



South Sefton Clinical Commissioning Group
Southport and Formby Clinical Commissioning Group

Community dermatology services review

An overview of the patient and staff feedback on these services
and the response to the results

July 2015

Introduction

The current contract for these services is up for renewal on 1 April 2016. Ahead of the contract end, NHS South Sefton Clinical Commissioning Group (CCG) and NHS Southport and Formby Clinical Commissioning Group (CCG) undertook a review of these services, speaking to patients about their experiences to identify what is working well and any improvements that may be required.

The feedback received was used to review and refine the services.

The engagement feedback and outcomes are outlined below.

About the community dermatology services

- It currently operates 13 clinics a week across four community venues in Sefton
- It diagnoses and treats patients for an extensive range of skin conditions
- People are generally referred to the service by their doctor for things like severe eczema that can't be treated by their practice
- It also provides minor surgery for minor skin related problems.

How we collected patient and staff feedback

- The CCGs attended 11 clinics over a two week period and spoke to approximately 95 patients. The clinics attended were based in Bootle Health Centre, Southport Centre for Health and Wellbeing and Ainsdale Centre for Health and Wellbeing
- CCG staff spoke to individual patients and staff in clinics and supported them to complete a short questionnaire which was based on their experiences
- Although engagement was targeted at patients of the service, carers and members of the public also had the opportunity to comment and this was publicised locally
- The CCGs also provided a telephone support service to provide the options for patients, carers and members of the public to provide their views over the telephone

What our review revealed

- **Travelling** – the majority of patients had no problem travelling to the clinic, although 5% of respondents said that parking was sometimes an issue.
- **Appointment/referral system** – the majority of patients were very satisfied with the appointment system and referral times. Approx. 20% of patients said they did not receive their appointment when expected and some patients had to rebook several times to receive an appointment at a convenient time and location. It was apparent that patients had varying expectations regarding the system and referral times which may be the result of inconsistent referral information.
- **Weekend/evening appointments** – 40% of respondents said that the option of weekend and/or evening appointments would be useful, particularly those in full-time employment or education, and those with caring responsibilities. Staff said there was scope for development here.
- **Clinical advice and guidance** – the vast majority of responses rated the advice and guidance they received as good or excellent.
- **Telephone consultation** - over half of patients said they would be happy to receive a telephone consultation if appropriate, with the other half preferring a face to face appointment. Staff confirmed that this type of service was already used where appropriate, but was limited in scope.
- **Minor surgery** – for the limited number of patients who responded to this aspect of the service, they were generally pleased with the service which was flexible to their needs and well explained

Equality assessment

The data collected through the engagement helped the CCGs to carry out an equality and diversity review of the service which concluded that there were no significant issues. Minor considerations included the ongoing provision of home visits for bed/house bound patients and those with severe mobility issues; also consideration given to those patients with hearing impairments and the limits of telephone communication.

How we responded

- **Appointment/referral system** - the CCGs will work with the appointed provider to improve the management of the appointment system.
- **Weekend/evening appointments** - the new service will be required to offer evening and weekend appointments subject to demand.
- **Telephone consultation** - telephone consultation will be available as part of the service.