

ENCLOSURE:

AGENDA ITEM:

Committee Title

DATE:

Title	Teledermatology focus groups	
This paper is for discussion		
Executive Summary	<ul style="list-style-type: none"> • Teledermatology has been identified as a solution to meet the demand for patients requiring an appointment for a suspicious lesion(s) in secondary care. • The teledermatology pathway provides a medical photography appointment for the lesion(s) to be photographed and a patient completed questionnaire. This information is remotely reviewed by a consultant dermatologist to determine if the patient is to attend for a face-to-face appointment or discharged to their GP with A&G. • The Royal Free have published the largest study of a teledermatology pathway in England (same pathway as proposed by SEL) and found 95% of surveyed patients would be likely or extremely likely to recommend this service to friends and family. SEL would collect retrospective feedback to understand patient experience and further develop the pathway once implemented. • The attached report demonstrates the process we completed with engaging with local people through two focus groups. We asked those people who had registered to read the Patient Information Leaflet and an example of a discharge outcome letter (the most common outcome expected) to gather their feedback in the focus group sessions as well as receiving feedback on the new pathway and timelines and answer questions. • The discussion was rich and insightful and this has led to the Patient Information Leaflet being updated. The redrafted leaflet has been sent to all those who registered for the focus groups for feedback by the end of January 2022. • We also proposed a video being made demonstrating the pathway with real people and this was very well received. We aim to start filming next month. 	
Recommended action for the Committee	For assurance on engagement undertaken.	
Potential Conflicts of Interest	NA	
Impacts of this proposal	Key risks & mitigations	<ul style="list-style-type: none"> • A missed melanoma is the most significant risk. To mitigate a full skin check will be offered. If the GP is requesting a full skin check

		then the patient will not be suitable for the pathway and will be seen in a face-to-face clinic.
	Equality impact	<ul style="list-style-type: none"> The pathway is only proposed to those aged 16-50yo. This is because the risk of suspicious lesions being cancerous significantly increases with age. When the criteria was proposed skin types were discussed. The medical photography and the clinical team who are experienced with taking and assessing photographs both agreed those with dark down or black skin (Fitzpatrick skin type VI) would be suitable for the service.
	Financial impact	NA
Which corporate objective does this item link with? (please mark the relevant line with an x in the right hand box)	1: To ensure we commission services which meet the health and wellbeing needs of the population and reduce health inequalities	X
	2: To work in partnership to maintain and improve the quality of our commissioned services, and ensure all safeguarding protections are in place	X
	3: To enhance collaborative working with other health and care organisations to develop and deliver an effective ICS – able to deliver national, ICS and local objectives - with our population at the centre	
	4: Strengthen our partnership working and develop a culture which embraces lessons learned and surfaces and embeds best practice	
	5: To secure the active participation and visibility of patients and local people, including from diverse and seldom heard groups, in the planning and design of local services	X
	6: To ensure that clinical leadership is embedded in our ways of working and our change programmes including the involvement of member practices and system partners	
	7: Develop an organisation and workforce capable of delivering the CCG's objectives and ensure members of the organisation feel valued and enjoy coming to work.	
	8: Ensure that the CCG meets its commitments with regards financial and performance improvement, maintains effective governance within the organisation and across partnerships, and optimises progress against the delivery of NHS constitutional standards	
Wider support for this proposal	Public Engagement	<ul style="list-style-type: none"> Patient experience surveys completed at GSTT in 2019 demonstrated patients would like to use digital technology to enhance their pathway. Two focus groups were held in December 2021 with the SEL CCG. Invitations were sent to the CCG mailing list and GSTT patients who had had appointments with the lesion clinic. Patient feedback was sort to understand

		<p>pervious and potential patient's thoughts of the pathway, the patient information leaflet and the outcome letter for discharge. Feedback was very positive and amendments have been made to the patient information leaflet and the outcome letter based on the focus group discussion. A presentation and the updated patient information leaflet has been sent to the focus group participants for review.</p> <ul style="list-style-type: none"> • Patient experience will be captured once the pilot is underway and the pathway is been formally implemented.
	Other Committee Discussion/ Internal Engagement	<ul style="list-style-type: none"> • Monthly teledermatology working group meetings are held between Guy's and St Thomas' NHS Foundation Trust (GSTT), King's NHS Foundation Trust (KCH) and Lewisham and Greenwich NHS Trust (LGT) with representation from clinical and operational staff as well as key stakeholders.
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