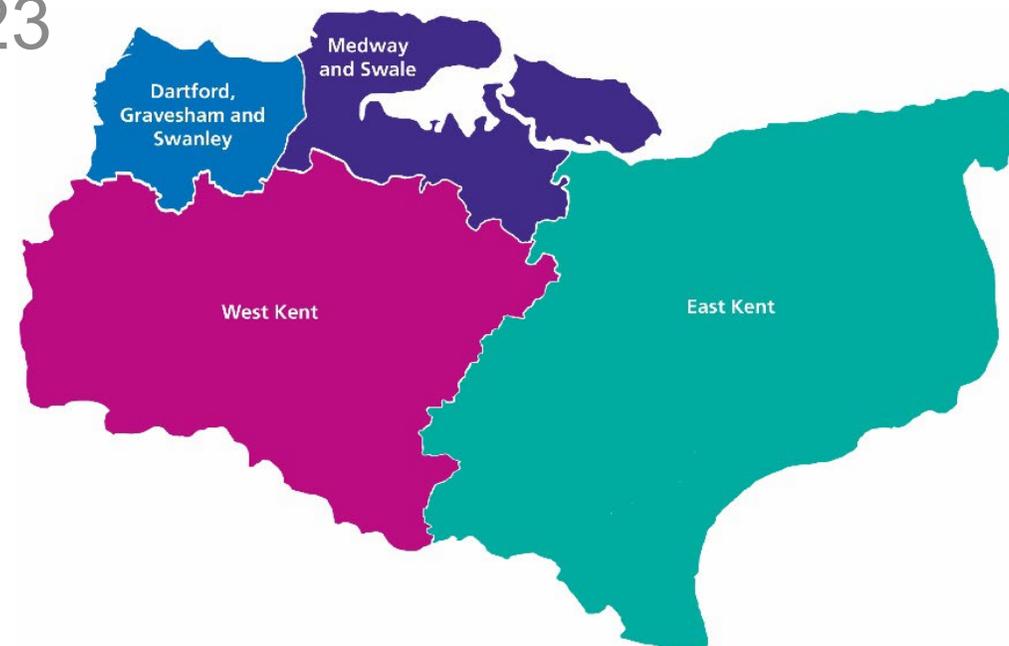


Sussex Community Dermatology Service

Activity and Waiting List Summary for
North Kent (inc. Medway) 2022/2023

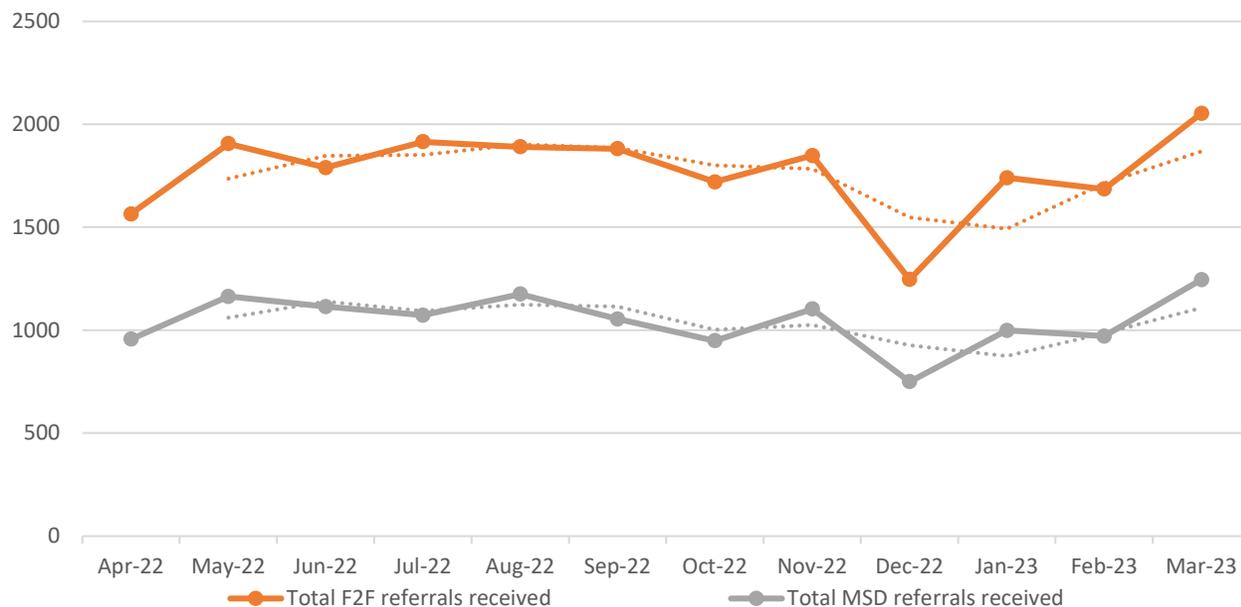


Contents:

