

Dermatology services in west Kent

September 2016

Patient focused,
providing quality,
improving outcomes

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Summary

This paper is being submitted to the Kent Health Overview and Scrutiny Committee to update them on the provision of dermatology services in west Kent. This follows the withdrawal of outpatient services at Sevenoaks Hospital by King's College Hospital (KCH) NHS Foundation Trust and the recent procurement of Level 3 and Level 4 dermatology services carried out by the CCG.

Recommendation

Members of the HOSC are asked to note the contents of this report.

Members are reminded of their statutory duty to declare any conflict and have it properly resolved.

Background

In April 2016, NHS West Kent CCG and King's College Hospital (KCH) NHS Foundation Trust briefed the Kent Health Overview and Scrutiny Committee (HOSC) on the withdrawal of the trust's outpatient services at Sevenoaks Hospital.

As a result of this withdrawal, the CCG decided to recommission all of the clinics, so that patients in the Sevenoaks area could continue to receive treatment at their local hospital. In future the outpatient services would be provided from Sevenoaks Hospital by Maidstone and Tunbridge Wells NHS Trust (MTW), apart from dermatology services, as MTW were unable to provide this service

Care for people with skin conditions

People with skin conditions should have their care managed at a level appropriate to the severity and complexity of their condition, acknowledging that this may vary over time.

The principles of care are therefore described in relation to the level of care required:

- Patient Self-Management (Level 1)
- Primary Care (Level 2)
- West Kent Dermatology Service (Level 3)
- West Kent Dermatology Service (Level 4)

People with skin conditions who manage their conditions themselves (Level 1 care) should be supported with high-quality patient information.

People with skin conditions needing Primary Care (Level 2) support are managed initially through self-referral to their GP. Any patient whose skin condition cannot be managed by a generalist will need to be referred for specialist care (Level 3) and/or supra-specialist services (Level 4).

A more detailed explanation of the different service levels is included as Appendix 1.

Short term impact on patients currently receiving dermatology services from Kings College Hospital at Sevenoaks

In the short term, those patients whose care has transferred to Orpington Hospital can still choose to receive care there through a twice weekly clinic, though this may mean a slightly longer wait. These clinics will continue, even when the main dermatology site relocates to Beckenham Beacon.

If west Kent patients do not wish to travel to Orpington or Beckenham, they can also choose to be treated at Medway Hospital, Borough Green Medical Practice and Tonbridge Cottage Hospital (depending on the dermatological condition).

Wider provision of dermatology services in west Kent

NHS West Kent CCG currently commissions a variety of providers to deliver dermatology services in the local area, which is both community and acute care services. Acute Services up to level 4 have historically been provided by Medway foundation Trust (MFT), however, over the last year this service has deteriorated and is not deemed to be fit for service by Commissioners.

A procurement exercise commenced for level 3 dermatology services in partnership with NK CCGs and Medway CCG on 7th January 2015. The process was halted, however, on 15 April 2015 as MFT served notice on the level 4 contract.

MFT continue to experience issues in coping with current levels of demand and are currently outsourcing circa 200 referrals a week to Concordia (not 2week wait).

NHS West Kent CCG currently commissions a variety of providers to deliver dermatology services in the local area, which include both community (Levels 1 and 2) and acute care services (Levels 3 and 4).

Level 3 and Level 4 services have historically been provided by Medway Foundation Trust (MFT). However, over time this service had deteriorated and was deemed to be not fit for purpose by commissioners. As a result, a procurement exercise commenced for Level 3 dermatology services in partnership with North Kent and Medway CCGs on 7 January 2015.

However, the procurement was halted on 15 April 2015 when MFT served notice on the Level 4 contract.

Following discussions with NHS West Kent CCG clinical leads and potential providers, the decision was taken to procure a single contract covering both a Level 3 and level 4 service exclusively for the west Kent area.

Outcome of the procurement

Sussex Community Dermatology Service (SCDS) have been awarded the Dermatology contract which will work on a sub contractual basis with Queen Victoria Hospital.

The new provider is expected to start service delivery on 1st April 2017 and MFT have agreed to work with WK CCG and SCDS during mobilisation of the new service to ensure a smooth transition for patients. All community contracts have been extended up until the end of March 2017 to ensure continuity of service.

Mobilisation of the newly procured service

SCDS are in mobilisation phase and have been meeting with current providers and local GPs. A Dermatology Project Board has been established to oversee the mobilisation and implementation of the new service.

SCDS are also due to attend the Kent and Medway Tumour Site Specific Group meeting in October to gain approval for the cancer pathway of the Dermatology service with Queen Victoria Hospital.

