

Tele-Dermatology Rapid Access Clinic

Patient Information



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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You have been referred by your General Practitioner (GP) for urgent assessment of a lesion on your skin. To direct you to the most appropriate care, you will initially be seen in our **Photography Clinic** which is based in:

Medical Illustration Department
(Ground Floor)
Leigh Infirmary
The Avenue
Leigh
WN7 1HS

How does it work?

Whilst you wait for your photographs to be taken, we will ask you to complete a short questionnaire, and a member of staff will help you with this. The photographer will take photographs of the skin lesion identified by your GP. We usually take 2 types of photographs; a standard lens photograph, followed by one with a microscopic lens which gives us high-quality close-up images. These are saved to your medical file and uploaded to the Trust's Electronic Patient Record secure system. They are then reviewed by a Dermatologist (skin doctor) within 5 working days, to decide on the most appropriate course of action.

You will not have a face-to-face consultation with a doctor at this appointment.

Please note: if you wish for a second lesion to be assessed, we will ask you to complete an additional questionnaire.

What happens after my photographs have been reviewed?

The Dermatologist may offer you further treatment or appointments once they have reviewed your photograph(s) and questionnaire(s). You will be sent a letter with one of the outcomes outlined below after review of the photograph. The GP will also receive a letter.

Outcomes:

- Return for an urgent routine biopsy or removal of the skin lesion
- Return for an urgent face to face clinic appointment within 2 weeks with a Dermatologist or Nurse Specialist
- Attend for a routine face to face appointment (usually within 3 months). This may include repeat photographs
- Receive a letter explaining a follow up appointment is needed or no further treatment necessary (discharge).

How will I find out the outcome?

You will receive an outcome letter in the post within 2 weeks of your appointment. Your GP will also receive a letter.

If you have not heard from us after the 2-week period, please contact us on our telephone number: 01942 774768.

What happens if the photograph is not conclusive?

If there is any uncertainty around the diagnosis, you will be called back for an urgent face to face review by the Dermatologist.

Does an urgent appointment mean I have cancer?

No. We could ask you to come back urgently for various reasons. Urgent appointments will generally be within 2 weeks.

Will my photographs be stored safely?

Photographs which illustrate a patient's condition or any aspect of the treatment, form a part of that patient's medical records and are protected in the same way as any other medical record. The photographs will be stored securely on a password-protected database.

Comments, Compliments or Complaints

The Patient Relations / Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations / PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



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