

## Dermatology Service – First Outpatient Appointment

### Introduction

The Covid pandemic has had a significant impact on the NHS ability to provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place.

### Waiting Times

As a guide, referral to treatment waiting times are available on the NHS [My Planned Care Website](#).

### Guidance for Patients

Dermatologists treat conditions of the skin, hair and nails in adults and children. Much of our work in adults relates to the diagnosis and management of skin cancer. We also manage significant and extensive rashes that are not responding to treatments from GPs.

We offer surgical treatments for skin cancers such as excisions, biopsies, skin flaps and skin grafts. We undertake nail surgery (not ingrowing nails) and scalp biopsies for hair disorders. We biopsy rashes for diagnostic reasons. We do not normally operate on benign skin growths such as cysts and lipomas. We do not offer cosmetic treatments such as acne scar treatment or treatment of age related baldness.

In the UK General Practitioners are highly trained and skilled in the field of Dermatology and manage most skin problems. There may be a particular GP in your practice who specialises in Dermatology and can help you. In some areas there are community dermatology services who can manage patients with less serious skin problems.

### What should I do if my health is deteriorating?

The referral from your GP will have been reviewed and triaged by the team to grade your clinical priority based on the information in the referral.

If you are concerned that your condition or symptoms are deteriorating since you were referred to us, please contact your GP, ideally with a photograph of the problem. Your GP is then able to send details of your problem, ideally with a photograph, directly to a consultant in our service through the secure Advice and Guidance platform. This will allow the consultant to review your condition and make an informed decision on whether your appointment needs expediting or not. Often the consultant can advise your GP on an interim treatment whilst you are waiting for your appointment.

In the case of needing emergency care or urgent review, please contact 111 or your own GP.

# My Planned Care Patient Information Platform

## Contact Us

Patients are welcome to contact our secretaries to check we have received your appointment and you are on our waiting list. Our secretaries are not able to expedite appointments.

### **Dermatology secretaries at Walsall Hospital:**

01922 721172 – Extension 6336 or 7585

### **Dermatology secretaries at Wolverhampton\Cannock Hospital:**

01902 695071 \ 01902 481754 - Wolverhampton

01543 576038 \ 01543 576033 - Cannock