1. Referrals
2. RTT
3. Appointments and Procedures
4. Patient experience

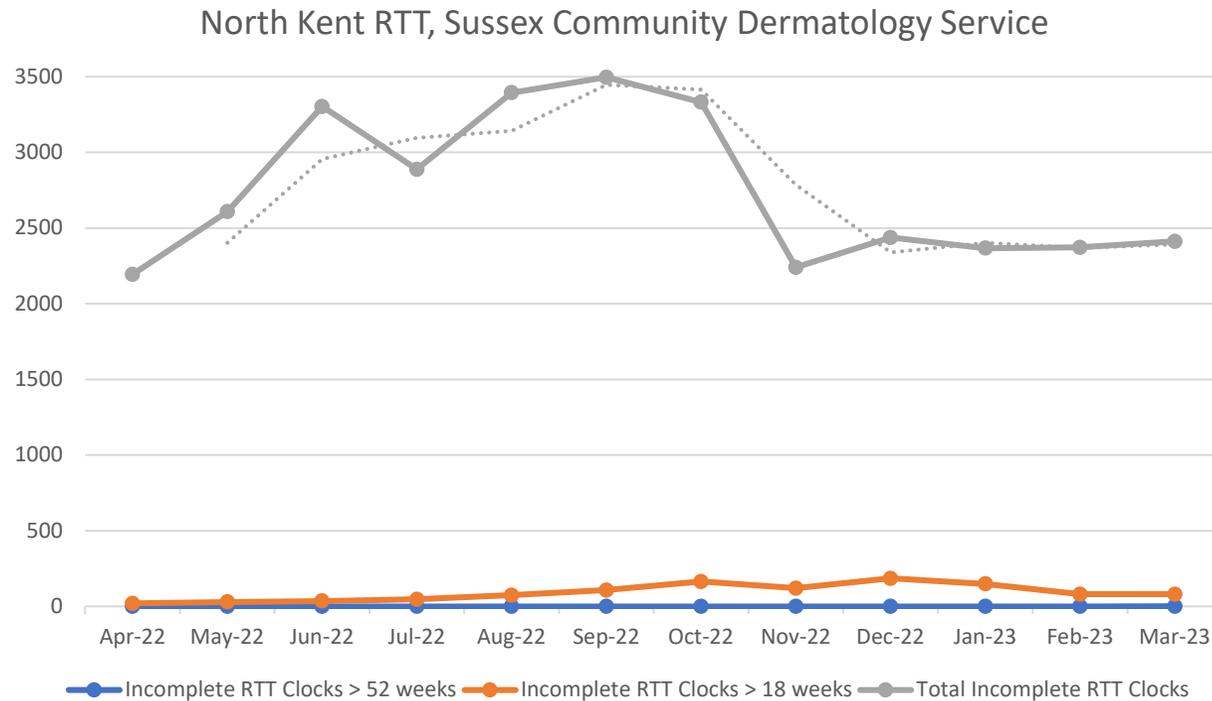


North Kent Referrals to Sussex Community Dermatology Service



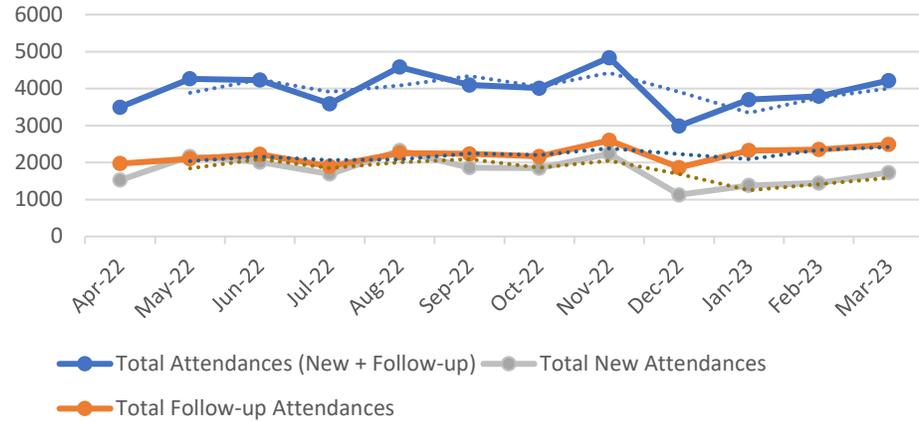
- Total F2F referrals – total requests/referrals for a face to face consultation
- Total MSD referrals – total My Skin Doctor app referrals.

