

BSW and Great Western Hospitals Current Dermatology Pressures – Please Help Us to Help You

As summer approaches and lockdown eases, the trust is facing a sustained above-normal volume of 2ww dermatology referrals, from practices across our footprint, at a higher level than any volumes previously experienced. We are, as you would expect, prioritising these patients. But this means we are having to repeatedly cancel weeks' worth of lists for routine patients, many of whom have already waited many months to be seen. Clearly this is not a good situation for the patients, you, or us. We are doing all we can to increase our capacity, continually looking to recruit additional clinicians, and identify new ways to get more efficiency into our existing service. But demand is consistently outstripping our resources.

One thing you can do to help the system in general, and that we ask you to do, is **seek dermatology advice and guidance - ideally with dermoscopic images, for lesions - BEFORE you refer**. Currently this can be done by using the Consultant Connect 2ww lesion pathway (see more details on current usage below).

We know, from the RUH footprint - where there have been over 4,800 such GP-generated A&G requests in the last year, that

- almost half (49%) of these patients with lesions do not need to go on a waiting list to be seen in hospital, and
- almost two thirds (65%) of those with rashes do not need to go on a waiting list to be seen in hospital.

Instead, advice and guidance is provided within 0-2 days, meaning these patients can quickly be reassured, and as necessary can be treated, in primary care, or discharged from primary care, without waiting many weeks or months. We are prioritising our time to ensure we can provide advice and guidance in a similar short timeframe to the RUH, alongside seeing those patients referred on a 2ww.

Therefore – **please use the above option, with images – ideally dermoscopic - for any lesions – to seek consultant opinion BEFORE you refer**. This will mean all patients are better able to be seen and treated at the right place and faster, quickly removing the threat of possible cancer from many, and removing the need for a very long wait for a hospital appointment that is not actually necessary, for many others.

We appreciate that primary care is also under extreme pressure currently, and the understandable temptation is to refer as 2ww and move on. Also that this “new normal” may take some getting used to, takes more effort than simply sending a 2ww referral, requiring familiarity with the relevant processes, using the dermatoscope, attaching images, and sending via the Consultant Connect app. Training and support is available on all these elements, via the links shown below, and communicated regularly to PCNs and Practices via the GP Bulletin and other routes. Please help us to help you to help our patients. This is the only way we can collectively provide a timely and successful dermatology service for all our patients.

2WW Lesion Teledermatology Pathway

We have recently replicated the successful Teledermatology pathway in place at the Royal United Hospital for 2 years at the Great Western Hospital. The GWH Teledermatology pathway has been open for Lesions since January 2021, and local GP's have accessed the advice and guidance triage pathway for 373 of their patients so far.

This has allowed 177 of these patients to avoid the worry of a suspected cancer referral under the advice of a Consultant Dermatologist. 172 patients have been confirmed to need a 2WW referral, and 20 have defaulted to a 2WW referral due to poor image quality.

This pathway is open to all GWH facing practices, with BSW supporting surgeries with Dermatoscope provision and access to online training. Training is ongoing and further dates are being added, together with bitesize sessions on taking good quality images to fit around schedules.

Available training and dates/times:

1. Bitesize lunchtime sessions – better dermatoscopic image-taking

Monday Jul 5, 2021 01:00 PM on Zoom

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZcpf-2rqD8rG9DVR2WBkGQY9sxxTf1pyCIO](https://us02web.zoom.us/join/zoom-join?zjs=1&zoom-join-url=https://us02web.zoom.us/meeting/register/tZcpf-2rqD8rG9DVR2WBkGQY9sxxTf1pyCIO)

When: Jul 12, 2021 12:30 PM on Zoom

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZMocu2spzktHNNggP_iRGQmpF0vj4bGHoBy](https://us02web.zoom.us/join/zoom-join?zjs=1&zoom-join-url=https://us02web.zoom.us/meeting/register/tZMocu2spzktHNNggP_iRGQmpF0vj4bGHoBy)

2. Half day online Dermoscopy training – Beginners Part 1

(When: Jun 24, 2021 09:00 AM on Zoom)

When: Sep 9, 2021 09:00 AM on Zoom

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZ0lduyuqDkuE9KDFQNTWGqFvqCnRoAINiNM](https://us02web.zoom.us/join/zoom-join?zjs=1&zoom-join-url=https://us02web.zoom.us/meeting/register/tZ0lduyuqDkuE9KDFQNTWGqFvqCnRoAINiNM)

