



Patient Information Guide

Patient Guide to the new Referral Management
& Teledermatology Service provided by
Sussex Community Dermatology Service

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Introduction

What is My Skin Doctor?



My Skin Doctor is a mobile application (app) which enables you to have your skin condition seen by our team of expert Consultant Dermatologists. You will be seen remotely and more quickly than a standard clinic appointment.

What are the benefits of this new Service?

You may find out the cause of your skin condition sooner than if you were to wait for a standard outpatient clinic appointment. Once you have submitted your skin case using the app, you can go about your daily routine and wait for your Consultant Dermatologist to respond to you within 3 working days.



How do I get a Teledermatology Assessment?

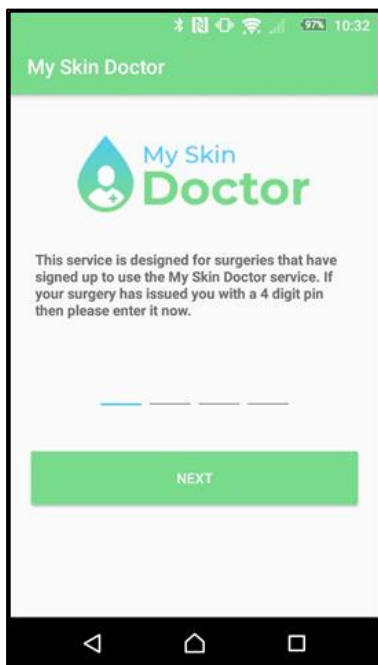


Your GP will initially assess your skin problem and ensure you are suitable for this service. If you are suitable, your GP will provide you with your NHS number (which you will need to register) and will refer you to Sussex Community Dermatology Service.

Getting Started

How do I download and install My Skin Doctor onto my mobile?

Once your GP has reviewed you in clinic and referred you to Sussex Community Dermatology Service, the administration team will send your mobile phone a text message with a link to the App Store or Google Play Store which allows you to download My Skin Doctor to your phone.



Once you have successfully downloaded the app, you will be required to enter the PIN code which was provided to you in the text message sent to your mobile phone.

How do I send a case?

Please follow Steps 1-7 below to register and submit your skin case:

Step 1	Register your account: Enter your email address and create a password
Step 2	Complete set-up wizard: 1) Enter name, date of birth, address etc. 2) Click "NHS Consultation" (Self-pay function unavailable) 3) Enter GP details Enter contact and privacy preferences (you will be required to read and agree these before continuing)
Step 3	Create new Skin Problem: Click "+" in top right corner
Step 4	Fill in details of your condition: Please fill in as much detail as you can to help the Consultant Dermatologist diagnose your case.
Step 5	Add multiple images of skin condition or document: Take as many photos of your skin condition or previous medical documents as needed and upload this separately with detail attached. The more information added the better. Once completed, click "Next".
Step 6	Add Medical History: Add any relevant medical history to your case which might help the Consultant Dermatologist with your diagnosis.
Step 7	Submit your case: Click "Next" and this will confirm that your case has been submitted.

What happens next?

What happens after I submit my case?

Your dedicated Consultant Dermatologist will carefully review your photograph(s) and assess whether you need to be seen in clinic. For many patients, the Consultant Dermatologist will be able to diagnose your problem, provide reassurance and discharge you back to your GP with a plan for looking after your condition – all sent via the My Skin Doctor app, within 3 working days. Your Consultant will write to your GP informing them of the proposed management plan.



What if the Consultant can't diagnose my skin problem?



If your Consultant Dermatologist cannot diagnose your skin problem from analysing your photographs or feels that you require a face to face consultation, you will be sent an appointment with Sussex Community Dermatology Service or will be notified that a referral has been sent into your local hospital department. Your GP will also be informed of this.

Who is behind My Skin Doctor?

Meet the Clinical Team:



The professional medical advice provided by My Skin Doctor is delivered by experienced Consultant Dermatologists working for Sussex Community Dermatology Service. Our Consultants have all been selected because of their experience and expertise in the field of Dermatology. Our clinicians are some of the most respected Consultants within the world, so you will always be in safe hands.

Consultant Dermatologists:

- ❖ Dr Bhavneet Shergill
- ❖ Dr Russell Emerson
- ❖ Dr Andrew Morris
- ❖ Dr Susana Morris
- ❖ Dr Nicolas Nicolaou
- ❖ Dr Sandeep Cliff

For further information on the Consultant team, please visit www.laserandskinclinics.co.uk/nhs-staff

Service History

Background:

Sussex Community Dermatology Service (SCDS) have been providing NHS commissioned dermatology clinics across the South East of England since 2010, receiving over 40,000 urgent and routine NHS referrals annually. SCDS strives to continue to improve patient access to high-quality dermatology services, by developing new modern technologies to streamline existing services and reduce appointment waiting times.

Contact Us:

You can contact our dedicated teledermatology administration hub using the contact details below:

Teledermatology Administration Team
Sussex Community Dermatology Service
51 Chesswood Road
Worthing
BN11 2AA

Phone: 01903 896625

Email: telederm.scds@nhs.net

Web: www.laserandskinclinics.co.uk/nhs/teledermatology

Sussex Community
Dermatology Service



Tel: 01903 896 625