

ONE HEALTH LEWISHAM
COMMUNITY DERMATOLOGY SERVICE
GUIDE FOR REFERRERS

NOVEMBER 2022

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1 INTRODUCTION

Building on the success of 2020-21 pilot led by Dr Angelika Razzaque within the North Lewisham PCN, One Health Lewisham has been commissioned by NHS South East London Clinical Commissioning Group to provide a pan-Lewisham Community Dermatology Service. The service will build capacity and expertise within the community and allow patients to be seen quickly, closer to home. The service is led by GPs with Extended Roles (GPwERs) and Speciality Doctors in dermatology.

2 WHAT IS THE COMMUNITY DERMATOLOGY SERVICE?

The Community Dermatology Service will manage a broad range of dermatological conditions and will strengthen the dermatology offering in Lewisham by providing a specialist led intermediary service. The Service will play a key role in improving patient experience and outcomes as well as providing a link between primary and secondary care.

3 ABOUT THE COMMUNITY DERMATOLOGY SERVICE

- All dermatology referrals from GPs in Lewisham, excluding 2WW, clinical emergencies and urgent referrals should be referred to the community service.
- The referral will be clinically triaged by a GPwER in dermatology to ensure the patient is seen in the right setting, first time. The referral will be triaged within two working days, in line with agreed protocols, referral guidelines and the Treatment Access Policy.
- Referrals will be triaged with one of the following outcomes:
 - Referral is accepted and the patient is seen by the community services within 6 weeks, by the most appropriate specialist.
 - If the patient can be managed in primary care, then the referral will be returned to the GP with advice and suggested management plan.
 - If the referral is urgent or too complex, the community service will advise that the patient needs to be referred to secondary care services.
- If the referral is accepted by the community service, the service will contact the patient to arrange the next steps in their care. If the service returns a referral with advice or advises that the patient need to be referred to secondary care services, it will be the responsibility of the GP practice to contact the patient and discuss the next steps in their care.
- The Service will communicate with the referring GP to inform them of the outcome of the triage and feedback on the referral.
- If a patient fails to attend their appointment with the community service, the service will review the referral to determine whether it would be appropriate to discharge the patient back to their GP or if they should be offered another appointment.

4 REFERRAL CRITERIA

Inclusion:

- Patients registered with a Lewisham GP practice

Exclusion:

- Suspected cancer, clinical emergencies and urgent referrals

Clinical Inclusions

- Acne (mild to moderate and if patient unsuitable for oral Isotretinoin)
- Actinic Keratosis
- Alopecia/hair loss
- Basal cell carcinomas -**LOW RISK** (i.e. those well circumscribed on trunk and limbs, excluding digits) in line with London Skin Cancer Guidance
- Bowen's disease (or GP management)
- Eczema (mild to moderate, not responding to treatment)
- Granuloma annulare
- Genital dermatosis
- Hair/nail/scalp disorders
- Hidradenitis suppurativa
- Hirsutism
- Hyperhidrosis Generalised, no underlying cause
- Infection + infestations, e.g. tinea
- Lesion of diagnostic uncertainty
- Lichen planus and other inflammatory disorders
- Pityriasis versicolor, Pityriasis rosea, keratosis pilaris
- Pigment disorders e.g. vitiligo, melasma
- Pruritus
- Psoriasis (mild to moderate, not responding to treatment)
- Rash of diagnostic uncertainty
- Rosacea
- Urticaria
- Skin Check – mole review in high-risk individuals
- Skin lesions requiring second opinion
- Premalignant skin disease i.e Bowen's Disease, Solar Keratosis

Clinical Exclusions

- Suspected Melanoma/ SCC (ref 2WW)
- BCCs above the clavicle
- Acute Dermatological emergencies (erythroderma, TEN/SJS, erythema multiforme, eczema herpeticum, Acne fulminans or conglobata)
- Pustular psoriasis
- Hyperhidrosis requiring Botox or electrophoresis
- Skin loss/burns
- Suspected Drug reactions
- Phototherapy
- Patch or skin Prick testing
- Food allergy testing
- Blistering eruptions/ immunobullous disease
- Patient requiring systemic immunosuppression
- Acne requiring Roaccutane / isotretinoin
- Cellulitis
- Severe skin disease covering >50% skin
- Wound / leg ulcers
- Chalazion or Ganglions
- Nail surgery / nail biopsy
- Suspicious lesion in patients on chronic immunosuppression or a transplant patient (refer via 2ww)
- Removal of benign lesions which do not met SEL TAP Policy. Symptomatic benign lesion which met criteria can be referred to minor surgery DES. Lesions >

5 HOW TO REFER

How to refer into the One Health Lewisham Dermatology Service via e-RS

These Instructions have been developed specifically to assist clinical and non-clinical staff in referring to the OHL Community Dermatology Service.

