

Photo Hub, Staines

Dermatology Department

Your GP has referred you to our Photo Hub clinic, which is based at Staines Health Centre. This is run by Ashford and St Peter's Hospitals NHS Foundation Trust in partnership with Skin Analytics who will support us in the urgent assessment of your skin lesion and direct you to the most appropriate management.

What happens next?

Shortly after you have seen your GP, you will receive a call from the appointments centre to arrange a date and time to be seen at the Photo Hub clinic; the appointment will be within 2 weeks of the date of referral by your GP. You will receive a text message, containing a link to a short online questionnaire that we ask you to complete before attending the clinic. You will be asked to confirm your details: name, date of birth and hospital / NHS number for identification purposes and then you will be asked some questions regarding your medical history. You will be asked for your consent to have photographs taken of your skin lesion to be used in your clinical care. Separately, you will be asked if you consent to your photographs being used for research and teaching purposes.

You can withdraw your consent for research and teaching purposes at any time by contacting the Ashford and St Peter's Dermatology Department. Consent for photographs to be used for your clinical care cannot be withdrawn as your photograph forms part of your medical record. This process will take around 15 minutes. Completing the questionnaire before your appointment will assist us in helping more patients but, if you do not have a device to access the internet or if for some other reason you cannot complete this information before your appointment at the Photo Hub, please do not worry as you will be able to complete this when you attend your appointment.

What happens at my Photo Hub appointment?

At your appointment the Health Care Assistant will review the questionnaire with you and take photos of your skin lesion. You may be asked to remove some clothing, make-up, or jewellery to gain a better view of the skin lesion. The photos will be taken by a camera phone, which uses an artificial intelligence computer programme developed by Skin Analytics, to analyse your skin lesion. Close up and general photos will be taken of the skin lesion, as well as a "dermoscopic" image, where a dermatoscope is attached to the camera phone and placed onto the skin.

What happens after my appointment?

Your photos and questionnaire will be reviewed remotely by Skin Analytics and/or one of our Dermatologists and you will be directed to the right service for you: this may be Dermatology, Ear Nose and Throat or Maxillofacial.

- You may be offered a Two Week Rule appointment - these are for patients who we think need to be seen quickly as there is a risk of cancer.
- You may be offered a routine or urgent appointment - these are for patients who we do not think have cancer but who still need an appointment.
- You may be discharged back to your GP if your skin lesion is not concerning (non-cancerous). No appointment is needed.
- Occasionally photos are not interpretable. If this is the case, we will arrange for an urgent face to face appointment in Dermatology.

You should receive a letter communicating these outcomes within 2 weeks of your Photo Hub clinic appointment. If, for any reason, you are not contacted after two weeks please call the Appointments Team on 01784 884118.

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



اگر نیاز بہ ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

ਜੇ ਤੁਹਾਨੂੰ ਭਰਜਾਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر اس فون نمبر 01932 723553 پر رابطہ کریں

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Se precisa de uma tradução por favor contacte: 01932 723553

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