Dear General Practitioner

Immediate telephone Professional to Professional advice & guidance is now available to General Practitioners across GGC from specialists at Royal Alexandria Hospital, Royal Hospital for Children and Mental Health Assessment Unit. Services now available:-

* Mental Health Assessment Unit- 8.30am-6pm
* Medical Paediatric Triage Referral Service 24 hours 7 days per week
* Acute Medicine Monday-Friday 1-5pm
* Acute Surgical Monday- Friday 9.30 am-12.30pm
* DVT 8am-8pm
* GP Admissions 8am-8pm
* Cardiology and Diabetes/Endocrinology 12.30pm-1.30pm and 4pm-5pm

**What’s New?**

**NHSGGC Mental Health Assessment Units**

**Launch of In-Hours GP Service**

In addition to the out of hour’s service, NHSGGC is now offering an in-hours GP referral service. from 08.30 to 18.00, ensuring that this model now provides a substantive and robust service which will offer care, support and expertise to patients, families and health professionals dealing with urgent mental health needs 24 hours a day, 7 days per week throughout the whole year. The service aims to provide patients with a full psychiatric evaluation including mental health risk assessment with appropriate treatment and follow-up arrangements.

This service is available to patients 18 years and older who require urgent specialist mental health assessment that day. For patients who need seen soon or routinely, referrals would be made to the relevant CMHT using existing referral routes.

GPs are invited to contact the MHAUs via Consultant Connect with any presenting issues that would benefit from discussion with a senior member of the Mental Health clinical team. Where the outcome of this discussion is same day referral the GP can then submit referral via SCI Gateway. Where it is agreed that the presenting issues require urgent assessment by the MHAU team, the Mental Health Clinician will inform the GP what centre (Stobhill or Leverndale) to send the SCI Gateway referral to. This will be informed by the patient’s location and capacity across the 2 units. Where required, the MHAU can arrange transport to collect patients and return them home. Where clinically indicated, home visits can also be arranged. All these matters will be discussed with the GP during the Consultant Connect call.

The service was launched in a phased manner, initially to South Glasgow GPs and from Monday 7th June will be available to all NHSGGC GPs. Please read attached documentation for further information regarding referral process.

**Benefits of Consultant Connect**

Consultant connect app provides direct access to professional to professional advice and guidance without having to wait for switchboard, then the subsequent wait for the on-call consultant joining the line. Consultant connect is either accessed via an app or via the dial in number for your practice rather than remembering multiple telephone numbers for a number of services.

**Accessing Professional to Professional Advice & Guidance**

Advice & Guidance can be accessed using the free Consultant Connect App available via Google Play or Apple app store for download onto your mobile device. (Links to download are below) If you do not have Wi-Fi or a strong mobile phone signal within your practice you can dial in via a landline or mobile by using your surgery’s Dial-in Number. This number is available on the Practice Poster that we have sent to your Practice Manager. Dial in numbers are also available from Garry Campbell (details below)

[Google Play](https://play.google.com/store/apps/details?id=uk.org.consultantconnect.app&utm_source=North+Cumbria+PMs&utm_campaign=83774f936b-EMAIL_CAMPAIGN_2017_12_27_COPY_01&utm_medium=email&utm_term=0_4febe6a0ba-83774f936b-)

[App Store](https://itunes.apple.com/gb/app/consultant-connect/id1138956970?mt=8&utm_source=North+Cumbria+PMs&utm_campaign=83774f936b-EMAIL_CAMPAIGN_2017_12_27_COPY_01&utm_medium=email&utm_term=0_4febe6a0ba-83774f936b-)

**Full instructions regarding, registering for the service and how to use consultant connect can be accessed by clicking** [**here**](https://mcusercontent.com/32b91832920a56212b9d1c18c/files/78499322-4493-4236-ab47-2a5b8d047704/App_Start_Up_Guide_Primary_Care.10.pdf) **or copy and paste the link below into your browser**

**https://mcusercontent.com/32b91832920a56212b9d1c18c/files/78499322-4493-4236-ab47-2a5b8d047704/App\_Start\_Up\_Guide\_Primary\_Care.10.pdf**

When using the service, we ask that, at the end of your call, you leave an outcome (e.g. referral avoided). If you are leaving an outcome through the app, simply end your call and select the outcome on the screen. If you have called your Dial-In Number, please stay on the line for a few seconds after you have finished speaking to the consultant and select the outcome from the automated menu. ***Leaving outcomes allows our team to monitor service effectiveness, track the patient pathway and ensure that the service continues to operate and expand in the future.***

If you have any further feedback or require further information on how to access the service, please do not hesitate to contact me.

Best wishes,

Garry Campbell

UCC Programme Support Manager

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