

Patient information

Teledermatology Triage Service

Dermatology Department

This pilot triage service has been designed in conjunction with General Practitioners (GPs) in Liverpool, the Liverpool Commissioning Group and Liverpool University Hospitals NHS Foundation Trust.

Triage is a process to assess the urgency of a condition; we will also be assessing the most appropriate way to manage the condition by advice back to referring GP.

This service will be audited to ensure it is effective. As a patient of the service we would value your feedback, a survey will be sent out after your attendance.

Information for Patients

This leaflet answers common questions about the teledermatology service. If you would like further information, or have any particular worries, please do not hesitate to speak to your doctor or nurse.

What is teledermatology?

Teledermatology is the use of specialist high quality camera to take photographs of your skin problem. Your photographs will be reviewed and triaged by a Consultant dermatology/ Nurse Consultant (a specialist in the treatment of skin conditions) and a decision made as to whether you need to be seen at a clinic in either the community, hospital or your GP.

This is part of a fully integrated dermatology service in Liverpool.

Who can be referred?

Patients registered with Liverpool Clinical Commissioning Group who have been seen by their GP following concerns about a skin problem, and who are considered suitable for the service and verbally consented to both referral for teledermatology and photography for the purpose of triage.

What are the benefits of the service?

You may find out the cause of your skin condition sooner than if you were to wait for a hospital clinic appointment.

You will be directed to the correct clinic for an appointment or back to your GP with advice.

How do I get a teledermatology appointment?

Your GP will make an assessment of your skin problem and ensure you are suitable for the service - if you are, your GP will refer you to the service.

You will receive a letter giving details of how to make your teledermatology photographic appointment which will allow you to choose a time and location suitable for you.

What happens at my appointment?

After booking in a reception you will be met by the health care assistant. They will explain what they are going to do, which includes taking the relevant photographs of your skin complaint with an i-phone camera / dermatoscope. These photographs will be uploaded into E-referral and transferred electronically to a dermatology Consultant /Nurse Consultant, together with the referral letter from your GP and your consent acknowledged during the GP assessment. This process is through a secure IT network.

If you wish, you can bring a friend or relative with you to your appointment.

What happens after my appointment?

The Consultant / Nurse Consultant will carefully review the photographs and assess whether you need to be seen again or not - they will be able to decide on the best course of action. For some patients it will be possible to diagnose a problem, discharge back to your GP with a plan of action.

Sometimes the Consultant / Nurse Consultant may decide that you do need to be seen in person or that you need a biopsy (a small piece of skin is taken and sent to the laboratory for diagnosis). If this is the case, you will be contacted and offered an appointment. If you need to be seen quickly, your GP will contact you to arrange this appointment.

The Consultant / Nurse Consultant that reviews your photographs will inform your GP with the management plan, this will happen within a ten day period of time after your photographs.

Who provides the service?

This service is provided by the Dermatology Department at Liverpool University Hospitals and is a pilot project with Liverpool CCG.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further Information

If you have any questions about the Teledermatology Triage Service
please Tel: 0151 282 6986
Text phone number: 18001 0151 282 6986

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوهندیدار بهو نهخوشانهی له لایین تراستهوه پمسهند کراون، نهگهر داوا بکرنیت له فۆرماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نهلیکترۆنیکى همیه.

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