

PATIENT INFORMATION LEAFLET

PATIENT FAQ'S

What is a Community Dermatology Service?

This Community Dermatology Service is designed to speed up access to Dermatologists across your community and reduce waiting times in Dermatology Departments in hospitals.

The Service is run by experienced local GP's with a Specialist Interest (GPSI's) in Dermatology. These GP's are led by a local hospital Consultant Dermatologist.

How long will I have to wait to get an Appointment to see a Dermatologist?

You'll be seen at the earliest available opportunity. Usually, you'll receive an Appointment within four weeks but on occasion may have to wait a little longer.

There may be other Clinic locations with shorter waiting times that you may wish to consider.

We can also add you to our Cancellation List if you wish to leave your details with us. These will be last minute bookings and can be at short notice. We also ring occasionally to offer to bring your appointment forward if extra clinics are available.

How long will my Appointment take?

If you're being seen for the first time, your Appointment will be booked for 15 minutes. If you've been bought back for a Follow-Up Appointment, this will be booked for 10 minutes.

Minor Surgery can take between 20 and 40 minutes depending on the condition being treated.

Your Clinician will do their best to run on time but please be aware that Clinics can sometimes overrun.

What should I expect?

At your first visit a Clinician will review your condition and agree a treatment plan you. This may mean coming back for a follow up appointment, carrying out a minor operation, referral to the hospital or discharge back to the care of your GP.

Some patients are considered appropriate for Cryotherapy and this will be performed during your first visit. Your Clinician will explain how this works and give you an After Care Information Leaflet.

If you've been bought back for a Minor Procedure, a local anaesthetic may be administered. This is similar to anaesthetic you may have experienced at the dentist and you should expect to be able to drive and return to work afterwards. You'll be given an After Care Information Leaflet.

What should I wear?

Depending on the affected area, you may wish to wear loose-fitting clothes.

Will I always be seen by the same Doctor?

We try to ensure that you are followed-up by the same clinician, but this is may not always be possible.

What happens if I run out of medication?

If your Dermatologist has prescribed medication, you will need to visit your GP for further supplies if s/he considers this appropriate.

After each appointment, a letter is sent back to your GP to inform them of the Consultation and what medications were prescribed if any were issued that day.

Is there an available Chaperone?

It may not always be possible to provide a chaperone for you. If you wish to have a chaperone please bring someone with you who you do not mind being present during your Consultation.

Is there patient transport available?

This Service is not able to provide or arrange Patient Transport. Please contact your GP Surgery.

Who should I contact if I need to change my appointment?

Please contact the Team on **01254 282 930** as soon as possible to cancel or reschedule your Appointment.

Failure to attend will be recorded against your Patient Record and may result in your discharge from the Service.

Please remember that patients failing to turn up for their appointments have a huge impact on the NHS in terms of cost and waiting times.