



# Adult Dermatology Participant Information Sheet

## Urgent Suspected Skin Cancer Clinic – Service Evaluation

*Service Evaluation Lead: Dr Lucy Thomas, Consultant Dermatologist*



### **Invitation and brief summary:**

We are inviting you to take part in a service evaluation. You do not have to take part if you do not want to. Please read this information which will help you decide.

### **Why are we doing this service evaluation?**

Evaluations help us to understand if a service is achieving a good standard of care and can highlight areas for improvement. In the urgent suspected skin cancer service at Chelsea & Westminster Hospital we provide a mixture of face to face clinic appointments, Teledermatology appointments (where information and photos are reviewed by a doctor remotely) and in some cases we also use artificial intelligence technology to decide whether further investigations or treatment are needed. You were referred to this service 6-12 months ago to have a skin lesion/s assessed and the information you and others provide is extremely useful for monitoring our services and helping us to improve the care we offer to patients.

### **What would taking part involve?**

If you decide to take part in the service evaluation, we'll ask you to complete an online survey accessed via the link which was sent to you by text message or email. The online survey will be administered using a secure digital platform that has been approved by the Trust. The survey will consist of between 3-9 questions (depending on your responses) and should take 1-2 minutes to complete. We will ask you questions specific to the skin lesion/s for which you were originally referred, in particular whether you have received any more recent tests or treatment and whether you have any concerns regarding the skin lesion/s now.

The survey will be sent to you twice at 6 months and 12 months after your original review date so that we can track any changes in your responses. If you don't complete the survey within 7 days then a reminder will be sent, followed by a phone call, in case you are having technical difficulties accessing the system. At the end of the questionnaire you will be asked if you are happy to be contacted by telephone to clarify any information which is missing or unclear.

Once you have completed and submitted the survey, your responses will be downloaded from the survey platform and saved to a secure area on the Trust's servers for analysis; your responses will only be available to members of the service evaluation team. Personal identifiable information, such as your name, date of birth or hospital number, will be gathered as part of the evaluation to enable us to review your clinical care records. This allows individuals from Chelsea & Westminster Hospital NHS Foundation Trust to access relevant information about your diagnosis or treatment. Only the service evaluation team will have access to information gathered from you and your records. The evaluation

report and any subsequent publications or presentations will not contain information that could be used to identify you.

### **What are the possible benefits of taking part?**

There are likely to be no direct benefits from taking part but the service evaluation will help the hospital to gain a better understanding of the service they deliver and how to make improvements to benefit patients in the future. You will however receive a link to further information about monitoring your skin, safe sun practices and how to seek help if you have any concerns in the future, at the bottom of the questionnaire.

### **What will happen if I don't want to carry on with the service evaluation? How can I withdraw my data?**

Your participation is entirely voluntary, if you do decide to take part, you are free to withdraw at any time, without giving a reason, by emailing [chelwest.tdadmin@nhs.net](mailto:chelwest.tdadmin@nhs.net) or calling 0203 315 3061. Your decision to withdraw or decline participation will not affect the quality or nature of the clinical care that you receive from the Trust. It will not be possible for you to withdraw your permission once the service evaluation is written and published.

### **How will my information be kept confidential?**

The Trust will ensure that any personal information about you that you share or that is collected about you as part of the service evaluation will be processed in accordance with the UK GDPR and the Data Protection Act (2018). The basis for processing personal information is covered under:

- UK GDPR Article Six 1(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

and

- UK GDPR Article Nine 2(j) - processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes

During the conduct of the evaluation, any personal information that you provide or that we collect will be kept confidential and will not be shared with anyone outside of the service evaluation team without your consent unless we are required to do so by law or as the result of a court order. All confidential information will be stored securely on Trust servers and will only be accessible to appropriately authorised staff. ). For more information about how the Trust processes and manages your data please click on the following link

[How we use your information — Chelsea and Westminster Hospital NHS Foundation Trust \(chelwest.nhs.uk\)](https://www.chelwest.nhs.uk)

**What will happen to the results of this service evaluation?**

We will give a report to the service and to NHS England who have sponsored the evaluation. It may be published (in print or online) for others to read, and/or presented at a conference. We will only use anonymized information in any publications or presentations.

**If you have any questions about this service evaluation, please contact:**

[chelwest.tdadmin@nhs.net](mailto:chelwest.tdadmin@nhs.net)

0203 315 3061

**If you wish to make a complaint about the conduct of this service evaluation, please contact:**

Patient Advice and Liaison Service

[chelwest.cwpals@nhs.net](mailto:chelwest.cwpals@nhs.net)

020 8321 6261

