

**describe your idea,**

your ‘lightbulb moment’...

As part of our Covid response, we knew that we could help

reduce the amount of people coming in to the trust, if we were

able to upscale the Advice and Guidance offering we currently

had in place. So, we worked on engaging with new specialties, to get

them set up with Consultant Connect.

In some instances, clinicians were self-isolating, so were able to use this time to answer Advice and Guidance requests from GP’s while being at home. This also made us think about the possibility of clinicians using their own personal mobiles to be able to answer calls through the CC app. We were able to work with IT and IG to be able to make this happen.

describe the

**results** of your changes...

the benefits to the patient, the service/team

* An estimated 62% of calls that came in

through Consultant Connect resulted in

an avoided trip to hospital for patients

(June 2020)

* We were able to increase the offering

of specialties using Consultant Connect

from 5 to 9 (between March and June)

* Freeing up capacity within the hospital
* Clinicians were able to manage the CC service from home, where appropriate, during the Covid pandemic.

Is there anything else to improve or something you couldn’t get done this time? *(your next lightbulb moment)*

* Next steps include rolling out tele-dermatology and use of the photo functionality within CC!

Next time...what would you do **differently** or what **advice** would you give to others?

* Engagement with clinicians was vital in ensuring the quick onboarding of specialties.
* Use of the CC dashboard, and performance data enabled us to assess progress throughout.

**Start date: 23/03/2020 Finish date: Ongoing!**

describe what you **enjoyed** and

what **surprised** you...

* What I enjoyed most about this project was seeing (through the dashboard) the impact that our efforts were having on call volumes and outcomes for patients.
* I was surprised by how quickly we were able to make a difference – with call volumes increasing from an avg. of 5 per day (Feb) to 20 per day in May.

*Plan SMART: Specific, Measurable, Achievable Realistic, Timescale*

**Who** was on your dream team and which department/ ward/area are you from?

Project manager (PMO), Head of Transformation, lead clinicians, CC account manager, GP liaison manager and GP Lead.

In responding to COVID-19 what did you need to change and why?

We knew that as part of our Covid response, we would need to rapidly upscale our implementation of Consultant Connect, in order to help reduce unnecessary footfall in to the hospital. This included setting up a wide range of additional specialties, but also helping current specialties to use Consultant Connect in a different way.

Who did you need **help** from? (managers/ other depts)

Support from clinicians, management teams, GP liaison manager and the CCG.

**How** long did it take? (it might be hours/ days/ months)

Our expansion is ongoing, but we were able to rapidly upscale the service between Mid-March and June 2020.

*The five W’s, who, what, when, where, why*



***Extra details on this side if you need more space...***

***What next?***

**Keep** a copy for your personal annual appraisal

**Give** a copy to your manager for your department’s collection of lightbulb moments

**Send** a copy to the PMO (Project Management Office)