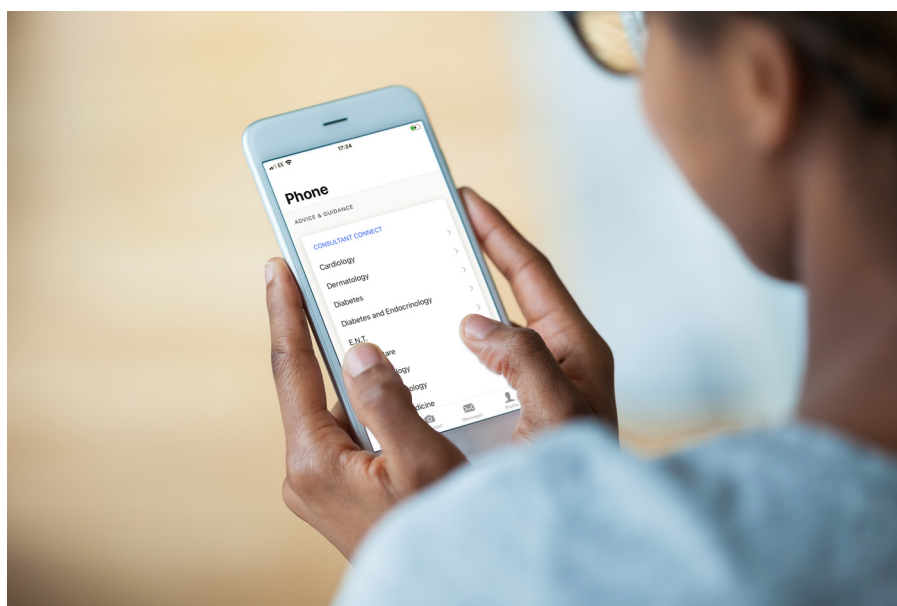
This service aims to provide users with additional options for quicker and more efficient access to Advice & Guidance (A&G). Pre-existing routes such as email and local referral systems will continue to be available.

Each Consultant Connect project has a dedicated Account Manager to support users where needed.

Consultant Connect in South East London

Consultant Connect has been available to GPs in South East London since 2016. Commissioned by NHS South East London ICB, the service enables GPs to access rapid specialist Telephone A&G and Photo A&G across a wide range of specialties* across South East London trusts: Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust, Lewisham and Greenwich NHS Trust, Oxleas NHS Foundation Trust, and South London and Maudsley NHS Foundation Trust.

*Please note: specialties available differ by borough/locality.



How to Sign up and Access the Service

Open your camera feature on your mobile phone, 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 for '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 the Consultant Connect Dashboard](#)
Please note: you are not able to make Telephone A&G calls via the Dashboard.

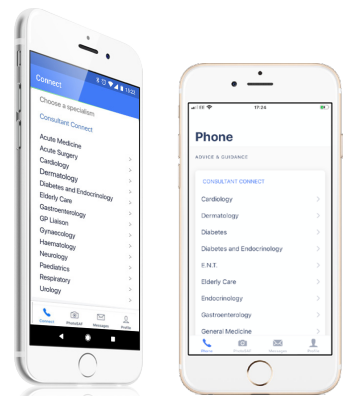
The Consultant Connect App

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 Nick Smith](#), who will add your other places of work to your profile.

Need support?



For support, please contact Nick Smith, your Consultant Connect Account Manager on 01865 261 467 or email nick.smith@consultantconnect.org.uk.



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](#)

Please note: you can only take and/or share IG secure clinical photos and messages when using the Consultant Connect App or Dashboard. CPD credits can only be earned when using the Consultant Connect App for Telephone or Photo Messaging A&G or the Dashboard for Photo Messaging A&G.

Need support?

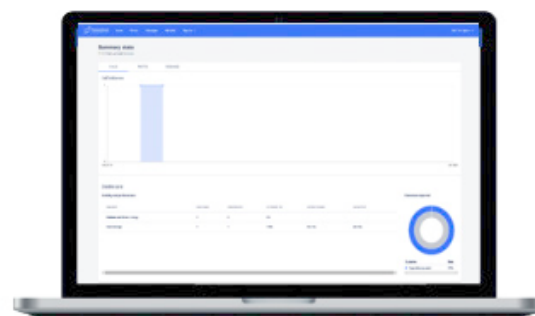
 If you do not know your unique Dial-In Number, please contact the Consultant Connect team by email hello@consultantconnect.org.uk or call 01865 261 467.

