

## **Integrated Dermatology Service- Questions and Answers**

### **What is the new Integrated Dermatology Service in North East Essex?**

The new Integrated Dermatology Service brings together previously separate elements of dermatology care for people in Colchester and Tendring (north east Essex). The service will be mainly based in various locations across North East Essex, and will be provided by Community Outpatients (also known as Concordia), who have been commissioned to provide the service by North East Essex Clinical Commissioning Group (CCG).

### **How will I be able to access this service?**

The new service will accept patients from the same sources as the current service, such as GPs. Your GP or other health professional can advise you on the process for onward referral.

### **What differences will I see in the way the service will be provided?**

From the 1<sup>st</sup> July 2017 the Dermatology Service will offer more treatment and care in community locations across north east Essex.

### **When will this service start?**

The new service will start on the 1<sup>st</sup> July 2017, when the current dermatology service, provided by Colchester Hospital University Foundation Trust (CHUFT) will end.

### **What does this mean for me or my child?**

If you, or your child, are currently a patient of the dermatology service provided by Colchester Hospital your care will automatically transfer to Community Outpatients from the 1<sup>st</sup> July 2017. Community Outpatients will be providing the dermatology services for all ages. If you, or your child, need to be seen by a dermatologist after 1<sup>st</sup> July 2017 your GP or other Health Professional can refer you to the new service.

### **How will the new service support me and my health?**

The new Integrated Dermatology Service will work closely with patients to ensure they are fully supported in their care. This may include explaining use of medications, tips on lifestyle changes and managing symptoms and working with your GP on educational opportunities and prescribing practice.

### **I currently have an appointment/ follow up/ treatment booked at the CHUFT dermatology service for after the 30<sup>th</sup> June. What will happen to my appointment?**

All patients across north east Essex who have been referred into the current Dermatology service, or who are waiting for their appointment, follow up appointments or treatment (to take place from 1<sup>st</sup> July) will be automatically transferred to the new service. All patients will be contacted by Colchester Hospital who will confirm the transfer of their care and any associated records by the 30<sup>th</sup> June. If there are any requirements for your existing appointment to be changed, you will be contacted by Community Outpatients by the end of June.

### **I am currently being seen in the PUVA /light therapy services at Colchester Hospital. What Changes are being made to PUVA?**

As part of these changes, PUVA services will be relocating from the Colchester Hospital site on Turner Road to Fryatt Hospital in Harwich, for a period of approximately one year. Some patients may be

eligible for non-emergency patient transport services for support with transport for their appointments. For more details on the North East Essex Non-Emergency Patient Transport Service please call 03000 134 995.

**Will people admitted to Colchester Hospital be able to access dermatology care if they need the service?**

Yes, arrangements have been made for people admitted to Colchester Hospital, or attending the hospital in an emergency, to have access to dermatology care if this is needed.

**Where will the services be based?**

The new Integrated Dermatology service will be delivered from a number of sites across north east Essex, with a focus on community based services.

The areas the service will be delivered from include locations in Central Colchester, Outer Colchester, Clacton, Mersea and Harwich. You will be offered a choice of appointment location wherever possible.

**Can I still be seen in the teledermoscopy service?**

The teledermoscopy services, currently provided by Old Road Surgery, North Colchester Healthcare Centre and the MOLE Clinic, will cease on the 30<sup>th</sup> June 2017. The current teledermoscopy service will only see patients who are referred to the service by their GP on or before Friday the 16<sup>th</sup> June, in order to make sure all patients can be seen ahead of the 30<sup>th</sup> June.

All referrals for appointments after the 30<sup>th</sup> June should be directed by your GP to the new Integrated Dermatology Service; however Community Outpatients will include teledermatology as an integral part of their service.

**Can I still have a choice to be seen by another dermatology service?**

Yes, patients can be referred to other providers out of Colchester and Tendring areas on the basis of patient choice; however the new Integrated Dermatology service has been designed to offer high quality care across north east Essex.

**I am registered at a GP surgery outside of north east Essex, how will the start of the new service affect me?**

The new Integrated Dermatology service has been commissioned by North East Essex Clinical Commissioning Group for patients in Colchester and Tendring only. For details on whether people in your area can access this service please contact your local CCG.

**Who can I contact for more information?**

For more information about the new Integrated Dermatology Service please contact:

**North East Essex Integrated Dermatology Service**

Community Outpatients  
Unit 10.1.1 The Leathermarket  
11-13 Weston Street  
London  
SE1 3ER

Tel: 01206 742 987  
or email [colchester.referrals@nhs.net](mailto:colchester.referrals@nhs.net)

**North East Essex CCG PALS**

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