

Dermatology

Teledermatology clinic

Information for patients, relatives and carers

Introduction

You have been referred by your GP for urgent assessment of a lesion (damage or change) on your skin. So that we can give you the right care, our medical photographer will see you and take images of your lesion so we can further assess it.

Where do I need to go?

For appointments at:

- Charing Cross Hospital, please go to the Clinical Photography Room, 1st Floor, East Wing
- St Mary's Hospital please go to the Clinical Photography Room, Ground Floor, Main Outpatients

What happens next?

A few days before your appointment, you should receive a text message (SMS) with a link, from **Islacare**, to complete a questionnaire online. Please complete this before arriving at the clinic. It's important we have this information before your appointment

On the day of your appointment, a medical photographer will take photographs of your skin. They usually take two types of photographs; a normal photo using a standard lens and then a high-quality, close up photo using a microscopic lens.

These are saved in your medical file and will be reviewed by a consultant dermatologist (skin specialist) to decide on the best next steps.

We will only look at the specific lesion that your GP has referred you for. Please do not ask the photographer to take images of other skin lesions that the GP has not referred. We can't do an accurate assessment of other lesions without the relevant details from the GP.

What do I need to do before my appointment?

There are a few things we recommend to get the best quality photograph and accurate assessment:

- Please don't apply make-up over the skin lesion as this covers the lesion, or if you do apply make-up to the lesion please bring make-up remover with you
- If there is hair surrounding the lesion, please either trim or shave these hairs
- Please moisturise your skin if you can as this helps with photograph quality

What happens after my photographs have been reviewed?

The consultant might offer you further treatment or appointments once they have reviewed your photograph and questionnaire.

We might:

- ask you to come back for an urgent biopsy (skin sample) or removal of the skin lesion
- ask you to come back for a non-urgent biopsy (skin sample) or removal of the skin lesion
- ask you to come back for an urgent clinic appointment with a dermatologist (skin doctor)
- ask you to come back for a routine follow-up appointment (usually within three months) either face to face clinic or another photography appointment
- discharge you back to your GP with reassurance that no further treatment or follow-up appointment is needed

If you need non-urgent treatment, we might contact your GP to ask them to arrange the treatment for you.

Does an urgent follow-up appointment mean I have cancer?

No. We could ask you to come back urgently for a number of reasons. Urgent appointments will generally be seen within two weeks so there should not be a long wait.

How will I find out the outcome?

We will send you a letter within two weeks of your visit. However, it may take longer if your case has to be discussed in the multi-disciplinary team meeting or MDT. At this meeting, specialists in different areas discuss the best treatment options for each individual patient. If you have not heard from us after 2 weeks please contact the secretary for your Dermatology Consultant.

Consultants: Dr Patel and Dr George

Secretary: 0203 311 7106 / 7103 imperial.cxhdermsecs@nhs.net

Consultants: Dr Cioni, Dr Gnanappiragasam, Dr Shanshal and Dr Uthayakumar

Secretary: 0203 312 1083 / 7992 / 1194 imperial.smhdermsecs@nhs.net

Consultants: Dr Bogucki, Dr Elshimy, Dr Fernandez, Dr O'Driscoll and Dr Spencer

Secretary: 0203 313 3264 / 2402 / 2365 imperial.hhdermsecs@nhs.net

Will my photographs be stored safely?

Yes. All your photographs and other data will be kept safely, following existing NHS regulations. Your photographs will only be viewed by healthcare professionals involved in your care and we will not share them without your explicit agreement.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, 4th floor Salton House, St Mary's Hospital, Praed Street, London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

Dermatology department
Published: September 2024
Review date: September 2027
Reference no: 992
© Imperial College Healthcare NHS Trust