Your Consultant Connect Dashboard

Your Consultant Connect Dashboard can be used to view your Consultant Connect activity (calls, photos, messages) and the activity across your surgery. GPs usually like their Practice Managers and Admin teams to have access to this feature, so they can access PID reports and download them to patient records.

Your Consultant Connect Dashboard allows you to:

- Securely store and/or share photos taken by patients
- Send secure messages and/or photos with consultants for advice
- Earn CPD credits and download your CPD statements
- Access your call log and call recordings
- Access your photo log



 [Access the Dashboard](#) by signing in using the same details you use for the app.

Please note: you are not able to make Telephone A&G calls via the Dashboard.

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 Dashboard
Make rapid Advice & Guidance 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	N
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 (authorised users only)	N	N	Y
View your surgery activity – calls, messages, and photos across your surgery. Access PID records (authorised users only)	N	N	Y

Rapid Telephone Advice & Guidance

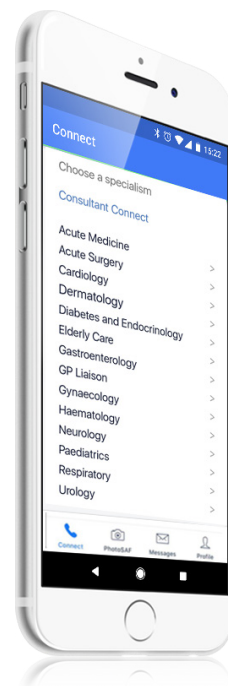
Using the Consultant Connect App

To speak to a consultant, tap the specialty you would like to call. You are then prompted to enter the patient's NHS number.

When you click next, you'll see some useful information about this specialty, such as when it is available to call and whether it'll be answered by your local hospital consultants or out-of-area NHS consultants on the National Consultant Network.

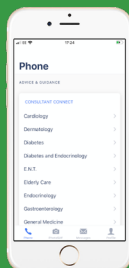
When ready to start the call, tap 'Start Call'. If the first consultant on the rota is unavailable (this could be because they are with a patient), the system automatically calls the next available consultant on the rota.

At the end of the call, you will be prompted to leave an outcome for the call. You can do this by selecting the relevant outcome from the list shown on the app. Once the outcome is recorded, the process is finished.



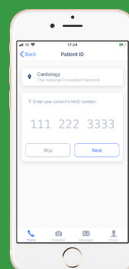
1

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



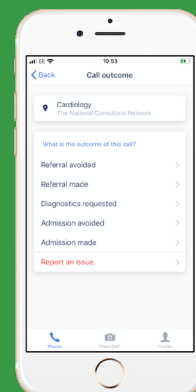
2

Enter the patient's NHS number and select next.



3

Talk to the consultant. When the call ends provide the outcome. This enables your ICB/Health Board/Trust/Hospital to assess the impact of this initiative.



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

Need support?



If you have any questions, or need support using the app, please contact the Consultant Connect team by email hello@consultantconnect.org.uk or call 01865 261 467.

Using your unique Dial-In Number

If you are unable to use the app, you can access the service by calling your surgery's unique Dial-In Number. Your Dial-In Number, and a full list of specialties available to call can be found on your online Service Directory.

Your Service Directory automatically updates to provide you with the latest information on all the specialties available to you and their opening hours. Your Service Directory also displays your organisation's unique Dial-In Number and any changes to the service (such as a new specialty being added).



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: you can only take and/or share IG secure clinical photos and messages when using the Consultant Connect App or Dashboard. CPD credits can only be earned when using the Consultant Connect App for Telephone or Photo Messaging A&G or the Dashboard for Photo Messaging A&G.

1

Call your unique
Dial-In Number
(shown on your Service
Directory) from any
phone.

2

Choose the specialty*
to call from the
automated list (e.g. Press
1 for Cardiology, 2 for
Gynaecology etc.)

3

Talk to the consultant.
When the call ends
provide the outcome
e.g. Press 1 for referral
avoided.

Need support?



