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Advice and Guidance

(A&G)





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What is Advice and Guidance?





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A simple explanation:

Sometimes your GP asks a hospital doctor for help. The hospital doctor gives advice so you can get the right care.





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How does it work?



1

You see your GP

You go to your GP when you feel unwell or need help.



2

The GP asks for advice

If the GP thinks that specialist input is required, they can ask a hospital doctor for advice.



3

The hospital doctor looks at your information

They read your notes and test results.

They tell the GP what they think will help.



4

Your GP decides what to do

Your GP uses the advice to choose the best care for you. You may get treatment from the GP or be referred for a hospital appointment.





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How could **A&G** be helpful?





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Why **A&G** could be helpful:

- You may get specialist help faster
- You may not need to go to the hospital
- You may feel less worried
- Specialists can give appointments to people in most need
- It helps the NHS save time and money





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Our findings on **A&G**





Our Findings:



- Advice and Guidance **(A&G)** use has risen a lot, especially during and after the COVID-19 pandemic.

People from **less deprived areas** and **white ethnic groups** are **more likely** to have A&G used in their care.





Our Findings:

- **A&G** does not necessarily replace a referral. Most patients who receive **A&G** (about 9 out of 10) also have a direct referral to a specialist around the same time.

Clinicians use **A&G** for different reasons (for example, to get quick advice or support), so it is **not always used as an alternative to being referred.**





Our Findings:



- **A&G works differently in different hospitals and specialties.**

While it can be very helpful for patients' healthcare journeys, improvements in how services are organised can help ensure it is used safely, effectively, and fairly.





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Want to gain a better understanding?

BADGER study:

<https://www.keele.ac.uk/research/ourresearch/medicine/researchareas/primarycare/badger/>

NHS England:

<https://www.england.nhs.uk/elective-care/best-practice-solutions/advice-and-guidance/>

Or **scan** our QR:





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