



Patient Information Leaflet



What is Teledermatology?

Teledermatology is the use of high-quality images (photographs) taken of your skin complaint by your general practitioner (GP).

Whilst your GP can diagnose and treat some problems themselves, sometimes they may need to ask a specialist skin doctor. (consultant dermatologist).

The use of Teledermatology means that the GP can use technology to send photographs safely and get advice quickly.

This means that you do not have to attend a Hospital unless it is decided that you need a face-to-face consultation.

Advice about how to treat your skin condition will be sent to your GP and then communicated to you.

How does Teledermatology work?

When you attend your GP appointment, they will need to take photographs of your skin with a special camera.

Sometimes, your GP may decide that they can use photographs that you have provided, but this will be dependent on your skin complaint.

Your GP will need to make sure you are happy for the GP to (a) take the photos and, (b) store these photos safely in your clinical record.

These photographs will be transferred electronically securely to a safe system where your GP and dermatology consultant will communicate about your care.

Your signed form will also be stored here to show that you were happy to have the photographs taken and sent.

Who will be seen using this service?

Some patients cannot use this service and will have a face to face consultation:

- Patients under the age of 12
- Suspected Squamous Cell Carcinoma

- Malignant melanoma
- High risk Basal Cell Carcinoma
- Rashes that need urgent action

What happens after my GP appointment?

Just like attending a hospital appointment, the dermatology consultant will look at the information that has been sent to decide what care you need. A letter will be sent to your GP providing advice for your condition which can be treated locally.

It may be that you are booked into a face to face clinic, where further treatment, such as a biopsy (a small piece of skin is taken and sent to a laboratory for diagnosis) is needed. If you need to be seen quickly, this will be arranged, and you will be contacted with further information. The following options will be possible outcomes from the Teledermatology service:

- a) Your care will be fully managed by your GP, based on the advice provided by the specialist doctor
- b) no further treatment is required, unless you have a further concern and need to contact your GP
- c) An appointment will be made for you to be seen in a community location where your skin lesion or rash will be assessed. You may also have a biopsy or removal of lesion at the same appointment
- d) If you need hospital care, you will be referred to your local hospital and you will be contacted when an appointment date becomes available

Is Teledermatology Safe?

Yes. The dermatology consultants supporting the service are experienced dermatology professionals who regularly deliver Teledermatology services and, will be able to diagnose a condition if the images are of good quality. If the dermatology consultant is uncertain, they will contact your GP.

Teledermatology has been around for many years and there are standards to ensure that the service is being delivered safely. You will hear more about digitally supported services as healthcare finds new ways of working to support patients during the pandemic.

It is a very good way of patients being seen and offers a better patient experience without reducing the quality of the service.

Who is providing this service?

This Shared Management Dermatology (SMD) service is provided by your GP practice whilst the dermatology consultants are provided by Xyla Elective Care (XEC).

Sharing your experience

We invite all patients to share their experience of the SMD service to help us understand if this is meeting the needs of our service users. Your feedback is valuable in driving improvements and provided assurance.

You can share your feedback by completing a survey via the following link:

<https://www.hwasurveying.co.uk/NNPC>

Evaluation of the Shared Management Dermatology Service

This service is a new way of working and we hope it will mean we can treat patients better and faster. Because it is new, we want to be able to check how well it is working.

We will use information about how patients use the service to help us understand if we are doing everything, we set out to do. The information we use will not identify you but if you have any concerns or questions – you can raise these with your GP.

Information Summary

	The doctor will take a photo of my skin or use a photo I have provided
	The doctor will send the photograph and notes about me to a special skin doctor
	My doctor and the special skin doctor will talk online about what care I need
	The photograph and the notes will be kept on computer



My information is kept safe



I can ask them to stop sharing my information if I want to



Information about patients will be used to check the service. It will not identify me.