If you do not know your Dial-In Number or Service Directory link, please contact the Consultant Connect team by email hello@consultantconnect.org.uk

IG Secure Clinical Photography

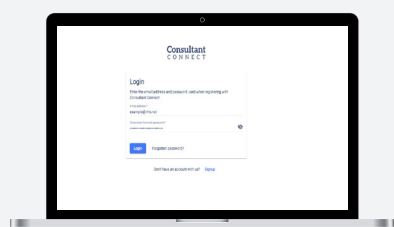
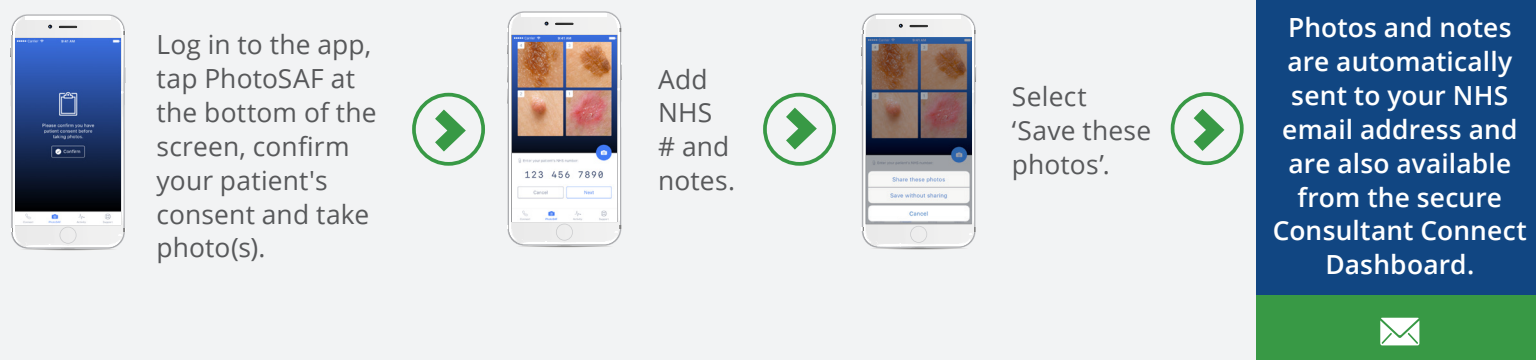
PhotoSAF feature on the Consultant Connect App

The Consultant Connect App allows you to take IG compliant clinical photos on your mobile phone. The photos are not saved to your phone but instead are emailed to your NHS email address, and saved in a secure cloud from where medical secretaries can access them.

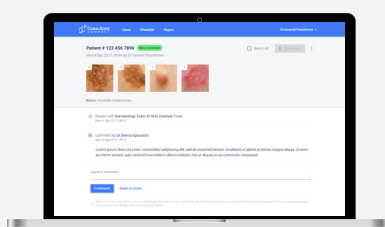
After taking clinical photos via PhotoSAF, you can:

- 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 Dermatologists in South East London for A&G

Using PhotoSAF to share photos via e-RS, add to a referral or the patient's record



To download your photos and share via e-RS, attach to a referral or to the patient's record, [log in to the dashboard](#) via your computer, 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 photos to a secure file location on your practice computer. Once downloaded to a secure file location, you can share the photos via e-RS, attach to a referral or to the patient's record.

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 uploaded to the patient's record using the Consultant Connect Dashboard.

Need support?



If you have any questions about using PhotoSAF or need support using the app or Dashboard, please contact Consultant Connect team by email hello@consultantconnect.org.uk