The guide assumes referrers have some prior experience of using e-RS, and thus does not go into detail where the process is the same as making a referral to any other service on e-RS.

If you have queries using this document, or referring to the service, please contact us on ohl.derm@nhs.net

Note:

Blue text outlines the **actions** that need to be undertaken at each stage

Red text highlights the **buttons** you need to click at each stage.

— — — Step 1: Initiating an e-RS referral from EMIS Web

Within EMIS Web, ensure the correct patient is selected that you wish to make a referral for. You can then generate an e-RS referral either:

a) Within a consultation (preferred method)

Click **Referral**

- Hover over **NHS e-Referral**
- Select the appropriate priority (i.e. **Routine**)

b) Within a patient's profile

Click **Add** (drop down arrow)

Click **Referral**

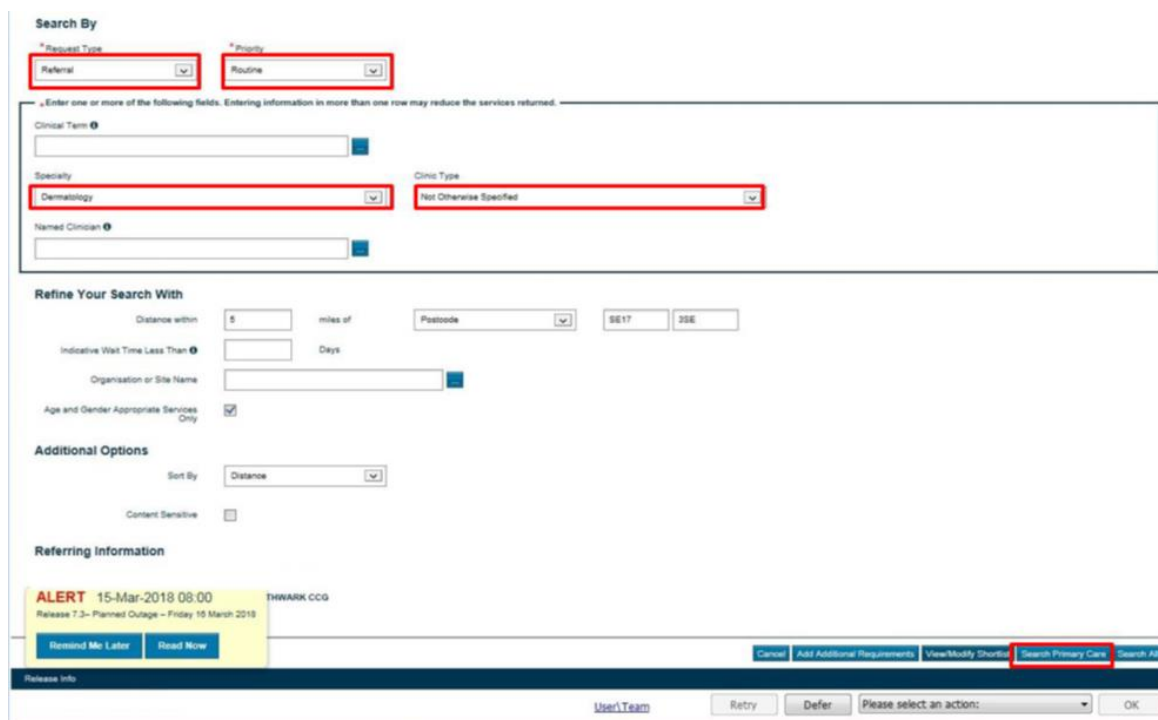
- Hover over **NHS e-Referral**
- Select the appropriate priority (i.e. **Routine**)

Please note, if a patient requires a 2 Week Rule referral or an urgent appointment, this should NOT be made via the Community Dermatology Service. The referrer should refer the patient directly to the patient's chosen hospital

Step 2: Searching for the Community Dermatology Service on e-RS

Check that the right **Priority** is selected (i.e. **Routine**)

- Select **Dermatology** from the **Specialty** drop down box
- Select the appropriate **Clinic Type**
- Click **Search Primary Care**



Search By

Request Type **Priority**

Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.

