

Have your say

on the design of skin services in Wolverhampton



Let us hear your views

14 January to 24 February 2019

Welcome, your voice counts

We are asking for your views about improving skin (Dermatology) services for the residents of Wolverhampton City. This is an opportunity for you to have your say and help shape the future design of dermatology services.

Wolverhampton Clinical Commissioning Group (WCCG) is responsible for purchasing the provision of health services for our local residents in the city of Wolverhampton. Our mission is to be an expert clinical commissioning organisation, working collaboratively with our patients, practices and partners across health and social care, to ensure evidence-based, equitable, high quality, and sustainable services for all of our population.

What are Dermatology Services and how are they delivered now?

Dermatology services diagnose, treat and care for conditions that affect the skin, its structure, functions, and diseases, for example eczema, psoriasis, acne, rosacea, chronic inflammatory dermatoses, hair and scalp disorders, nail disorders etc.

At present dermatology conditions are managed in primary care however conditions can worsen or become complex requiring specialist care. The vast majority of skin conditions can be effectively and safely managed and treated within the community, and the most serious skin conditions managed in hospital. GPs can refer patients to the current community service, provided by Concordia, or to the hospital Dermatology service provided by The Royal Wolverhampton NHS Trust.

Proposal

Our proposal is to continue to commission a community provider to deliver a high quality, comprehensive Community Dermatology Service. We have an opportunity to expand the services available in the community. We are not proposing to reduce services nor limit treatment options that are provided; our aim is to continue to provide care closer to home in a community setting for those patients that can be safely managed in a community setting.

We don't envisage changes to how patients will access to the service; patients will continue to go to their GP in the first instance and where required the GP will refer on for specialist care. The provider will be expected to deliver services from a number of locations across the City ensuring accessibility for all patients. Hospital services will remain in place for the most serious skin conditions, for example skin cancers.

By having a single provider of Dermatology Services, overall experience by patient will be improved with increased continuity of care, a smoother more efficient journey and faster access to treatment.

How to have your say

Getting involved couldn't be easier. You can either fill out the response form on the next page, or complete the form online. **You have until the 18 February 2019** to share your thoughts with us so please get in touch.

Here's how:

- **Electronically** by completing the response form online <https://www.surveymonkey.co.uk/r/WGZY2BK>
- In writing by completing the response form and returning to the CCG
- Attending the Patient Focus Group on 18 February 2019.

When	Monday 18 February 2019 - 11.00 am to 12.30 noon
Where	Meeting Room 1, Wolverhampton Science Park, Technology Centre, Glaisher Drive, Wolverhampton, WV10 9RU

Response Form

I am responding to these plans as:

An individual	<input type="checkbox"/>
A representative of an organization / group (Please state name and location):	<input type="checkbox"/>

Do you support our proposal?

I agree strongly with the proposal	<input type="checkbox"/>
I agree with the proposal	<input type="checkbox"/>
I disagree with the proposal	<input type="checkbox"/>
I disagree strongly with the proposal	<input type="checkbox"/>

In addition, what features of a Dermatology Service are important to you?

Please indicate how important the following features are to you (please tick only one box on each line)

		Very important	Somewhat important	Slightly important	Not important	No opinion
Q1	Booking an appointment					
a.	Not having to wait very long until my appointment date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	An appointment which fits around my commitment, eg early evening/weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q2	Location and access					
a.	Access to the majority of treatments in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Being able to park at or close to the clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	A clinic that is accessible by public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q3	Design of the service					
a.	A single point of access for the dermatology services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Good communication between my GP and dermatology service provider so that everyone understands my condition and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Being seen on time in the clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Having a named individual to coordinate all of my dermatology care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Consistency in the clinical staff providing my treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Being given information so that I am clear about my condition and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Ability to input into the decisions about the care that I receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Being able to discuss my diagnosis and treatment further with my consultant and other staff after my appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q4	Monitoring and feedback					
a.	Mechanisms for the CCG to assess the quality of care provided and to monitor patient outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	A service which provides a user group for patients to share their experiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Having a process through which I can provide comments on the care that I have received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q5	Design of the service					
	Any other comments? Please use the space below if you would like to explain any of your responses in more detail or if you have any additional comments.					

We would like to know more about you, this part is optional:

What is your gender?	
Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

What is your age?	
17 and under	<input type="checkbox"/>
18 - 25	<input type="checkbox"/>
25 - 44	<input type="checkbox"/>
45 - 64	<input type="checkbox"/>
65 +	<input type="checkbox"/>

Please provide the first part of your postcode	
WV1	<input type="checkbox"/>
WV2	<input type="checkbox"/>
WV3	<input type="checkbox"/>
WV4	<input type="checkbox"/>
WV5	<input type="checkbox"/>
WV6	<input type="checkbox"/>
WV8	<input type="checkbox"/>
WV9	<input type="checkbox"/>
WV10	<input type="checkbox"/>
WV11	<input type="checkbox"/>
WV12	<input type="checkbox"/>
Other	<input type="checkbox"/>

What is your ethnic group?	
White British	<input type="checkbox"/>
Indian / Asian	<input type="checkbox"/>
Black British	<input type="checkbox"/>
Mixed race	<input type="checkbox"/>
Other	<input type="checkbox"/>

Are your day to day activities limited because of a health problem or disability which has lasted or is expected to last at least 12 months?	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

Are you a?	
Parent of an under 18 year old	<input type="checkbox"/>
Carer	<input type="checkbox"/>

Thank you

Thank you for your responses. These will help to shape the future of our Dermatology services in Wolverhampton.

If you have completed an online form your answers are now submitted. You are welcome to attend our Patient Focus Group on the 18 February 2019 to discuss your thoughts in more detail.

If you have completed a paper form, please send FREEPOST to:

Freepost RTSS-URKL-RAJJ

Wolverhampton CCG
 Technology Centre, Wolverhampton Science Park
 Glaisher Drive
 WOLVERHAMPTON
 WV10 9RU

You have until the 24 February 2019 to share your thoughts with us, so please get in touch.

Wolverhampton CCG

Tel: 01902 444878

Email: wolccg.wccg@nhs.net

Web: www.wolverhamptonccg.nhs.uk