When: Nov 11, 2021 09:00 AM on Zoom

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZltceGoqTgqGtSNd9wk9R2U052FqwhdRTba](https://us02web.zoom.us/join/zoom-join?zjs=1&zoom-join-url=https://us02web.zoom.us/meeting/register/tZltceGoqTgqGtSNd9wk9R2U052FqwhdRTba)

3. Half day online Dermoscopy training – Beginners Part 2

When: Jul 15, 2021 01:00 PM on Zoom

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZwpde-pqz4tE9DyIP3-OzmyHWM4eYqLqr6C](https://us02web.zoom.us/join/zoom-join?zjs=1&zoom-join-url=https://us02web.zoom.us/meeting/register/tZwpde-pqz4tE9DyIP3-OzmyHWM4eYqLqr6C)

When: Oct 14, 2021 09:00 AM on Zoom

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZMpc-ISRdwtHdzXB9g4gu5ub6xAWXkSkYfi](https://us02web.zoom.us/join/zoom-join?zjs=1&zoom-join-url=https://us02web.zoom.us/meeting/register/tZMpc-ISRdwtHdzXB9g4gu5ub6xAWXkSkYfi)

When: Dec 9, 2021 09:00 AM on Zoom

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZctdeGtqj4pGtO11bXoe7o8QnkTUXpMLZw9](https://us02web.zoom.us/join/zoom-join?zjs=1&zoom-join-url=https://us02web.zoom.us/meeting/register/tZctdeGtqj4pGtO11bXoe7o8QnkTUXpMLZw9)

After registering, you will receive a confirmation email containing information about joining the meeting.

Highest GP Practice users of the Consultant Connect teledermatology scheme so far are outlined below, those in **Red** although they have been provided with Dermatoscopes, have not yet accessed the Consultant Connect Advice & Guidance pathway for any of their patients.

Practice	Area	Practice Teledermatology Use	PCN
Carfax NHS Medical Centre	Swindon	34	Brunel 2
Burbage Surgery	Wilts	30	East Kennet
Malmesbury Medical Partnership	Wilts	26	North Wilts Border
Sparcells Surgery	Swindon	22	Brunel 2
Elm Tree Surgery	Swindon	14	Brunel 1
Northlands Surgery	Wilts	14	Calne
Ridgeway View Family Practice	Swindon	13	Brunel 1
Ridge Green Medical Centre	Swindon	11	Brunel 3
Hawthorn Medical Practice	Swindon	10	Wyvern
Priory Road Medical Centre	Swindon	8	Wyvern
Lawn Medical Centre	Swindon	8	Wyvern
Ramsbury Surgery	Wilts	8	East Kennet
North Swindon Practice	Swindon	7	Brunel 3
Westrop Surgery (incl.Taw Hill)	Swindon	6	Brunel 4
KAMP	Wilts	5	East Kennet
Park Lane Practice	Swindon	4	Brunel 2
Abbey Meads Medical Practice	Swindon	4	Great Western Healthcare
Merchiston Surgery	Swindon	2	Wyvern
Old School House Surgery	Wilts	1	East Kennet
Eldene Surgery	Swindon	0	Brunel 1
Victoria Cross Surgery	Swindon	0	Brunel 1
Great Western Surgery	Swindon	0	Brunel 2
Phoenix Surgery	Swindon	0	Brunel 2
Ashington House Surgery	Swindon	0	Brunel 3
Moredon Medical Centre	Swindon	0	Great Western Healthcare
Whalebridge Practice	Swindon	0	Whalebridge
Old Town Surgery	Swindon	0	Wyvern
Kingswood Surgery	Swindon	0	Wyvern
Tinkers Lane Surgery	Wilts	0	North Wilts Border
New Court Surgery	Wilts	0	North Wilts Border

Data correct as at 28/05/21

With the success of this pathway so far, we are looking to increase the scope of the Teledermatology access for Advice and Guidance to include a Rashes pathway during July. This will replace the current Email Advice & Guidance access, which will be turned off, and will allow all advice requests to access a Consultant level assessment utilising Dermatoscopic images with an improved turnaround time. Start date for this will

be confirmed nearer the date. The pathways will utilise the current Consultant Connect system until further notice.

For any issues or queries, or to ensure your access to the Consultant Connect telederm pathway is set up, please contact us below.

GWH Clinical enquiries - lindsay.whittam@nhs.net

GWH Operational enquiries – simon.carter6@nhs.net

Consultant Connect, getting started and app related issues - celia.enderby@consultantconnect.org.uk

BSW CCG contact, getting started, training events and “anything else” – lauraine.jones@nhs.net