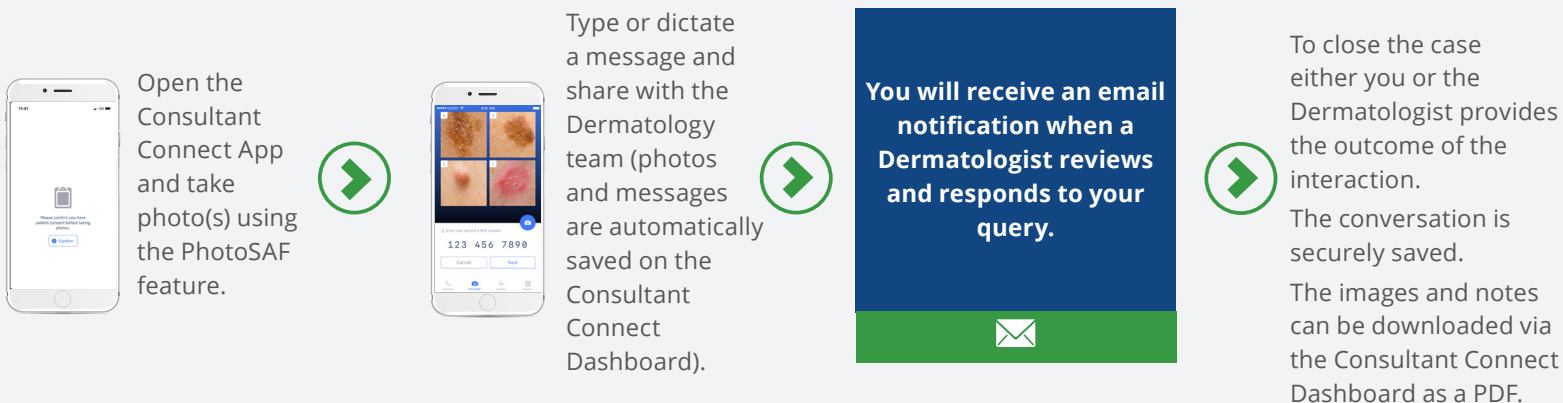


[Watch this short explainer video about using PhotoSAF via the Consultant Connect App.](#)

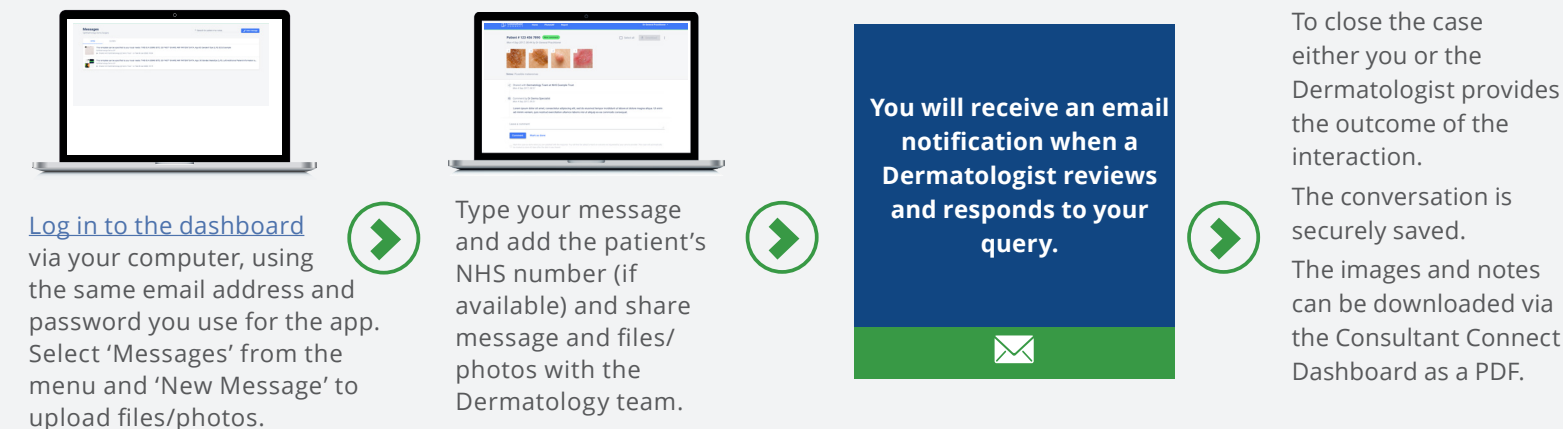
Photo Messaging Advice & Guidance for Dermatology

You, and you clinician colleagues, are able to use the Consultant Connect App and Dashboard to directly send clinical photos to local Dermatologists for A&G.



Via the Consultant Connect App



Via the Consultant Connect Dashboard



Need support?

