**Great Western Hospital Advice & Guidance:
New Telephone and Email Services**

1. **Telephone Advice and Guidance: Consultant Connect Trial for new specialties starting Monday 3rd August**

Great Western Hospital is working to expand the number of specialties that offer telephone advice & guidance via Consultant Connect. A number of new specialties will be added to the system for a 2 week trial period, from 3rd to 14th August 2020.

Phone lines will be mostly answered by consultants, but in some specialties it will be answered by the most appropriate available clinician. In some instances, the calls may be routed through to the switchboard as a back-up, where you will ask for access to that department in the usual way.

Telephone advice and guidance is appropriate for the more urgent queries.

If you would like to provide feedback about the service during the trial, please contact:
Pete Justin, Service Redesign Project Manager, BSW CCG – pete.justin@nhs.net

**Please ensure you record an outcome at the end of every call. These outcomes will be crucial for the specialties to assess the benefits of using Consultant Connect. Calling via the app, the outcome pages appears when the call is ended. Using the dial in number please stay on the line when the call has ended to listen to the available outcome options.**

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| GWH specialties new to Consultant Connect (2 week trial, 3rd – 14th August 2020) |
| Audiology *(09:00-13:00 and 14:00-17:00, Mon-Fri)* |
| Breast *(09:00-14:00, Mon-Fri)* |
| Dermatology *(09:00-17:00, Mon-Fri)* |
| Diabetes/Endocrinology *(09:00-17:00, Mon-Fri)* |
| Maternity *(08:00-18:00, Mon-Fri)* |
| Neurology *(09:00-17:00, Mon-Fri)* |
| Ophthalmology (nurse advice line) *(08:00-20:00, Mon-Fri)* |
| Paediatrics – Community *(09:00-17:00, Mon-Fri)* |

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| GWH specialties already offering Consultant Connect |
| Acute Medicine - Admissions | Obstetrics and Gynaecology - General EPU & Hyperemesis Advice |
| Acute Medicine - Advice | Orthopaedics - Acute Referral |
| Acute Medicine - Non COVID Admission | Orthopaedics - Advice |
| Acute Medicine - Non COVID Advice | Paediatrics - Advice |
| Ambulatory Care - Admissions | Paediatrics - Safeguarding |
| COVID - Admission | Radiology |
| COVID - Consultant Advice | Renal Medicine |
| General Surgery | Rheumatology |
| Geriatrician of the Day |  |

1. **Email Advice and Guidance: New specialties added**

Great Western Hospital is also working to expand the number of specialties that offer email advice & guidance, with a number of new specialties recently added.

All GWH specialties will respond specifically to the advice within 5 working days. Therefore email advice and guidance is appropriate for non-urgent or semi-urgent advice. For more urgent advice, Consultant Connect should be used where available, or the usual telephone route via the switchboard where there is no Consultant Connect.

These email addresses will also be added to the contact details page on Ardens.

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| GWH specialties new to email advice and guidance (since May 2020) |
| Breast Surgery | gwh.breastsurgeryadvice@nhs.net |
| Gastroenterology | gwh.gastroenterologyadvice@nhs.net |
| Geriatric Medicine | gwh.geriatricmedicineadvice@nhs.net |
| Orthopaedics | gwh.orthopaedicsadvice@nhs.net |
| Paediatrics | gwh.paediatricsadvice@nhs.net |
| Parkinson's | gwh.parkinsonsadvice@nhs.net |
| Sexual Health | gwh.swish@nhs.net |

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| GWH specialties already offering email advice and guidance |
| Biochemistry | gwh.biochemistryadvice@nhs.net |
| Cardiology | gwh.cardiologyadvice@nhs.net |
| Community Paediatrics | gwh.communitypaediatricsadvice@nhs.net |
| Dermatology | gwh.dermatologyadvice@nhs.net |
| Endocrinology | gwh.endocrinologyadvice@nhs.net |
| ENT | gwh.entadvice@nhs.net |
| General Surgery | gwh.generalsurgeryadvice@nhs.net |
| Gynaecology | gwh.obstetricsandgynaecologyadvice@nhs.net |
| Haematology | gwh.haematologyadvice@nhs.net |
| Neurology | gwh.neurologyadvice@nhs.net |
| Ophthalmology | gwh.ophthalmologyadvice@nhs.net |
| Respiratory | gwh.respiratoryadvice@nhs.net |
| Rheumatology | gwh.rheumatologyadvice@nhs.net |
| Urology | gwh.urologyadvice@nhs.net |