

North Kent Dermatology Service
Update paper for K&M HOSC

16th December 2019

Background

On 1st April 2019 DMC Healthcare became the sole provider of Dermatology services for the North Kent CCGs (Dartford, Gravesham and Swanley, Medway and Swale); providing a consultant led community based service for Level 1-4 conditions.

Due to the ongoing capacity issues at Medway Foundation Trust (FT) prior to the service end date when the service transferred DMC Healthcare inherited a significant caseload and backlog. DMC Healthcare has been actively working since the mobilised to address the backlog and schedule follow up appointments for the caseload of patients transferred.

Progress to Date

Since the service mobilised, DMC Healthcare prioritised appointing patients transferred from Medway FT alongside the long waiters and patients referred via the 2 week wait pathway.

The CCGs recognised that the inheritance of the backlog would impact on the provision of the new service and for a period DMC Healthcare would be unable to successfully deliver against the commissioned specification. Medway CCG has been working closely with DMC Healthcare to monitor progression since the service mobilised.

Backlog update

Of the 1133 referrals transferred from Medway FT without an appointment 92% have been seen and/or discharged; with 92 patients (8%) remaining unseen. The booking team continue to try and contact these patients as a priority and to ensure all patients are appointed as soon as possible letters are being sent to patients are not contactable by telephone.

52 Week Breaches

One patient breached at the end of November. At the end of March 2019 Medway FT reported 30 patients' breaches across all CCGs.

2 Week Wait Performance

In September DMC Healthcare achieved 94% against the national target; which is a significant improvement against the previous month and their highest performance to date. There is dedicated resource within the booking team to monitor 2 week wait referrals on a daily basis to ensure capacity can be adjusted to meet demand; DMC Healthcare has advised that the majority of breaches in recent months have been the result of patient choice (delaying appointment dates) and confirmed there is adequate capacity to offer appointments to all patients referred on the 2 week wait pathway.

The table below shows DMC Healthcare performance against the 2 week wait target between April and September 2019:

	Total	Within 14 days	After 14 days	% within 14 days
May-19	298	219	79	73.49%
Jun-19	320	244	76	76.25%
Jul-19	501	396	105	79.04%
Aug-19	403	340	63	84.37%
Sep-19	501	472	29	94.21%

Service Update

Since 1st April there have been 10,655 new referrals made to the North Kent Dermatology service. Currently 83% of patients waiting to be seen have been waiting less than 18 weeks. DMC Healthcare triages all referrals on receipt to ensure they were referred to the appropriate pathway and patients are treated in accordance with their clinical need.

The Tele-Dermatology app was launched in September and is anticipated to positively impact on service delivery; reducing demand and subsequently waiting times for face to face appointments. The CCGs are working with DMC Healthcare to promote the app and increase utilisation. To improve utilisation of this service model DMC Healthcare implemented Photo Clinics. The first clinic was held during the w/c 25th November and additional clinic locations have been identified across the localities to expand this service.

DMC Healthcare has confirmed that 5 complaints were received during Quarter 2 (July – September 2019); they have all been logged on their DATIX system and they are acting on the lessons learnt from this feedback. DMC Healthcare is facilitating a patient engagement event on 3rd December to update patients on the service including changes made and future intentions.

Next Steps

The CCGs will continue to work closely with DMC Healthcare during the ongoing transition to business as usual and monitor the impact of the service change once the service is in a stable position.