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Integrated Dermatology



Patient information

Integrated Dermatology



Excellent patient care, together

The Integrated Dermatology Service provides dermatology advice, appointments and treatments for all patients referred with skin conditions (except for those with suspected skin cancer). Our aim is to help patients to be seen by the right person, in the right place and at the right time. Our goal is to give advice, education and treatment to help you resume and maintain activity and independence in your daily life at work, home and during leisure.

Your GP may choose one of the following options for you:

- A Teledermatology Advice and Guidance request
- A referral to the Referral Assessment Service (or RAS)

Teledermatology Advice and Guidance request

Your GP will explain the service to you, ask for your consent and may take photographs of your skin condition. A consultant dermatologist will then respond to your GP with further advice and guidance. More detailed information about this service is available in the Teledermatology Advice and Guidance patient information leaflet.

A referral to the Referral Assessment Service (or RAS)

For this your GP will send a referral to the Referral Assessment Service (or RAS). To help the Dermatology Team choose the best pathway for you, the GP may ask for your consent to take photos of your skin condition and send these along with the referral. Possible outcomes from your referral to the Referral Assessment Service are:

- Advice on treatment of your skin problem is provided back to your GP for them to discuss a treatment plan with you.
- If, however, a face-to face appointment is recommended, you will receive one of the following:
- An appointment for a community clinic or minor operation list
- An appointment for a hospital clinic or minor operation list

In line with West Hertfordshire Hospitals NHS Trust Access Policy you will be discharged to the care of your GP:

If you fail to attend your appointment without giving us notice

- If you repeatedly reschedule your appointments
- If you behave in an unacceptable manner"

Your views

We are particularly interested in your views regarding the service you receive in the department. If you have any comments, compliments or complaints concerning your treatment, please write to:

Integrated Dermatology Service
Dermatology Department
Watford General Hospital
Vicarage Road
Watford WD18 0HB

Tel: 01727 897837

Email: westherts.dermatologysecretaries@nhs.net

PALS

If you need this leaflet in another **language, large print, Braille or audio version**, please call **01923 217198** or email westherts.pals@nhs.net.



Language



Large Print



Braille



Audio

Concerns, complaints or suggestions

If you are unhappy with your experience or would like to give feedback, please contact our Patient Advice and Liaison Service (PALS). PALS is available to patients, relatives, carers and friends to raise concerns.

For more information, please scan the QR code or visit our [website](#).

Department	Dermatology Department
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