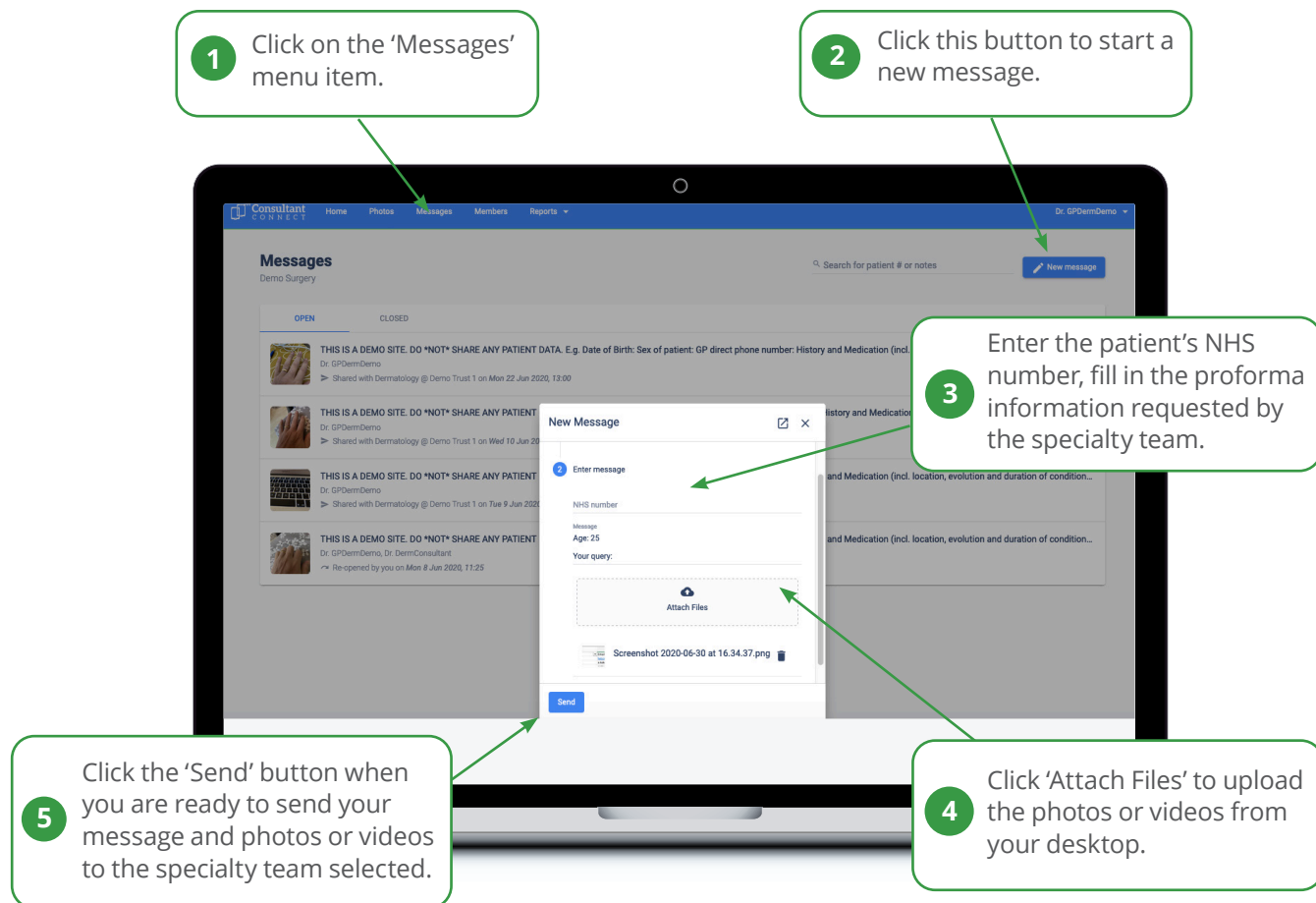
-  If you have any questions about using Photo Messaging A&G or need support using the app or Dashboard, please contact Consultant Connect team by email hello@consultantconnect.org.uk
-  [Watch this short explainer video about using Photo Messaging Advice & Guidance via the Consultant Connect App.](#)

Uploading photos sent by patients for advice

If you are carrying out remote consultations and patients have sent you images or short videos of their condition, you can use the Consultant Connect Dashboard to securely upload and share these images with local Dermatologists for A&G.

