Consultant Connect Service overview

Consultant Connect is a telemedicine provider transforming patient care in the NHS. Our services are used by over half of the NHS in England, Scotland and Wales.

Advice and Refer by Consultant Connect

Advice and Refer by Consultant Connect links our Enhanced Advice & Guidance platform, the most used in the NHS, with the e-RS referrals system. It is the easiest, most seamless way to review a patient's case and, if necessary, refer that patient to a local clinic.

Telephone Advice & Guidance

Clinicians use the Consultant Connect App or a unique Dial-In Number to speak to physical and mental health specialist clinicians for pre-referral Advice & Guidance over the telephone. Calls are answered by a rota of specialists in under 30 seconds (UK average).

Messaging Advice & Guidance

Clinicians use Messaging for group or clinician-to-clinician pre-referral advice. Messaging can be accessed via Consultant Connect in the app or user's browser. Photos and files can also be attached to messages.

Photo Messaging Advice & Guidance

Clinicians use the app to take and share photos or Consultant Connect in their browser to upload files/ photos to send to specialist NHS clinicians for pre-referral Advice & Guidance. Photos are saved to the secure cloud and never stored on phones.

Email Advice & Guidance

Clinicians use fully-tracked Email Advice & Guidance to seek written specialist advice. Numbers of cases per specialty, time to respond, patient outcomes, etc. are tracked, meaning that commissioners can understand all the advice activity and report on it accordingly.

GP Bypass Connect

Clinicians use the Consultant Connect App to gain rapid access to GPs via practice bypass numbers.

National Consultant Network (NCN)

The NCN comprises out-of-area NHS consultants who can answer pre-referral Advice & Guidance calls or review photos remotely. Acting as a backup for local teams or providing locally unavailable specialties, the NCN can review Advice & Guidance queries on Consultant Connect as well as on e-RS or other local systems with no changes to local flows. The NCN can also support areas with local clinical capacity challenges for referrals and waiting list validation.

Referral Triage and Validation

Our clinically-led Referral Triage and Validation service supports hospital trusts needing additional temporary capacity for referrals. The service uses the clinical expertise of NHS consultants across 23 specialties from our NCN. Working remotely, as 'virtual locums', they follow local pathways and protocols, and, under the leadership of the local clinical leads, support with triaging and validating waiting list backlogs in bulk and/or new referrals as they come in. They can also review and validate follow-up lists to ensure patients are seen/discharged in the most appropriate way (e.g., face-to-face, virtual, discharged to PIFU pathways etc.).

e-RS Connect

e-RS Connect enables secondary care clinicians to manage local NHS e-Referral Service (e-RS) Advice & Guidance and referral worklists directly within Consultant Connect, providing a single, efficient environment for triage and validation of NHS referrals. Clinicians can view and respond to e-RS Advice & Guidance requests, offer pre-referral clinical advice, request further information, or convert Advice & Guidance requests into referrals in line with standard NHS e-RS workflows and local commissioning pathways. Using NHS smartcard authentication, existing local e-RS referral worklists can be securely imported into Consultant Connect, supporting safer and more accurate referral triage, improved reporting, and effective management of the 180-day RTT pathway. This integrated approach streamlines workflows, reduces duplication, and supports timely, high-quality clinical decision-making across primary and secondary care.

Virtual Consultations (Patient Connect)

Clinicians use Patient Connect to deliver IG secure virtual consultations. All data and call recordings are available via the Consultant Connect platform.

Patient Initiated Follow Up (PIFU)

A follow-up service that enables patients to initiate an IG secure virtual consultation with a specialist clinician. All data and call recordings are available via the Consultant Connect platform.

Telemedicine Devices

State-of-the-art virtual care devices allow NHS specialists to be fully available in the care of patients, without having to be physically at the bed side.

Contact us for more information:
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