

## South East London 2WW Teledermatology Pathway Information and Frequently Asked Questions

### Why are we introducing teledermatology in South East London?

Teledermatology is the use of high-quality medical photography as a tool to support specialist triage of dermatological conditions. It enables timely, specialist reviews of patients, ensures the patient is seen where is most appropriate to them first time, whilst reducing unnecessary attendance to specialist clinics. Teledermatology is evidence based and has been successfully implemented nationally. In South East London, Teledermatology is being collaboratively delivered by Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust, and Lewisham and Greenwich NHS Trust.

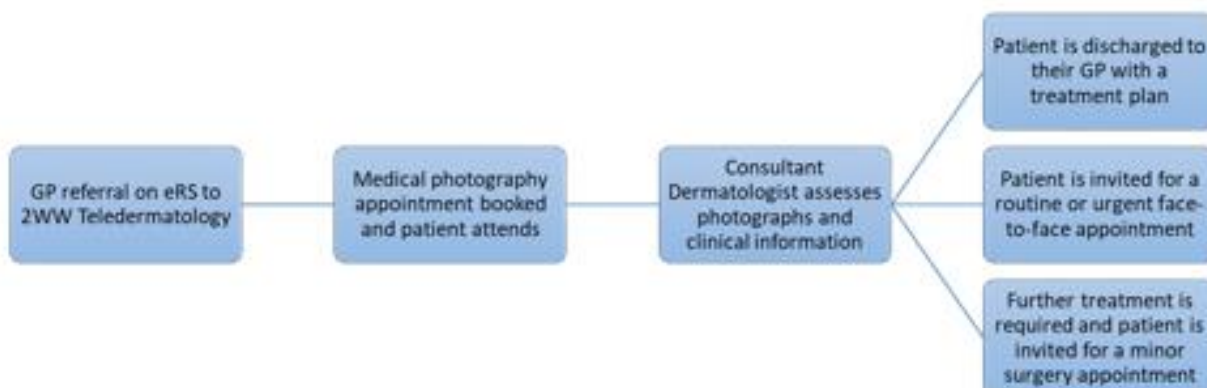
### What patients are suitable?

The pathway is suitable for patients aged 16-50 years old with 1-2 lesions. Patients of this group have the lowest risk of malignancy. The exclusion criteria are:

- More than 2 lesions
- Genital lesions, palmar, plantar or nail lesions
- Inability to give informed consent (language impairment and/or cognitive impairment)
- Immunosuppressed patients (e.g. transplant)
- Lesions fully excised or suspected recurrent, including partially treated melanomas
- Lesions previously reviewed by Teledermatology service
- The referring clinician is requesting a total body skin examination/full skin check

### What is the South East London pathway?

Patients are referred on eRS using the pan London 2WW cancer referral form to the teledermatology service and booked into a medical photography appointment at their chosen secondary care site. A link to a web-based questionnaire will be sent via text and/or email directly to the patient requesting relevant medical history. Once the photographs are taken, a dermatologist remotely reviews the pictures and clinical information from the referral and the patient questionnaire to determine if the patient needs to attend the hospital for a face-to-face appointment.



## Where do you find the services on eRS?

Hospital site	Specialty	Clinic type	e-RS service name
GSTT – Guy's	2WW	2WW Skin	Teledermatology 2WW Service - Guy's Site - Guy's & St Thomas' Hospital - RJ1 (Service ID: 7983612)
KCH – Beckenham Beacon	2WW	2WW Skin	2WW Dermatology "TELEDERM" Service for Kings @ Beckenham Beacon - RJZ31 (Service ID: 7982641)
KCH – Denmark Hill	2WW	2WW Skin	Medical Photography not available at this site, please use alternative
LGT – Lewisham	2WW	2WW Skin	2WW Teledermatology Service @ Lewisham Hospital for Lewisham & Greenwich Trust-RJ2 (Service ID: 7987620)
LGT – Queen Elizabeth	2WW	2WW Skin	2WW Teledermatology Service @ Queen Elizabeth Woolwich for Lewisham & Greenwich Trust-RJ2 (Service ID: 7983195)

## What's does this mean for the patient?

The patient will attend a hospital site for a medical photography appointment within 7 days of being referral received. The patient will not see a doctor at this time. A remote review will take place within 7 days following the medical photography appointment and a decision made on the next steps. The patient will receive an email with the outcome of the remote review is on the same day it is completed. If a further face-to-face appointment is required, an administrator from secondary care will contact the patient to arrange this.

## Does the patient information leaflet and outcome letter come in any other languages or brail?

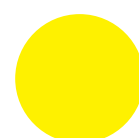
All information is in English at present and brail is not available. The patient information leaflet will be sent with the patient questionnaire via text/email and has information about all sites and contact details. Patient information can be found here on the Guy's and St Thomas' website <https://www.guysandstthomas.nhs.uk/preview-link/node/183/2e946c0a-461d-4fb5-8826-e72758b07cf8#Teledermatology>

## Do I, the GP, need to do anything differently?

If a patient is suitable for the service, discuss the pathway with them to ensure they are happy to be referred. Check the patients mobile telephone number and email address are up-to-date. Use the pan London cancer referral form as you would with face-to-face referral ensuring the location of the lesion(s) you are referring for are clearly stated.

## What should I do if I am confident the lesion is a melanoma?

Refer to a 2WW face-to-face clinic.



**What will happen if the patient does not want to continue on the teledermatology pathway?**

The patient can indicate on their questionnaire if they do not consent to the pathway. An administrator from the secondary care team will then contact the patient and arrange a face-to-face appointment.

**What will happen if the patient does not attend (DNA) the medical photography appointment?**

If the patient DNAs their first appointment with the medical photography team they will be booked into another. If the patient DNAs their second appointment, their referral will be clinically reviewed and if appropriate, the patient will be discharged back to their GP.

**What will happen if the patient attends the medical photography appointment and photos cannot be taken?**

If the patient attends the medical photography appointment and photos cannot be taken e.g. the lesion cannot be identified, the lesion is oozing or weepy, or the patient cannot complete the questionnaire, then the patient will be transferred to the face-to-face pathway and an appointment booked.

**Will the patient see a dermatologist/doctor/nurse?**

The patient will only see a dermatologist/doctor/nurse if the outcome of their remote review is to attend a secondary care clinic at a later date.

**What should I do if the patient or I are unhappy about the outcome?**

You can re-refer the patient to the 2WW face-to-face service via eRS. In the referral, please state that the patient has attend the teledermatology service previously for the lesion.

**Who should the patient call if there is a concern?**

All the contact details are on the patient information leaflet for each site. The patient can contact the dermatology administration team or medical photography team as needed.

**Where is Teledermatology recommended?**

Teledermatology has been introduced successfully in other parts of England, and is recommended nationally ([1,2](#)), and is a DES service requirement for early cancer diagnosis ([3](#)).

1. <https://www.england.nhs.uk/wp-content/uploads/2022/12/PRN00021-23-24-priorities-and-operational-planning-guidance-v1.1.pdf>
2. <https://cdn.bad.org.uk/uploads/2022/02/29200037/Suspected-Skin-Cancer-2ww-Pathway-Optimisation-Proposal-v19-FINAL-16.06.2021-1.pdf>
3. [https://www.england.nhs.uk/wp-content/uploads/2022/03/B1963\\_i\\_Network-Contract-DES-Specification\\_171022.pdf](https://www.england.nhs.uk/wp-content/uploads/2022/03/B1963_i_Network-Contract-DES-Specification_171022.pdf)