There is also potential that provision at Sevenoaks Hospital will begin earlier than planned, with the new provider looking to mobilise services earlier than April 2017 to minimise the impact on patients in the Sevenoaks area.

Contact:**James Ransom**

Programme Lead for Surgical Elective Care

NHS West Kent CCG

James.ransom@nhs.net

Ian Ayres

Accountable Officer

NHS West Kent CCG

I.ayres@nhs.net**Author:**

Natalie Ayles

Commissioning Manager

NHS West Kent CCG

n.ayles@nhs.net**Approved:**

Ian Ayres

Accountable Officer

NHS West Kent CCG

I.ayres@nhs.net

Appendix 1 – dermatology service levels in west Kent.

<p>Level 1: Patient self-management/ support for self-care and advice to patients, carers and prevention.</p> <p>Case mix/ procedure: Benign Lesions Actinic Keratosis Precancerous- SCC in situ/Bowens</p>	<p>Potential Staff: GP Practice Community Nurses Practice Nurses Specialist Nurses</p>	<p>WKDS will support:</p> <ul style="list-style-type: none"> • Self-management with appropriate advice and educational materials. • Educational materials should be available electronically and in paper form • Effective sign posting • Effective support in managing long term conditions • Health promotion and early prevention of cancer
<p>Level 2: Primary Care Service (GP) Diagnosis, advice, treatment and referrals</p> <p>Case mix/ procedure examples: DES/LES list of BCCs (level 2a) Model 1 list of BCCs (level 2b)-see guidance below in the section on skin cancer in the community.</p>	<p>Potential Staff: GP Practice Community Nurses Practice Nurses Specialist Nurses</p> <p>Community practitioners working to the DES/LES model (level 2a or the model 1 service model 2b)</p>	<p>WKDS will support:</p> <ul style="list-style-type: none"> • Development and implementation of education and training programmes for GPs, specialist GPs, practice nurses and other community based clinical staff to maintain and develop skills in primary and community care. • Effective support in the management of chronic/long term conditions supported by a process that enables patients with acute exacerbations of their condition to be fast tracked back to level 3 care. • Dedicated email address/telephone number for GPs to access specialist dermatological advice (WK Kinesis*) regarding their patients in a timely manner. *WK Kinesis is a N3 secured email portal for advice and guidance between GPs & Specialist
<p>Level 3: West Kent Dermatology Service</p> <p>All skin problems that cannot be managed by a GP or</p>	<p>Potential Staff: GPwSI Dermatology Clinical Assistants GPwSI Minor Surgery</p>	<p>WKDS will provide:</p> <ul style="list-style-type: none"> • Triage services • Tele-dermatology service:

<p>conditions where GP may need advice including: -Skin lesions pre malignant or of an uncertain nature -Suspected BCCs- assessment, excision, onward referral</p> <p>Case mix/ procedure examples: High risk BCC SCC (other than categories below)</p>	<p>Nurse Practitioners Consultant Dermatologist</p> <p>LSMDT hospital staff core team member (may be core member of SSMDT acting as 'local' LSMDT) without mandatory individual case review by MDT.</p>	<ul style="list-style-type: none"> • Support pathways of care • Prevention, Self-Care and Patient and Carer Information- websites, leaflets, helpline • Clinical assessment and treatment function • Workforce development activities • Education and mentoring • Phototherapy • Light therapy • Treatment plans • Mentorship
<p>Level 4: West Kent Dermatology Service</p> <p>Services that can only be undertaken in secondary care setting to include:</p> <ul style="list-style-type: none"> - 2ww pathway <p>Case mix/ procedure examples: High risk BCC SCC } recurrent/ with +ve excision</p> <p>2 week wait clinics Rapid assessment cancer Triage Diagnosis of complex cases Review of complex cases Patch Tests Development of treatment plans Protocol development Training and audit</p>	<p>Potential Staff: -Consultant Dermatologist x 2 -Consultant Plastic Surgeon -Skin cancer CNS -Histopathologists -Radiologists -Clinical Oncologists -Medical Oncologists -Palliative care specialists -Multidisciplinary team -Clinical Nurse -Administration</p> <p>LSMDT hospital staff core team member(s), with mandatory individual case review by LSMDT (may be SSMDT and its core members acting as 'local' LSMDT).</p>	<p>WKDS will provide:</p> <ul style="list-style-type: none"> • 2ww cancer care path • Integration with L1, L2 and L3 • Consultant community clinics • Consultant to provide support in relation to continuing professional development/mentorship/support to GPwSI and other staff.