Using the Consultant Connect Dashboard to securely upload and send files

Log into the [Consultant Connect Dashboard](#) from your computer and follow the simple steps illustrated on the diagram below:



Maximum file size

Please note that when uploading files and sending them the maximum size per file is 50MB.

Need support?

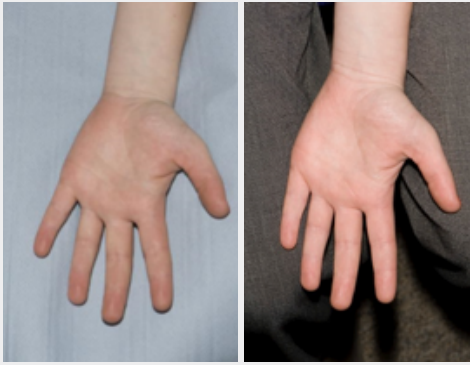


If you have any questions about using the Consultant Connect Dashboard for Dermatology A&G, please contact Consultant Connect team by email hello@consultantconnect.org.uk



[Watch this short explainer video about using Consultant Connect for advice on clinical photos sent by patients.](#)

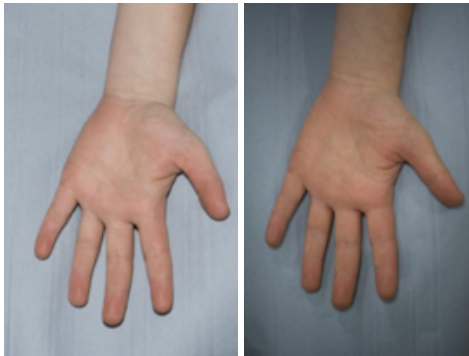
How to take the best photos



USE A BACKGROUND

1

- Backgrounds should be plain and unobtrusive, providing no distraction from the area of interest. A background is only needed if the subject area does not fully fill the frame.
- When applicable, a background should be placed in contact with the patient in order to minimize shadows.



FLASH ON

FLASH OFF

GOOD OVERHEAD LIGHTING IS IDEAL

2

- General office light is not usually sufficient to light an image. Consider using flash.



ALWAYS TAKE AN ESTABLISHING IMAGE FOLLOWED BY A CLOSE UP

3

- If a patient has multiple areas of interest, then it is difficult to distinguish between pictures if only close ups are taken. For example, a mole on a patient's leg may look similar to one on

the patient's arm, so by taking an establishing image it helps avoid any confusion.



- As well as the establishing image, a close-up image or a series of close-up images should be taken.
- If you are trained in using one and have access to a dermatoscope, it is helpful to also include a dermoscopic image of a lesion.



TAKE MORE THAN ONE IMAGE

4

- When taking a photograph, the camera needs to be parallel to the lesion.
- To demonstrate the size and shape of the lesion, you could consider taking additional image views, for example at an oblique angle.



OUT OF FOCUS

IN FOCUS

AUTOFOCUS ON THE LESION

5

- Images must be in focus for the dermatologist to review.
- Most smartphone cameras have a built in autofocus feature. You may need to wait a second for the autofocus to find the lesion. If your camera is too close to the lesion this usually results in an out of focus photograph. Try zooming in from a bit further back.

ALWAYS REVIEW YOUR PHOTOS

6

Ensure your images have captured a good representation that allows a diagnosis to be made. Poor images mean the case will be returned with no diagnosis.

CHECK YOUR FILE SIZE LIMIT

Some email/online referral systems impose an image size limit of 5MB for attachments – which could prevent you sending multiple images. The Consultant Connect App does compress each image automatically to assist you with this.

FOR DIRECT TO SECONDARY CARE

7

Photo Advice & Guidance via the Consultant Connect App allows you to take multiple photos and share them directly with specialists (there is no limit to the number of photos you take via the app).

We would like to thank NHS Dorset ICB and University Hospitals Bristol NHS Foundation Trust for their kind permission to use photos which we have included in this guide.

Accessing your Photos, Calls Log and Call Recordings

Access your photos and calls log

Your Consultant Connect Dashboard can be used to view your Consultant Connect activity (calls, photos, messages) and the activity across your surgery. GPs usually like their Practice Managers and Admin teams to have access to this feature, so they can access PID reports and download them to patient records.