Clinical Term

Specialty **Clinic Type**

Named Clinician

Refine Your Search With

Distance within miles of

Indicative Wait Time Less Than Days

Organisation or Site Name

Age and Gender Appropriate Services Only

Additional Options

Sort By

Content Sensitive

Referring Information

ALERT 15-Mar-2018 08:00 THWARK CCG
Release 7.3- Planned Outage - Friday 16 March 2018

Release Info

The

“Lewisham Community Dermatology” service will appear on the next page:

Service Search Criteria

Displaying 99 of 100+ matching services. Please refine your search criteria if you cannot find the services you require.

The orange highlight represents the service currently managing this referral.

Group By: None Compare Services

▼ (Results returned: 99)

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait	Indicative Treatment Wait	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
Send for Triage	1	Triage Service	Lewisham Community Dermatology	N/A		N/A			ONE HEALTH LEWISHAM - ST/MC

Note: if you clicked on **Search all** on the previous page, the **Lewisham Community Dermatology** service will appear on this page, however, you may have to scroll down the page to find the service. The service will be identifiable by the **Send for Triage** button in the **Select** column.

This box will appear.

Review Referral Criteria

Please check that the following referral criteria meet the requirements of your patient. If not de-select the service.

Select	Service Name	Referrer Alert	Exclusions	Conditions Treated	Suggested Investigation
<input checked="" type="checkbox"/>	Lewisham Community Dermatology - DO NOT USE YET. STILL BEING TESTED	We do not accept ZVW referrals. These should go directly to secondary care.	<ul style="list-style-type: none"> Suspected Melanoma BCC (ref ZVW) BCCs above the clavicle Acute Dermatological emergencies (erythroderma, TEN/SJS, erythema multiforme, eczema herpeticum, Acne fulminans or conglobata) Psoriasis severe & hyperplastic Read More	<ul style="list-style-type: none"> Infections Acne (mild to moderate and if patient unsuitable for oral treatment) Actinic Keratosis Appetite loss Basal cell carcinomas -COT R24 (i.e. those not circumferential on trunk and limbs, excluding spots on the with Read More	If possible, take a photograph and attach it to the referral form.

[Cancel](#) [Back with selected services](#) [Continue with selected services](#)

Click **“Continue with selected services”**

— — — **Step 3** The following confirmation screen will appear:

Check these details before you submit

UBRN	0003 8309 3918
Clinical Term	-
Specialty	Dermatology
Clinic Type	Not Otherwise Specified
Priority	Routine
Service Name	Lewisham Community Dermatology - DO NOT USE YET, STILL BEING TESTING
Location	ONE HEALTH LEWISHAM - STJMC

Submit

[< Back](#)

Click the **Submit** button

This Screen will appear:

Triage Request Details

 **The triage request has been successfully submitted**

The patient has not yet defined a Consent to Call Back status. If the patient wants to define a status, update it in Update Person.

UBRN Created Date	Fri 09-Mar-2018 14:40
UBRN	0003 0421 1924
Clinical Term	-
Specialty	Ophthalmology
Clinic Type	Not Otherwise Specified
Priority	Routine
Content Sensitive	No
Service Name	Ophthalmology - Optometrist Triage Southwark - T289
Location	PRIMARY OPHTHALMIC SOLUTIONS (BECKENHAM)

 Clinical referral information (e.g. Referral Letter) must be added for the triage to take place.

[Update Person](#) [Add Additional Requirements](#) [Add Referral Letter](#) [Close](#)

[User/Team](#)

Retry

Defer

Please select an action:

OK

BLUE

You still need to attach the clinical referral information – the service will **not** be able to see the referral until the clinical referral information is attached.

To attach the clinical referral information (e.g. **referral template from EMIS**, test results, pictures) either:

- Click **Add Referral Letter** (please note, you cannot access referral forms on EMIS Web via this option, export it first, then attach it)

Or

- Click **Please select an action** and select **I have selected a service**
- Click OK
- Follow the normal process for attaching clinical referral information to a referral (detailed information on how to attach the clinical referral information is provided in the 'How to initiate an e-Referral from EMIS Web' guide)

6 COMMUNITY SERVICE LOCATIONS

If the patient needs to be seen in the community service, they will have a choice of locations. The locations are under constant review and will likely include:

- The Rushey Green Group Practice, The Primary Care Centre, Hawstead Rd, London SE6 4JH
- The Marvels Lane Clinic Pennington Way, London SE12 9QB

Clinic days and times will be updated as they evolve.

