

Real NHS Dermatology Advice & Guidance referral image



Identifying Communication Gaps in Advice and Guidance (A&G) Pathways

EXPLORING REFERRAL AND SPECIALIST RESPONSE PRACTICES

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IDENTIFYING COMMUNICATION GAPS IN ADVISE AND GUIDE REFERRANCE PATHWAYS

AIMS: assess communication quality in A&G referrals.

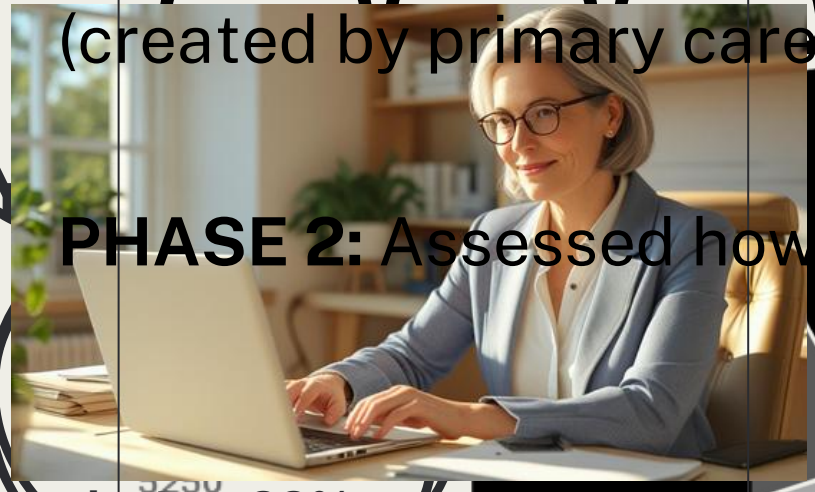
UHDB (2024, n=10,794)
Distribution of Outpatient dermatology Referrals

PRIMARY CARE n=5506 (51%)

PHASE 1: Retrospective audit of A&G referrals (Jan-Mar 2024) against tele-dermatology standards

(created by primary care commissioning and British association of dermatologists)¹, (standard: 100%)

PHASE 2: Assessed how referral quality influenced specialist responses and care pathways.



Advice based on incomplete or provisional information

Shift of workload and responsibility
70%

Loss of patient-facing collaboration



A&G is here to STAY...at least for now

Dermatology NHS Average
£20 per A&G request — aiming for 4 million requests in 2025/26, a 67% increase since 2023/5
Scan QR code to go the A&G referrals standards

RESULTS

Total Appointments: 1000



A&G Photo



Medical photography

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

Total Referral Quality Score (0-15)



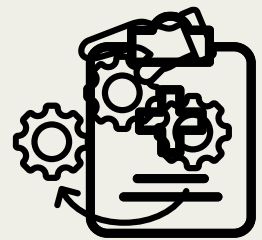
High quality images improve specialist responses
Spearman's $\rho = -0.693$, $p < 0.001$, indicating a statistically significant inverse association between referral quality and outpatient appointments.

39% of inflammatory dermatosis and 2% of lesions



KEY TAKEAWAYS

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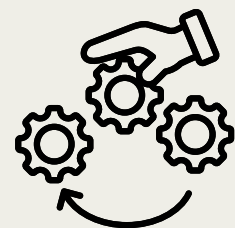


Targeted interventions needed



1
Training &
Bidirectional feedback

4
Increased Funding



Targeted interventions needed

2
Structured
templates

5
Shared
Accountability



Shared solutions sustain A&E

3
Community
photography clinic

6
Audit

System-wide changes benefiting both Primary & Secondary Care

Right Care, Right Place, Right Time



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Thank You!

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QR CODE TO ACCESS GUIDE
ON HOW TO WRITE GOOD
QUALITY A&G REFERRALS



HOW TO TAKE
HIGH QUALITY
IMAGES

Right Care, Right Place, Right Time

REFERENCES

1. Getting It Right First Time (GIRFT). (n.d.). Dermatology. Available at: https://gettingitrightfirsttime.co.uk/medical_specialties/dermatology/ (Accessed: [August 2025]).
2. NHS Digital. (2022). Hospital Outpatient Activity 2021–22. NHS Digital. Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/hospital-outpatient-activity/2021-22> (Accessed: [August 2025]).
3. NHS England. (2023). A teledermatology roadmap: implementing safe and effective teledermatology triage pathways and processes. NHS England. Published 24 October 2023; last updated 26 October 2023. Available at: <https://www.england.nhs.uk/long-read/a-teledermatology-roadmap-implementing-safe-and-effective-teledermatology-triage-pathways-and-processes/> (Accessed: [August 2025]).
4. NHS England. (n.d.). Dermatology – University Hospitals of Derby and Burton NHS Foundation Trust. My Planned Care. Available at: <https://www.myplannedcare.nhs.uk/mids/derby-and-burton/specialty/?sname=Dermatology> (Accessed: [August 2025]).
5. NHS England. (2025). Reforming elective care for patients. Published 6 January 2025. Available at: <https://www.england.nhs.uk/wp-content/uploads/2023/04/reforming-elective-care-for-patients.pdf> (Accessed: [August 2025]).