

# Patient experience of Skin Analytics pathways

Building the world's most advanced skin cancer pathways not only requires safe, sustainable and evidence-backed technology but an approach that prioritises patient needs and experience through design, deployment and post-market surveillance.

This document illustrates some of the impact our partners have seen since implementing a Skin Analytics pathway - focusing on speed of access to diagnosis, reduction in appointments and wait times, patient sentiment of AI and how we endeavour to keep patients updated and involved in their healthcare journey.

FDS target met every quarter since 2022-23 Q2 at UHB



FDS target met every month in 2023 at ASPH



FDS target met every month in 2023 at ChelWest



83% of ChelWest patients would recommend the service to family or friends



14 to 3 day reduction in average wait time for first appointment from referral at ChelWest



62% of ChelWest patients would rather have their skin assessed by a computer than wait weeks to see a dermatologist in-person

“If you could describe a perfect NHS appointment end to end, then it would have been this appointment. Seen in a day and reassured a few days later. Thank you.”

CWFT patient

HSJ Award application with Chelsea & Westminster 2023  
Front. Med. 10:1259595.



65% of UHL patients agreed that **DERM saved time vs face-to-face clinics**



70% of UHL patients **did not feel that something was missing** due to not seeing a doctor face-to-face



The Skin Analytics pathway at UHL led to a **reduction in number of outpatient appointments needed** for USC referrals

## Patient-centric pathways

Our Transformation Team work closely with each NHS partner to:



deliver in-depth training on the Skin Analytics service (platform, hardware, image capture)



provide gold standard patient information leaflets to educate, inform and reassure patients during the AI-enabled skin cancer pathway

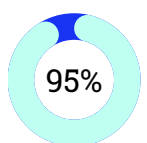


facilitate patient surveys to collect feedback about the service experience and act upon suggested areas for improvement where appropriate



Edge Health Report 2023 on

University Hospitals of Leicester NHS Trust



95% of patients at WSFT **consent to DERM making autonomous discharge decisions on their care**



## Our work with MelaNoMore

Let's talk

We never want to lose sight of the individual stories from patients and their loved ones.

Since 2021, we have built a relationship with MelaNoMore. Members of the patient support group have shared their first hand experiences with the Skin Analytics team and supported us to co-create patient facing materials (e.g. surveys and patient information leaflets) which are accessible to the intended audience.

## Patient feedback

With nearly 4 years of comprehensive real-world evidence, we have pioneered a market leading approach to performance monitoring and continual improvement for AI. Whilst providing the best technology is a key component to patient experience, we know that a holistic approach is required when considering the wider patient pathway. Skin Analytics has in-house experts and clinicians dedicated to pathway design, deployment and training of all stakeholders involved.

As well as facilitating patient surveys at each NHS site, we have been independently evaluated since 2018 by teams from Health Enterprise East, the York Health Economics Consortium, Imperial Trust and the Exeter Test Group. These evaluations ensure that our services are truly sustainable for the NHS and look at the patient experience of Skin Analytics pathways.

Below is just some of the feedback we've received from patient surveys and independent evaluations.



The service was excellent in all respects - thank you! The NHS is fantastic.

CWFT patient

I am very, very impressed.

UHBW patient

Easy. In and out. Did the job. I haven't got it anymore. Perfection.

CWFT patient

So you hear these things about long wait times and all these sorts of things and that really wasn't my experience at all.

ASPH patient

Really good. Really excellent, seen on time. Can't fault it. Everything good.

CWFT patient

I've run into the NHS for numerous different problems... and nothing happens at any speed these days. And your service or the services of the dermatology were unusual in that respect.

UHB patient

I mean it was so quick from making the initial phone call to the GP to having an appointment ...probably less than a few days in terms of the actual appointment schedule, and it was probably 3 or 4 days after that that I actually went to the appointment.

UHB patient

Difficult to fault - quick follow up to GP appointment, appointment at hospital on time, copy of letter to GP prescribing medication, quick.

CWFT patient

I was surprised that, that type of technology existed and I think it's moving forward. It's brilliant because of course it's got to save man hours and it's got to save the National Health Service some money. Yeah, I can only see the positives.

ASPH patient

[...] I thought it was just very sort of quick, easy. I felt safe and everything about it was fine.

UHBW patient

