

If you have not been contacted by the hospital with the outcome of your clinical review within ten days of the date of the request, please contact the dermatology team on 01695 656 115 between 09:30 – 16:00, Mon-Fri.

If outside of these hours please leave a message and the team will contact you urgently.

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

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

www.MerseyWestLancs.nhs.uk

Teledermatology (Community Diagnostic Centre) Pilot

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 przygotowuje.

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.

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Referral Process

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

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:

1. Refer you to Vita Health Group, who will then contact you directly by telephone to book a convenient appointment with them at Ainsdale Health & Wellbeing Centre. Please ensure your GP has up to date contact details to reach you during the day and please be aware that the telephone call to arrange your appointment may show as an unknown or withheld number.

Vita Health Group will:

1. Take photographs of the problem area using a special camera microscope. Three pictures will be taken, including a close up.
2. Ask you to confirm your consent for images to be shared with the hospital.
3. Ask you a number of questions relating to your skin problem.
4. Ask you to confirm that you consent to the hospital arranging a referral for a face-to-face hospital appointment in the event the dermatologist believes this is needed, in the form of a clinic appointment or a minor operation appointment.
5. Securely upload images/relevant medical details to the dedicated computer system that has been contracted by the NHS to process your request.

Review Process

Note: 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.

The Hospital Medical Team will:

1. Review your case within a maximum of ten days. Please note the team will triage as soon as possible so you may hear from them sooner and this should not be a cause for concern.
2. Send an opinion/outcome to your GP/Nurse via the dedicated computer system. You will also receive a copy.
3. If the Dermatology Medical Team concludes a hospital appointment is required, they will arrange for the hospital administration team to contact you for an appointment in a dermatology clinic (e.g. for face-to-face review or to take a small skin sample (biopsy), or removal of the lesion).
4. If the Dermatology Medical Team concludes you do not need to visit the hospital, your GP will be informed of the recommended action. This could be no action required, a recommendation to undertake further investigations, or advice to provide specific treatment. A copy of the recommendations will also be sent to you by post.

Note: When you are contacted will depend on the priority allocated to your case after assessment of the photographs. In some cases, due to the location or size of a specific skin lesion the hospital dermatologist may recommend that another department would be best seeing you.