



St John's Institute of Dermatology

Your admission to Dermatology Day Care: Nurse Led Care.

This information sheet aims to help answer some of the questions you may have about your visit to the dermatology day care services. If you have any further questions or concerns please do not hesitate to speak to a doctor or nurse caring for you.

What is Dermatology Day Care?

Dermatology Day Care (DDC) is a clinical unit within the Bermondsey Centre providing a range of topical treatments or dressings for dermatology patients who do not require a full hospital admission, but require a period of supported treatment for their skin condition. The low intensity treatment area is a nurse-led service for dermatology patients who require assistance with their treatments.

What happens in the nurse led treatment area?

Initially your skin will be assessed by a nurse specialist and a treatment plan devised with you. A course of treatment normally lasts from a couple of weeks up to 3 months and you will be asked to attend the unit between two to five times each week depending on your condition and your availability.

At each treatment appointment you will be seen by one of the nursing team who will review your progress and check you have not had any problems since your last treatment was applied. The nurse will then apply the treatments that have been prescribed. During your treatment course we hope you will also learn about your treatments and how to apply them safely and effectively at home.

You will also be provided with a treatment plan to use at home on the days you are not attending the unit for nurse assisted care.

How long will I be in the unit?

The length of your treatment visit will depend on the type of treatment you are receiving but typically range from 2-3 hours on each occasion. There will be different treatments applied in sequence and you will wait in the DDC patient lounge between treatments. The lounge is mixed sex so please let us know in advance if this is going to be difficult for you.

How long is the treatment course?

When you commence your treatment you will be advised on how frequently and for how long you will attend the unit for assisted treatment. You will be provided with an estimated discharge date and a review appointment with a clinical nurse specialist. If the treatment plan is not

working the nursing staff can request that one of the nurse specialists reviews and adjusts the plan accordingly during your admission. Please feel free to ask nursing staff any questions you may have regarding your treatment.

What happens after your treatment is complete?

Once your treatment is completed and you no longer require hospital care for your skin condition you will be discharged from DDC. A discharge letter will be sent to your referrer who will provide you with further prescription for your treatments. Arrangements will be made for you to be reviewed by your referring doctor in the appropriate dermatology outpatient clinic if this is required.

Where is the DCC based?

DDC is situated in the Bermondsey Centre, Ground Floor, Bermondsey Wing at Guys Hospital.

What are the opening times?

The centre is fully staffed between 8am and 8pm Monday to Friday, with limited occasional access between 8am and 4pm at weekends. Please arrive on time for your appointment to avoid delay to your treatment. We would appreciate it if you could give us as much notice as possible if cancelling or running late for your appointment.

What will happen when I arrive at the DDC?

When you arrive at the centre please book in with the receptionist or via the self check in Kiosk. You will then be called forward to the appropriate area of the treatment centre via the electronic call system, where your nurse will be waiting for you. When you finish your consultation or treatment, please book out at the reception desk.

What should I bring for my stay in the DDC?

On your first appointment with the nurse specialist please bring:

- A copy of your current treatment plan and preferred dressings/moisturisers (if applicable)
- A list of prescribed medicines that you take regularly
- A note of any allergies you have.

When attending for subsequent treatment please bring;

- Drinks and snacks depending on the duration of your treatment
- Reading materials, personal music players, crosswords, and so on.

Facilities

- Individual treatment bays
- Bathing and/or shower facilities and towels
- A small lockable locker for personal belongings
- Shampoo and soap substitutes for washing
- Pyjamas/gowns and dressing gowns and non-slip socks for use in the unit
- A self-service beverage bay
- Free Wi-Fi, a patient lounge with a television and other reading materials.

Smoking

We have a no smoking policy in our hospital. **It is forbidden to smoke anywhere in the hospital, including the toilets and bathrooms.** If you would like information on giving up

smoking, please speak to your nurse or call the NHS Smoking Helpline on 0800 169 0169. Alternatively, you can call the hospital stop smoking service on 020 7188 0995.

Feedback

As we constantly strive to improve our services, your opinion of your stay on DDC is very important to us. We hope that you had a pleasant experience and value any feedback. We would kindly request that you complete a short online survey on the iPad. If you or your family have any comments or suggestions, please do not hesitate to discuss them with the nurse looking after you or the nurse in charge. Additionally, you can also contact our patient advice and liaison service (PALS) or use the comments leaflet on the ward.

Contact us

If you have any questions or concerns, please contact:

DDC Nurses - t: 020 7188 2865 or 020 7188 6287

Bermondsey Reception Team (for all booking & appointment enquiries) -
t: 02071886306

Clinical nurse specialists - t: 0207188 7847 or 020 7188 7188 **bleep**: 1486

To bleep a member of staff, call the hospital switchboard on **020 7188 7188** and ask for the bleep desk. Ask them to dial the relevant bleep number and wait for a response.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) e: pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) e: complaints2@gstt.nhs.uk

Language and Accessible Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815 e: languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

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