



St John's Institute of Dermatology

Your admission to Dermatology Day Care: nurse-led care

This leaflet aims to answer some of the questions you may have about your visit to the Dermatology Day Care Service. If you have any further questions or concerns, please 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 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 for a short period of time.

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 three months, and you will be asked to attend the unit between two and 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 that you have not had any problems since your last treatment was applied. One of the nursing team 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 follow 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 visit will depend on the type of treatment you are receiving but each visit typically lasts between two and three hours. 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 start your assisted treatment you will be advised how frequently and for how long you will need to attend the unit. This can be between one week and three months. You will be provided with an estimated discharge date. If the treatment plan is not working, the nursing staff can request that one of the nurse specialists reviews and adjusts your plan. If the topical treatments still do not adequately control your skin condition, you will be reviewed by your doctor in clinic to consider other treatment options. 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 the doctor who referred you, and a copy will be sent to your GP who will be able to provide further prescriptions for you to use at home to manage your condition.

Where is the DCC based?

DDC is situated in the Bermondsey Centre, Ground Floor, Bermondsey Wing at Guy's Hospital.

What are the opening times for treatment?

Treatment appointments are available Monday to Friday, 8.30am-6pm. 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 you are running late or plan to cancel your appointment.

How do I make my appointments?

All appointments should be arranged in advance. Please do not arrive without a booked appointment as we will not be able to treat you. Prior to starting treatment, you will be assessed and a treatment plan devised by one of our nurse specialists. After this assessment, you can book your treatment appointments in person with our receptionist based in DDC, or by phone (see Contact us box on page 4). We allow appointments to be booked up to one week in advance.

Please arrive on time for your appointment. If you are more than 20 minutes late we reserve the right to decline treatment that day.

If you arrive early for your treatment you will be asked to wait until your nurse is available. Please note that if you do not attend two or more appointments without notifying us, you will be discharged from the treatment centre. This is so that we can continue to offer appointments to other patients waiting to start treatment.

What will happen when I arrive at the DDC?

When you arrive at the centre, please book in with the main receptionist or via the self check-in kiosk. You will then be called to the appropriate area of the treatment centre via the electronic call system, where your nurse will be waiting for you. Please remain in the reception area until your name appears on the screen. When you finish your consultation or treatment, please book out at the reception desk.

What should I bring when I attend my appointment in the DDC?

For 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 the prescribed medicines that you take regularly
- a note of any allergies you have
- if possible, a padlock with key to secure your locker.

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

Facilities at the treatment centre include:

- 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 WiFi, a patient lounge with a television and reading materials.

Treatment at home

All patients are asked to apply topical treatments at home on the days they are not attending the treatment centre. This is to ensure that we are providing the most effective treatment. Please see your GP to arrange the necessary prescriptions for your home treatment plan. We are unable to provide repeat prescriptions for routine topical treatments, so please ensure you plan ahead and see your GP for repeat items. If you are encountering any difficulties with either prescriptions or applying treatments, please speak to a member of staff.

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 to give up smoking, please speak to your nurse or call the Trust stop smoking service on **020 7188 0995**, or call the NHS Smoking Helpline on **0300 123 1044**.

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 we 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 contact our patient advice and liaison service (PALS) or use the comments leaflet on the ward.

Contact us

DDC nurses or DDC receptionist, t: 020 7188 2685 or 020 7188 6287 (for booking and appointment enquires)

Bermondsey reception team, t: 020 7188 6306 (alternative number for booking and appointment enquiries)

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

To bleep a member of staff, call the hospital switchboard, **t: 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 **w: 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, Monday to Friday, 9am to 5pm

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 website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

w: www.nhs.uk

Was this leaflet useful?

We want to make sure the information you receive is helpful to you. If you have any comments about this leaflet, we would be happy to hear from you, fill in our simple online form, **w: www.guysandstthomas.nhs.uk/leaflets**, or **e: patientinformationteam@gstt.nhs.uk**

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