KPI	Total March 2023	Notes
New Patient Appointments	1727	Increase of 283 from Feb 2023
Follow-up Patient Appointments	2490	Increase of 139 from Feb 2023
New : Follow-up Ratio	0.69	Increase of 0.08 from Feb 2023
Surgical Procedures	910	Increase of 78 from Feb 2023
DNA Rate	6.3%	Increase of 0.3% from Feb 2023
Cancellation Rate	11.9%	Decrease of 4.3% from Feb 2023

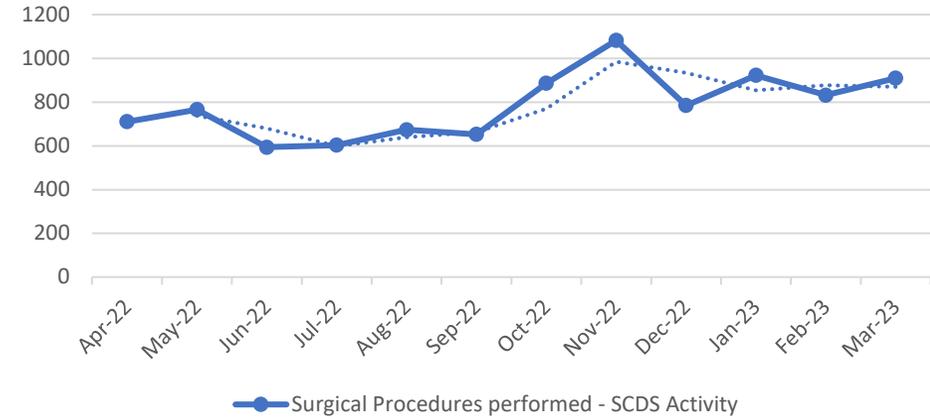


- Total incomplete RTT clocks – total patient waiting list
- Incomplete RTT clocks >52 weeks – total number of patients waiting greater than 52 weeks.
- Incomplete RTT clocks >18 weeks – total number of patients waiting greater than 18 weeks (March =80 patients)
- This standard is expressed and measured as a percentage. The NHS-E standard is >92% of patients treated within 18 weeks for referral to treatment (RTT). March 96.7% patients treated within 18 weeks. (NHS-E average across all specialities =60%)
- Two week waits (Cancer RTT standard) 1% (<7%)

North Kent Attendances, Sussex Community Dermatology Service



North Kent Surgical Procedures performed, Sussex Community Dermatology Service



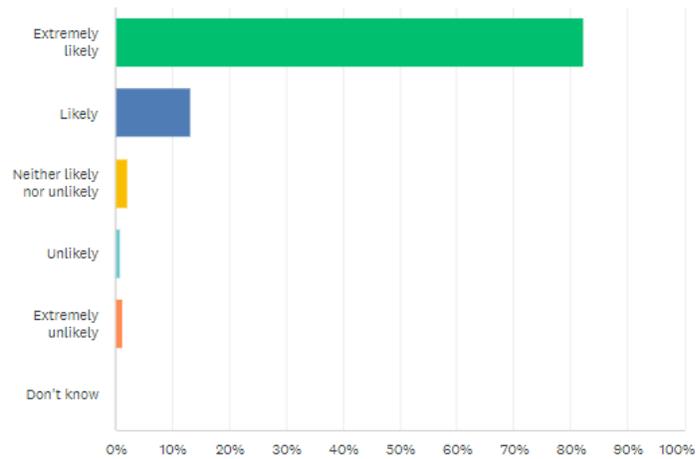
Service User Friends & Families Experience

Q1



We would like you to think about your recent experiences of our service/team. How likely are you to recommend our service to friends and family if they needed similar care and treatment?

Answered: 852 Skipped: 2



ANSWER CHOICES	RESPONSES	
Extremely likely	82.39%	702
Likely	13.15%	112
Neither likely nor unlikely	2.23%	19
Unlikely	0.94%	8
Extremely unlikely	1.29%	11
Don't know	0.00%	0
TOTAL		852