



Case Study | Hammersmith and Fulham

Contact	Pete Ellis
Contract start date	18/10/2017
Completion date	05/11/2020



How we delivered

We provide a consultant-led Level 3 Community Dermatology and Minor Surgery Service delivering a flexible, cost efficient, multi-disciplinary service to meet the needs of the patients. The service is delivered by Consultant Dermatologists, Surgeons and Associate Specialists incorporating the use of local GPwSIs, with clinical oversight provided by a Consultant Dermatologist.

We worked with the CCG to mobilise the contract earlier than initially planned, actively participating during the mobilisation to ensure a smooth transfer of patients from the incumbent provider. We work closely with the CCG to enhance the service. We have been flexible in changing our triaging criteria and quickly cleared the inherited backlog by providing additional clinics.

The patient DNA rate has improved through our proactive measures of contacting patients by SMS and telephone. We have reduced the new to follow up ratio by providing GPs with Management Plans with 1st, 2nd and 3rd line treatment options and by using a team of experienced clinicians. We are currently working in partnership with the CCG and GPs to implement teledermatology, removal of benign skin lesions > 5cm, Patch Testing, systemic agents and Paediatrics.

If you have any queries relating to dermatology services, please call **0207 635 1013**, or visit www.dmchealthcare.co.uk
