

Consultant Connect for MPTRS

Dear General Practitioner,

The medical paediatric triage referral service (MPTRS) was launched on 24th March 2020. It is a dedicated telephone service which is available between 9am and 9pm each day (Including weekends) for primary care clinicians to discuss all acute referrals to General Paediatrics at the Royal Hospital for Children (RHC). GP's are requested to phone and discuss all referrals before children are asked to attend the hospital. This advice and guidance is available from a consultant or registrar.

We have previously been in contact regarding this service which was initially accessed via switchboard at the Royal Hospital for Children. I am pleased to advise that this service has now been incorporated into Consultant Connect from Monday 20th July 2020. We request that all calls to this service are placed via Consultant connect as this ensures outcome data is collected and also provides a robust service to both GP's and Consultants

Please Note: Routine outpatient referrals to general paediatrics should continue to be made via SCI Gateway.

Benefits of Consultant Connect for MPTRS

Consultant connect provides you with direct access to a consultant bypassing switchboard, reaching the on-call consultant directly.

Within the consultant connect app we are also trialling the photo sharing utility for General Paediatrics, this allows GP's to send an image of an area of concern i.e. rash directly to the consultant for advice. Instructions regarding the use of this feature are attached to this email.

Please do not utilise this service with other specialities at present however you can utilise the app to take images via your mobile phone. Images taken via the app are not stored on your mobile phone, they are transferred to a secure server and the image will be available on your consultant connect dashboard. Within a couple of minutes of taking the image you will also receive a copy of the image to your NHS mail box for transfer into patient notes or for SCI gateway

Accessing Phone Advice & Guidance

Phone Advice & Guidance can be accessed using the free Consultant Connect App on your mobile (links to download are below) or by **using your surgery's Dial-in Number** which is shown on the Practice Poster that we have sent to your Practice Manager.

[Google Play](#)

[App Store](#)

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.**

Can I again please thank you for your feedback regarding this service, we will be contacting you again in the near future regarding improvements to Consultant Connect services that we provided. We are also reviewing the SCI Gateway advice email and again I will be emailing in the near future regarding enhancements to this service

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,

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