- 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.
- 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.
- 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.

 [Access the Dashboard](#) by signing in using the same details you use for the app.

Learn more

 [Watch this short explainer video for Practice Managers and Admin teams](#)

Access your call recordings

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

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 - NHS South East London ICB 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 and **only if you leave a call outcome** when using the Consultant Connect App for Telephone A&G or Photo Messaging A&G or the Dashboard for Photo Messaging A&G.

Earn CPD Credits when using Consultant Connect

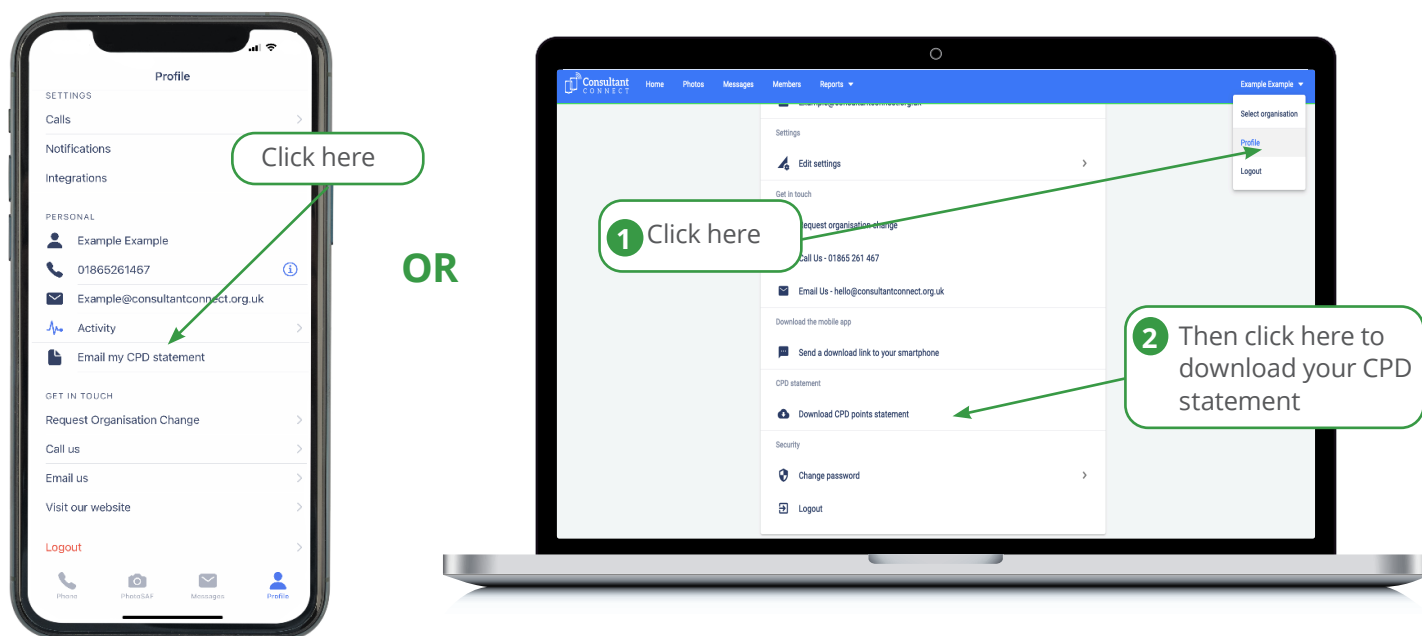
How it works

- Simply make a Telephone Advice & Guidance (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 Consultant Connect Dashboard.
- The app displays a full list of specialties available to call or message. The dashboard displays a full list of specialties available to message.
- 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).

Download your CPD statements



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

[Log into the Consultant Connect Dashboard](#) and follow the simple steps illustrated on the diagram above.

For Support



[You can also view our short 'How to' videos...](#)



Your Account Manager can answer questions, provide support and a demonstration of how the service works, please email [Nick Smith](mailto:Nick.Smith@consultantconnect.org.uk) or call him on 01865 261467.

FAQs and Case Studies

Please [click here](#) to read answers to the questions we get asked the most.

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



[For Case Studies grouped by user type, please click here.](#)



[For Case Studies grouped by specialty, please click here.](#)