7 WHAT TO TELL YOUR PATIENTS WHEN REFERRING TO THE COMMUNITY DERMATOLOGY SERVICE

When referring your patient to the Community Dermatology Service it is important to explain to them that their referral is going to be reviewed by a specialist. We have developed a patient leaflet which explains the service – see Appendix A – and a suggested script is provided below.

Suggested script:

- I have referred your case into our community service for advice from our local specialist GP in dermatology.
- Depending on their review:
 - they may call you to discuss your condition and possible treatment;
 - they may invite you into one of the community clinics for a face-to-face assessment;
 - they may provide me with guidance as to how to treat your condition; or
 - they may advise me that you should be referred to hospital dermatology services.

8 FURTHER INFORMATION

If you have any questions, you can contact us directly:

- Via email: ohl.derm@nhs.net
- Via telephone: 020 3640 211, option 6

More details can also be found on our website: <https://onehealthlewisham.co.uk/ohl-clinical-services-dermatology/>

APPENDIX A – PATIENT LEAFLET

Your GP has referred you to the Community Dermatology Service.

What is the Community Dermatology Service?

In Lewisham, if you have a non-urgent skin condition you can be referred to the Community Dermatology Service. A dermatology specialist will review your referral and decide which is the most appropriate setting for you to be seen in. This may involve the clinician calling you to discuss your condition and possible treatment.

Depending on your condition and their review, you will either be:

- Offered an appointment in the community service and be seen by a dermatology specialist
- Referred to a hospital of your choice and be seen by a dermatologist
- Referred back to your GP and contacted by them to discuss the next stage of your care. This will happen if it is appropriate for your GP to continue to manage your care with the support and guidance from a dermatology specialist.

What happens next?

Once your referral has been received by the service, you may be:

- Contacted by the clinician when they review your referral;
- Contacted by the Community Dermatology Service to book your community service appointment at one of our sites. This will happen within 5 working days* of your referral being reviewed. The service will contact you either via a letter in the post, email, text message or a telephone call;
- Contacted by your GP either if they are going to continue to manage your care or if need to be referred to hospital dermatology services. Please note that being referred to hospital services does not reflect the severity of your condition, just that not all conditions can be seen within the community.

* The referral is only 'received' by the service once the GP has completed the referral letter/form and sent it with the referral. There may be a delay in us receiving the referral from your GP.

What if I am not contacted about the outcome of my referral or I need to contact the service?

If you have not been contacted within 10 working days, please get in touch with Community Dermatology Service. You can contact them by:

- Phone: dial 020 3640 2113 option 6. Lines are open Monday to Friday, 9am-5pm. Please leave a message with your name and contact details if your call is not answered and the service will be in touch with you as soon as possible.
- Email: ohl.derm@nhs.net

Where are the Community Dermatology Service clinics located?

- The Rushey Green Group Practice, The Primary Care Centre, Hawstead Rd, London SE6 4JH
- The Marvels Lane clinic Pennington Way, London SE12 9QB

Clinic locations are under constant review and will likely include: If you need an appointment with Community Dermatology service, you will be offered a choice of locations and times. **Further information**

For further information about the Community Dermatology Service please visit the website:

<https://onehealthlewisham.co.uk/ohl-clinical-services-dermatology/>

APPENDIX B – SUGGESTED TEXT FOR GP PRACTICE WEBSITE

In Lewisham, if you have a non-urgent skin condition you can be referred to the Community Dermatology Service. A dermatology specialist will review your referral and decide which is the most appropriate setting for you to be seen in. The service is accessible to all Lewisham residents who are registered with a Lewisham GP.

How do I access the Service?

You can be referred to the service by your GP.

What happens next?

Once your referral has been reviewed, you may either be:

- Contacted by the clinician when they review your referral;
- Contacted by the Community Dermatology Service to book your community service appointment at one of our sites. This will happen within 5 working days* of your referral being reviewed. The service will contact you either via a letter in the post, email, text message or a telephone call;
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Further information

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APPENDIX C – COMMUNITY DERMATOLOGY SERVICE FLOWCHART

