



# CONSULTANT CONNECT IN SOMERSET

## Benefits & How it works for Primary Care Clinicians



**What is it?** It's a quick way of attaining Telephone Advice & Guidance from your local Trust.



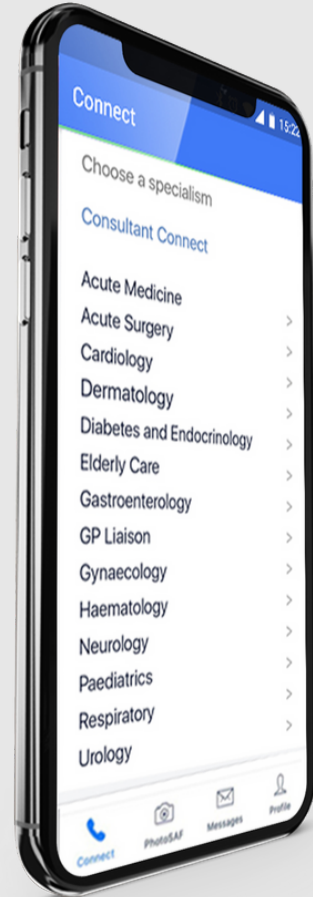
**When to use it?** Use for 'grey area' cases, where perhaps waiting for a response from any other forms of A&G (e.g e-RS or letters) may take too long.



**How to use it?** Dial your unique surgery landline number (distributed to your Practice Manager) or via the free Consultant Connect App.



**Why use it?** Although not a dedicated service (consultants answer calls around existing clinical commitments) across the NHS Somerset CCG area, in the last 4 weeks the average first time connection rate was 70%. The average connection time for a call was 28 seconds (far quicker than calling via switchboard) and 61% of outcomes recorded showed that patients were able to avoid an unnecessary visit to hospital.



**Need more info about this free CCG service? Call Celia on 01865 261467 or email: [celia.enderby@consultantconnect.org.uk](mailto:celia.enderby@consultantconnect.org.uk)**

\*Please note available specialities will differ by hospital and/or locality