

# Teledermatology Service

## Information for Patients

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

## Referral & Appointment Process

Your local GP practice has referred you urgently to the Dermatology service at Mersey & West Lancashire Teaching Hospitals NHS Trust (MWL), in order to get a specialist opinion relating to your skin problem.

You are being referred because of your symptoms in order to rule out skin cancer, and to ensure that you are assessed, investigated, and, if necessary, treated as quickly as possible.

It is normal to worry when you are referred urgently. Most patients referred in this way are **not** found to have cancer.

This information sheet is to explain how the service works and how you will be kept informed of the outcome.

### Your Primary Care Team will:

Refer you to MWL, who will then contact you directly by telephone to book a convenient appointment with them at a Photo Hub.

Please ensure your GP has your correct contact details for us to reach you, and please be aware that the telephone call from us to arrange your appointment may show as a withheld number.

Please also inform your GP if you will be unavailable for an appointment **any time in the next two weeks**.

### In our MWL Photo Hub a member of our team will:

1. Give you time to complete a pre-appointment questionnaire before your appointment. This can be completed by email ahead of time or completed before your appointment on the day. The answers you give will only be used by the teledermatology service.
2. Ask you some questions relating to your skin problem.
3. Ask you to confirm your consent to having a teledermatology clinical investigation and for your images to be assessed by the artificial intelligence (AI) programme.
4. Take photographs of the problem area using a smartphone camera and special camera called a dermatoscope. The device which takes the photographs uses the AI programme to analyse your skin lesion.
5. Please be aware we may need to ask you to remove some clothing, make-up, or jewellery to get a better view of your skin lesion. To support this and for your comfort, your appointment will be in a private room.
6. This whole process will take about 15 minutes. Please note that you will not be seeing a doctor at this appointment. Once the photographs have been taken, your images will be securely saved and uploaded to your Electronic Patient Record.

Images / clinical information are securely encrypted and cannot be viewed by anyone except your GP / Nurse and the Hospital Medical Team who will be assessing your case.

### After Your Photos Are Taken:

The AI system will analyse the images of your skin lesion, and next steps in your care will be determined by the system's suspected diagnosis. This could be:

1. Discharged back to your GP (if your lesion is judged to not be cancer).
2. Your images may be referred for a further review by the Hospital Dermatology Medical Team.

If you are discharged back to your Primary Care Team you will be sent a letter confirming this.

If your images need further review, then they will be sent to the Hospital Dermatology Medical Team.

A review by the Hospital Dermatology Medical Team does **not** mean you have cancer. You could be referred for review for a number of reasons.

### The Hospital Dermatology Medical Team will:

1. Review your images within a maximum of ten working days. Please note, however, the team will review as soon as possible and so you may hear from them much sooner and this should not be a cause for concern.
2. If the Hospital Dermatology Medical Team decides a hospital appointment is needed, they will arrange for the hospital administration team to contact you and book an appointment in a dermatology clinic (eg for face-to-face review, to take a small skin sample, or removal of the lesion).

Please note that in some cases, due to the location, size or diagnosis of the lesion the Hospital Dermatology Medical Team may recommend that another department would be better seeing you (eg refer to other specialty) or refer you to Community Service.

3. The Hospital Dermatology Medical Team could also decide you do not need further input, and you are discharged back to your Primary Care Team.

In all cases your Primary Care Team will be informed of any decision and a copy of the outcome and any recommendations will be sent to you by post.

### Chaperone:

Please tell a member of staff if you would like a chaperone present during any of your appointments and we will arrange this for you.

### Interpreter:

Please tell a member of staff if you would like an interpreter present during any of your appointments and we will arrange this for you.

## Additional Information & Patient Feedback

If you change your mind or cannot attend the Photo Hub clinic appointment it is important that you contact the booking team as soon as possible to arrange an alternative appointment.

You can contact the booking team on:

**St Helens**  
0151 426 1600

**Southport**  
01695 656 865

If you have not been contacted by the hospital with the outcome of your clinical review after more than two weeks from your GP appointment (including weekends), please contact the Dermatology team between 09:00 and 17:00, Monday to Friday on:

**St Helens**  
0151 426 1600

**Southport**  
01744 647 056

If outside of these hours, please leave a message and the Dermatology team will contact you urgently between the hours of 09:00 and 17:00, Monday to Friday.

## Feedback

We are always happy to receive feedback on the service and if you would like to provide feedback this can be done via the below link and QR code:

<https://forms.office.com/e/EZ0xmGPeWz>

Teledermatology (Skin Analytics) -  
Patient Experience Questionnaire



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Town Lane, Kew  
Southport, PR8 6PN  
Telephone 01704 547471

St Helens Hospital  
Marshalls Cross Road,  
St Helens, Merseyside, WA9 3DA  
Telephone: 01744 26633