

Mapping of front-end skin pathway across Lancashire & South Cumbria ICB Case Study

1.0 Project Aim

The aims of the collaborative working project were:

To carry out a service evaluation to see how patients are accessing the service from Front end pathway mapping – from GP presentation – first appointment/triage across the four Trusts identifying variation in the time they are waiting at each stage of the pathway especially in terms of receiving treatment and at which NHS organisation they are being seen versus where they live.

2.0 Project Objectives

The key project objectives were:

1. To carry out a service evaluation to see how patients are accessing the service by mapping the referral and skin cancer diagnosis pathway and analysing at which NHS organisation patients are being seen versus where they live.
2. To support the development of a digital road map to enable a comprehensive options appraisal of a whole system digital solution.
3. Explore options for the future delivery model for teledermatology which optimise clinical outcomes, resource utilisation and contracting opportunities.
4. Identify gaps in teledermatology – supporting identification and delivery of best model – i.e., primary care, Community Diagnostics Clinics, or secondary care led etc, with an analysis of different options and recommendation for delivery of image capture for teledermatology.
5. Develop an options appraisal for ICB partners to ensure that the service is fit for new and future demands.

3.0 Key Achievements and Highlights of the Project

The collaborative working project commenced in December 2022 and finished in August 2023. The key achievements and highlights of the project were:

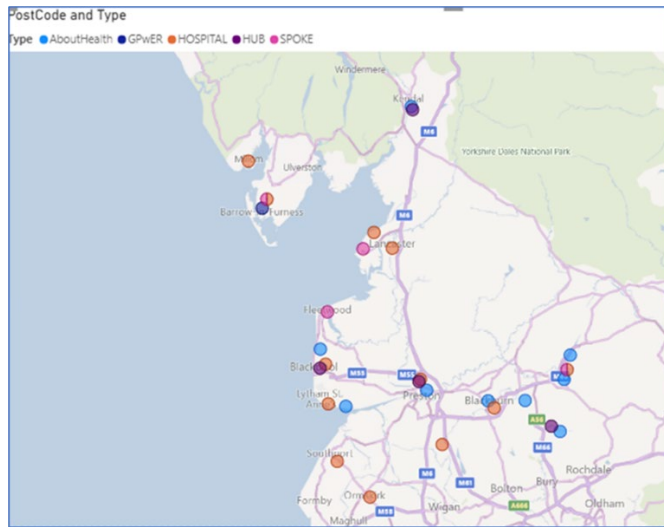
Review of current skin cancer diagnosis pathway

Interviews were undertaken to obtain the views of stakeholders on the current pathway, and to explore what improvements would best support the whole health economy, in Lancashire & Cumbria Cancer Alliance, to improve the skin diagnosis pathway for patients in the future. The interviews identified a number of challenges with the current pathway and a series of recommendations to improve the pathway.

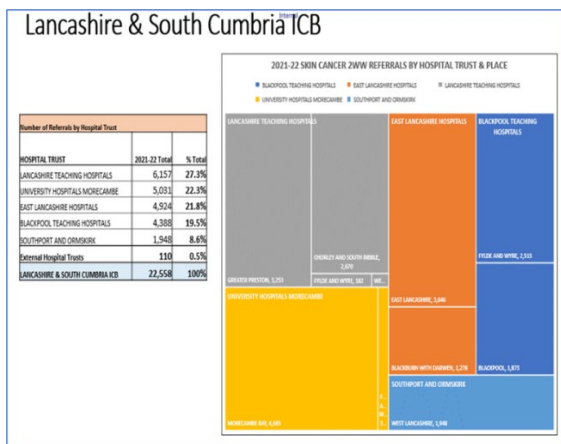
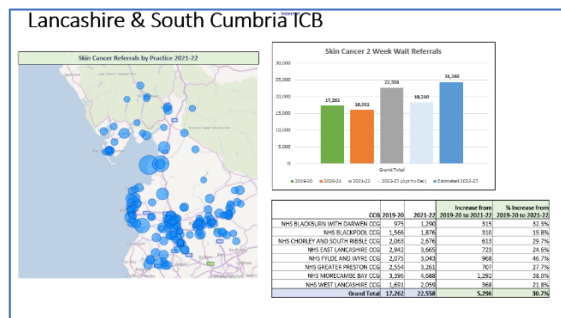
Development of Asset Map and Review of 2 week wait referrals.

Developed an asset map of the skin diagnosis pathway using the power BI application and undertook an analysis of 2 week wait referrals across ICB, Place, PCN, Hospital Trust. Below are examples of the analysis completed including development of an asset map of the skin diagnosis pathway using the power BI application and analysis of 2 week wait referrals across ICB, Place, PCN, Hospital Trust. East Lancashire Hospital are moving out into a CDC model, the asset map was used to form a baseline of the demand and capacity that was needed to support teledermatology implementation.

Asset Map



Referral Analysis



Completed an Evaluation of GP Teledermatology Pilot

A pilot of teledermatology within primary care was undertaken in the period February to April 2023 with referrals going to Blackpool Victoria Hospital.

The evaluation found that the pilot highlighted the need for an improved online system removing the need for paperwork, allowing patients to be listed or discharged instantly. It also highlighted that community referrers need dermoscopy training to ensure diagnosis can be ascertained from images.

The evaluation recommended that the ICS continue with telederm system and offer more training to referrers.

Options Appraisal

An options appraisal on Image Capture was developed taking account of the findings of the stakeholder interviews, the available dermatology resources within the asset map, analysis of referral rates and evaluation of the teledermatology triage pilot. A scoring matrix was developed to support the ICB with the considerations of the options.

It was considered that the option for Image Capture should stay within existing resource (Trust led) with a view to provide GP practices with training resources and tools to conduct image capture in the future.

Implementation Plan

The Cancer Alliance has developed an Outline Implementation Plan to take forward implementation of the agreed pathway for image capture and triage. Roll out of GP practice image capture is planned to commence in 2024/25.



Customer Feedback

Written Feedback on the outcomes of the collaborative working project and working with Sanofi was received from Frances Tantram, Senior Project Manager (Skin and Sarcoma), NHS Lancashire and South Cumbria Integrated Care Board (Cancer Alliance):

'This is our first time collaborating with a Pharmaceutical Company on a project like this, and initially we had concerns about how the relationship might work and potential conflicts of interest. However, as we near the end of the project, I am pleased to say that working with the team at Sanofi has been a very positive experience. I would like to give a special mention to Kelly McCormick, whose friendly, diligent, and honest approach has been instrumental in helping us achieve the goals outlined in the project plan, and more. I hope we will have the opportunity to work together again in the future.'