

Teledermatology service

This leaflet gives information on our teledermatology service and what you can expect when you come to hospital.

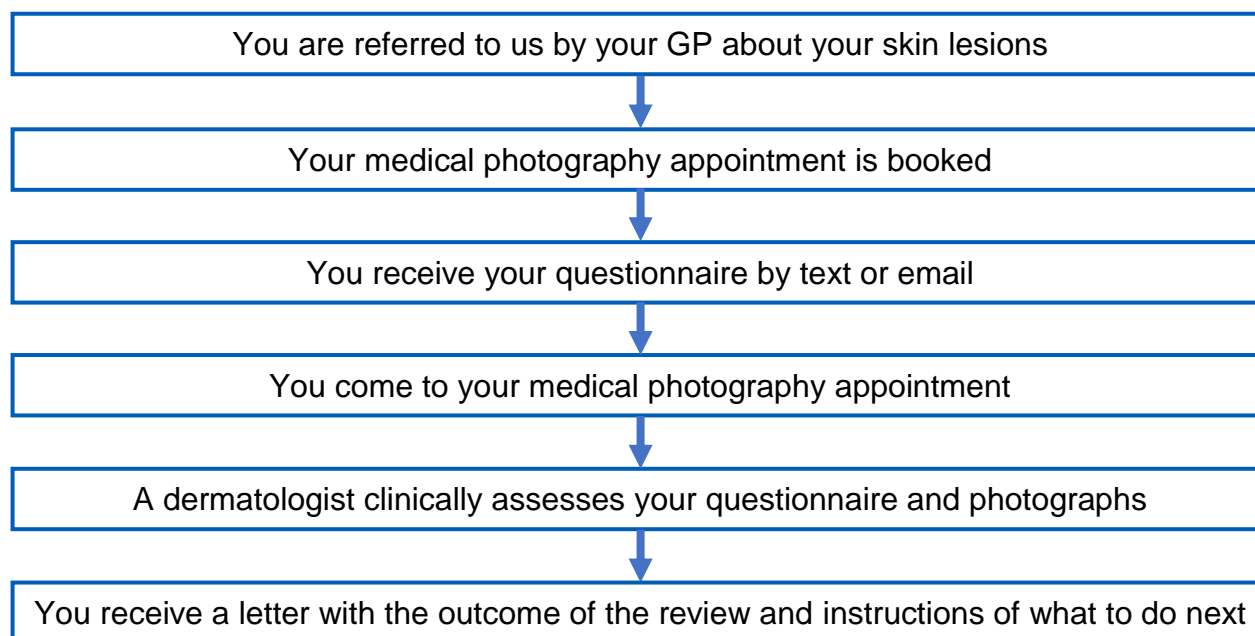
What is teledermatology?

Teledermatology is a service which means that lesions of concern on the skin can be assessed more quickly than waiting for a face-to-face appointment. We use high quality medical photographs (taken by a medical photographer) to help diagnose skin conditions.

To use this service you will need to complete a questionnaire and come to a medical photography appointment. We can then decide if you need to come to the hospital for a face-to-face appointment with the dermatologist (skin doctor) or nurse, or if you can be discharged.

The dermatologist will review this information and write to you with the outcome and the next steps. In almost all cases this method of assessment is excellent at diagnosing harmless skin growths or skin changes (referred to as skin lesions).

Your pathway



Who can use this service?

This service is suitable for you if you:

- have 1 or 2 skin lesions that need assessment
- can understand the instructions and sign a consent form

This service is **not** suitable for you if:

- you are under 16 years old
- you have 3 or more skin lesions that need assessment
- your GP has asked for you to have a full skin examination
- the skin lesions that need checking are on your genitals, hands, feet or nails
- another dermatologist has asked us to see you for a second opinion
- you cannot identify the location of the skin lesions or complete the questionnaire
- you have had an organ transplant, or your immune system is suppressed or lowered
- the skin lesions you are being referred for have been removed or if they are suspected to be recurrent (coming back)

If this clinic is not suitable for you, please contact (details at the end of this leaflet) us to arrange a more appropriate clinic.

What you need to do

1 Complete the questionnaire before you arrive

You will receive a text message or email with a link to a questionnaire that you should complete **before** your medical photography appointment. The answers you give form part of your assessment, so answer them as completely as possible. If you have problems understanding the questions, or how to answer them correctly, you can contact our clinical nurse specialist (CNS) team (details at the end of this leaflet) for advice.

If you cannot complete the questionnaire, or have problems, you must arrive 15 minutes before your medical photography appointment time so that the medical photographer can arrange for someone to help you with this.

2 Book an appointment

Your appointment letter will give you a date for your medical photography appointment. This will tell you where and when the appointment will be.

The locations, opening hours, and contact details are at the end of this leaflet.

If, after getting your appointment, you discover you **cannot attend** your appointment, please contact us as soon as possible using the general enquires number (details are at the end of this leaflet).

When you come to the hospital

You will see a qualified medical photographer who will review your questionnaire. They might also ask questions to check which skin lesions you have been referred for. They will have access to your GP referral letter for reference.

The photographer will then photograph the lesions on your skin. You might be asked to remove make-up and jewellery for the lesion to be photographed. If you would like a chaperone, please ask for one when you arrive.

We usually take a few photographs of each skin lesion:

- a wide-shot (to show the location on the body)
- a close-up (to show some detail)
- and a microscopic photograph through a lens placed on your skin (to show in-depth detail)

After all the photographs have been taken, you can leave.

