

WEBINAR: Photo Advice & Guidance in practice - Q&A

2nd April 2020

Speaker panel:

- Henry Maas, Head of New Initiatives, Consultant Connect
- Pat Phillips, Senior Commissioning Manager – Planned Care, NHS Birmingham and Solihull CCG

To watch the webinar recording, [click here.](#)

The following Q&A is a transcription from the verbal responses for questions which were answered during the live webinar.

Question 1: Is the application (Photo Advice & Guidance) compatible with EMIS?

Answer

(Pat Phillips): “There are different areas of Birmingham with community dermatologists where they’re receiving the images via the Consultant Connect system, and but triaging them separately. This has been running for one month and it’s exactly the same as the previous service I described, this time they’re working with EMIS, this is part of one of the NHS England demonstrator projects. During this time, we have a dermatology GPwSI along with a nurse consultant in dermatology who have reviewed 26 referrals in the past month – it’s 23 practices, and it’s around about 200,000 population. This is very new, so this comes into the COVID situation we’re in at the moment, and they have been using teledermatology, face-to-face videos, and virtual referrals,. They’re also going back to GPs with education and advice, they’re also talking to the patients with advice and guidance as well. So far there have been 8%, six people, including children, who have required secondary care consultant input and that is via a telephone call as well. Nobody has been ‘seen’ in this service at all other than on video.”

(Henry Maas): That’s a virtual clinic essentially?

Answer

(Pat Phillips): “Yes, now I’m not sure that will remain the same, there are cases which do require some urgent attention. But with a combination of the GP with experience, and a consultant in the hospital talking together, they have been able to deal with those fixed patients who the actual GPwSI (GP with Special Interest) thought should have gone into a secondary care service. We’re looking to roll this out as quickly as possible and we’ve now got four GPwSIs who can staff this service and we’re rolling it out to a 500,000 population, very soon.“

Question 2: Would you be able to set out what is the success rate in terms of quality of pictures?

Answer

(Henry Maas): “Regarding the deflection rate in terms of quality of pictures, the only data that we have on this is that at County Durham and Darlington, about 8% of cases were unable to be triaged, that’s not necessarily because of the quality of the image, but it might have been

because no image was appended to the query. As Pat mentioned, one of the key issues at the moment is GPs can't see a large number of patients. One of the webinar handouts is about [Patient initiated telederm](#) whereby patients can send images into GP surgeries, they can obviously do that whether or not they're using our service, but the GPs can upload those images to our system and send them directly onto secondary care for a further opinion."

Question 3: Does this link into e-RS so that A&G responses are linked and tracked in e-RS?

Answer

(Pat Phillips): "Yes, and we're putting those together, certainly the whole system links into e-RS, absolutely, and Henry's told us about that. But if you're running a community dermatology service it doesn't need to link into e-RS, although it could do, and for our plans, for a very large locality, before COVID-19 came along, was that they would have had their own e-RS service, and in one of our providers of dermatology which don't yet use teledermatology so I haven't talked about them, their patients go through e-RS as well."

(Henry Maas): "Just to clarify the compatibility of our system with e-RS. Our system is standalone, and that includes the reporting function. However, as Pat mentions, it is very simple to download and compare with the existing e-RS data, and there are CCGs that regularly audit the data in this manner."

Question 4: Would you be able to describe if what query tariff do you pay for telederm and does this differ from standard tariff?

(Pat Phillips): "For Community Dermatology we have a set non-standard monthly bloc contract. I am happy to discuss details individually if required, please ask Henry Maas for my details."

(Henry Maas): "For access to Consultant Connect system and more information about Dermatologists on our National Consultant Network, please contact me directly."

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