

# Triage of referrals into the Dermatology Department

**Lesions inc.  
suspected two  
week waits (2WW)**

Please use  
Teledermatology  
via Consultant  
Connect

Please send a  
minimum of 3 photos:

- Orientating
- Close view
- Dermoscopic  
view (if available).

Please make sure  
that any images  
are in focus.

Access available 24/7

Answer same day or  
next working day

Anticipated 50% of 2WW  
referrals prevented and  
advice given

**Emergencies /  
Urgent**

Please use the advice  
and guidance telephone  
line via Consultant  
Connect

Following discussion with a  
clinician, you will be given  
advice on management or  
advised on the referral  
route:

- 2WW
- Urgent
- Routine

All referrals via e-RS

Access available 24/7

Immediate feedback  
and advice from a  
Dermatologist

Patients receive  
care where they  
need it

**Rashes /  
routines**

Please refer via  
e-RS as normal

### Why am I being asked to use Teledermatology for lesions?

The upward trend in Dermatology referrals continues and the team are facing challenges in meeting national Dermatology targets including 2WW's.

It is likely that patients referred routinely will have to wait for an appointment for over 20 weeks.

In order for the Great Western Hospital to meet the growing demand, **Dr Lindsay Whittam** (Clinical Lead, Dermatology) and her team are requesting that GPs should send clear photos and history, via the Teledermatology Service in advance of making any lesion or 2WW referral.

This pathway has been trialled for over a year at RUH Bath, leading to a reduction in 2WW referrals of nearly 50%. The process helps to ascertain the number of genuine 2WW referrals into the service after consultant triage, and provide education and feedback on diagnosis and treatment of lesions.

The pathway also ensures patients are cared for in an appropriate setting and are not referred unnecessarily to the hospital.

### Who is Teledermatology available to?

The Teledermatology Service is available to all GP practices referring suspected 2WW lesions to the Great Western Hospital and is accessible securely via the **Consultant Connect App** (available free of charge on the Apple Store and Google Play Store).

#### Please note that:

We welcome all photos, whether or not taken with a dermatoscope, but would request that:

- They are original photos (not photos of a screen image)
- Lesion photos are taken with a dermatoscope if available, to improve diagnostic accuracy
- A minimum of 3, **in-focus**, images should be submitted
- GPs can upload photos sent in by patients

- From January 2017 to December 2020, GWH has received 12,350 Dermatology 2WW cancer referrals
- The conversion rate for these patients was 21%.
- Only 1 in 5 Fast Track referrals are diagnosed with cancer.

This new pathway aims to improve the conversion rate, and provide continuous education and feedback to GP colleagues.

#### For further information, contact:

GWH Clinical enquiries - [lindsay.whittam@nhs.net](mailto:lindsay.whittam@nhs.net)

Consultant Connect - [celia.enderby@consultantconnect.org.uk](mailto:celia.enderby@consultantconnect.org.uk)

GWH Operational enquiries – [simon.carter6@nhs.net](mailto:simon.carter6@nhs.net)

BSW CCG Contact – [lauraine.jones@nhs.net](mailto:lauraine.jones@nhs.net)