Please note that:

- we will only assess the specific skin lesions that you were referred for
- **you will not have a face-to-face consultation with a doctor or nurse at this appointment**

What happens next?

A consultant dermatologist from the South East London NHS Dermatology Network will review your GP referral letter, and your photographs and questionnaire. We will contact you by text, email or letter to tell you the outcome. The outcome will be one of these 3 options:

- **Discharged from the clinic**, with reassurance that no treatment is needed in hospital, and advice and guidance for you and your GP when necessary.
- **A follow-up face-to-face clinic appointment**, urgently (usually within 4 weeks) or routinely (usually within 3 months) with a doctor or nurse.
- **A follow-up face-to-face surgical appointment** to see a doctor or nurse to check the skin lesions, and take a biopsy (tissue sample) or remove them. Consent for surgery will be taken on the day.

You should be contacted within 2 weeks of your medical photography appointment. When organising urgent appointments, we will try to contact you by phone. If you have not heard from us after 2 weeks, please contact us (details are at the end of this leaflet).

Returning to clinic

There are a few reasons why we might invite you to the clinic to see a doctor:

- If you have requested a full skin check on your questionnaire.
- If there is any uncertainty around the diagnosis, or if more information is needed.
- If we would like to organise a biopsy or removal of the skin lesions.

Your appointment might be arranged urgently if we could not assess your case accurately from the questionnaire and photographs, or if you might need further treatment.

Is teledermatology safe?

Yes. In almost all cases you get the same outcome whether you are seen face-to-face or assessed using high quality medical photographs. The questionnaire gives the consultant more information to help with the diagnosis. However, the consultant can only view the images and cannot see and touch the lesion in-person, so some features cannot be assessed. If anything is unclear you will be offered a face-to-face clinic appointment.

Storing your photographs

All your data and photographs are kept safely, in accordance with NHS regulations. You can find out more on the NHS [website](https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/gdpr) <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/gdpr>

When your photographs are taken, you will be asked if you would like your photographs used only for your medical records, or if you consent for them to be used for medical teaching. Whichever answer you give will not affect your treatment.

If you have any questions, please speak to your GP or contact the team at the site where you are due to have your medical photographs taken.

Contact us @ Denmark Hill – King’s College Hospital NHS Foundation Trust

If you have any questions or concerns about your treatment, please contact:

Routine appointment team

- **Phone** 020 3299 3274, Monday to Friday, 08.30am to 17.00pm, **email:** kch-tr.dermatologysecretariesdh@nhs.net

Medical photography department

- **King’s College Hospital, Denmark Hill:** Lower Ground Floor, Dental Institute, **phone** 020 3299 3360, Monday to Friday, 08.30am to 17:00pm

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit **web** www.kch.nhs.uk/patientsvisitors/patients/leaflets

Contact us @ Beckenham Beacon – King’s College Hospital NHS Foundation Trust

If you have any questions or concerns about your treatment, please contact:

Routine appointment team

- **Phone** 01689 865260, Monday to Friday, 08.30am to 17.00pm, **email** kch-tr.dermatologyappointments@nhs.net

2WW appointment team

- **Phone** 01689 865800 (option 3), Monday to Friday, 08.30am to 17.00pm

Medical photography department

- **King’s College Hospital, Beckenham Beacon Hospital:** Ground Floor, Beckenham Beacon Outpatients, **phone** 020 3299 1919, Monday to Friday, 08:30am to 17:00pm

Contact us @ Guy's Hospital – Guy's and St Thomas' NHS Foundation Trust

If you have any questions or concerns about your treatment, please contact:

Routine appointment team

- **Phone** 020 7188 3764, Monday to Friday, 09.00am to 17.00pm

2WW appointment team

- **Phone** 020 7188 0902, Monday to Friday, 08.00am to 17.00pm

Medical photography department

- **Guy's Hospital:** 1st floor, Bermondsey Wing, **phone** 020 7188 3764, Monday to Friday, 09.00am to 13.00pm and 14.00pm to 17.00pm

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit **web** www.guysandstthomas.nhs.uk

Contact us @ Queen Elizabeth Hospital – Lewisham and Greenwich NHS Trust

If you have any questions or concerns about your treatment, please contact:

Routine appointment team

- **Phone** 020 8333 3216, Monday to Friday, 08.30am to 16.30pm, **email** lg.dermgenqe@nhs.net

2WW appointment team

- **Phone** 020 8836 5267, Monday to Friday, 09.00am to 17.00pm

Medical photography department

- **Queen Elizabeth Hospital:** Ground Floor, Ranken House, **phone** 0208 836 5747, Monday to Friday, 09:00am to 17:00pm

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit **web** www.lewishamandgreenwich.nhs.uk

Contact us @ University Hospital Lewisham – Lewisham and Greenwich NHS Trust

If you have any questions or concerns about your treatment, please contact:

Routine appointment team

- **Phone** 020 3192 6181 / 6577, Monday to Friday, 08.00am to 16.00pm, **email** LH.DermatologyLewisham@nhs.net

2WW appointment team

- **Phone** 020 8836 5267, Monday to Friday, 09.00am to 17.00pm

Medical photography department

- **University Hospital Lewisham:** Ground Floor, Owen Centre, **phone** 020 8333 3000 Ext: 43797 / 48102, Monday to Friday, 09.00am to 17.00pm

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit **web** www.lewishamandgreenwich.nhs.uk