

Photo Hub - Routine Appointment

Dermatology Department

Your GP has previously referred you for a routine dermatology appointment. To reduce your waiting time, we would like to offer you a diagnostic appointment using teledermatology. This is run by ASPH in partnership with Skin Analytics who will support us in the assessment of your skin lesion. This process takes place in a Photo Hub clinic. We will then direct you to the most appropriate management.

Please note the Photo Hub is NOT suitable for you if:

- Your lesion is open, wet or ulcerated (including if it has become open or wet since seeing your GP),
- You have more than 3 lesions of concern,
- You have had a previous skin biopsy at that site,
- The lesion is in an area with dense hair, tattoos, or scars,
- The lesion is on eyelids/eyes, nails, mucosal surfaces (inside the nose or mouth), on soles of feet, palms of hands, or in a personally sensitive area, i.e., genital location.

If any of these exclusions apply, you should call 01932 723831 / 01784 884351 or email asp-tr.appointment.centre@nhs.net to arrange a face-to-face appointment.

What happens next?

You will receive a call from the appointments centre to arrange a time to be seen at the Photo Hub clinic. You will receive a text message containing a link to a short online questionnaire that we ask you to complete before attending the clinic. It will take around 15 minutes. You will be asked to confirm your personal details and asked 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 ASPH Dermatology Department. Consent for use of photographs for your clinical care cannot be withdrawn as these images form part of your medical record. Completing the questionnaire before your appointment will assist us in helping more patients but, if you cannot complete it before your appointment at the Photo Hub, you will be able to complete it 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.

Images will only be taken of the lesion(s) on your GP referral.

What happens after my appointment?

Your photos, questionnaire and referral details will be reviewed remotely by 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 Wait appointment - these are for patients who we think need to be seen quickly as there is a risk of cancer.
- You may still be offered a face to face 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. No appointment is needed.
- Occasionally photos are not interpretable. If this is the case, we will arrange for a face-to-face appointment in Dermatology.

You should receive a letter communicating your outcome within two 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.

Author: Dr Annabel Scott

Department: Dermatology

Version: 2

Published: July 2023

Review: July 2024

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.



You can use Text Relay to turn telephone communications into text. Use the Relay UK app on your phone, tablet or PC. You can also use Relay UK via Minicom or Uniphone.

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

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

ਜੇ ਤੁਹਾਨੂੰ ਭਰਜਮੇ 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 براہ کرم 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

Ashford Hospital London Road, Ashford, Middlesex, TW15 3AA Tel: **01784 884488**

St. Peter's Hospital Guildford Road, Chertsey, Surrey, KT16 0PZ Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk