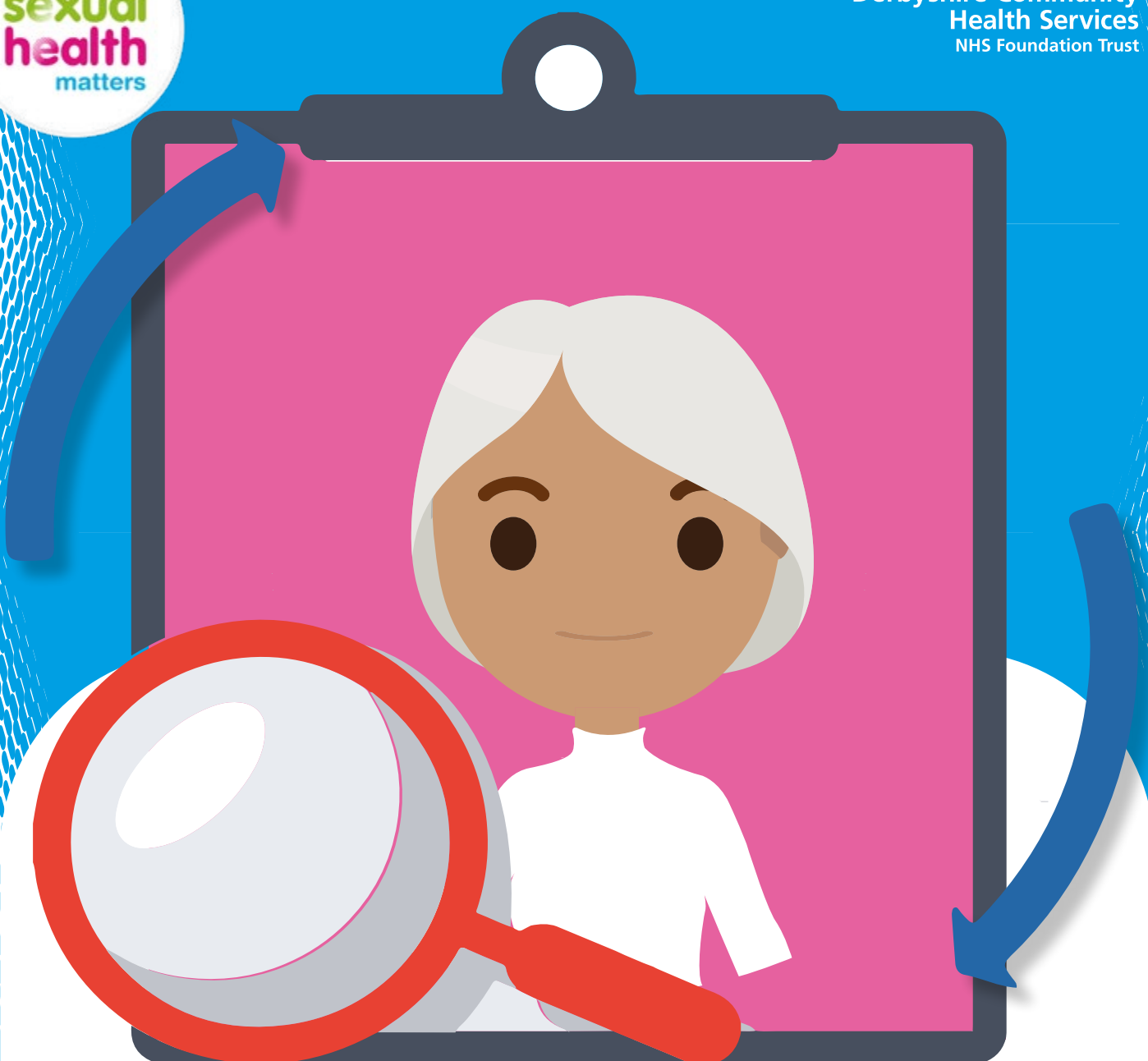




Derbyshire Community  
Health Services  
NHS Foundation Trust



# Photo diagnosis Patient information leaflet

Did you know you can order free and confidential STI & HIV testing kits online via [www.yoursexualhealthmatters.org.uk](http://www.yoursexualhealthmatters.org.uk)?



Information & Booking Line: **0800 328 3383**

This service is funded by Derbyshire County Council and delivered by Derbyshire Community Health Services NHS Foundation Trust.





If you wish to use this service and contact us from your personal email system e.g. gmail, hotmail etc., the transmission cannot be **100%** guaranteed secure or error free. Information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. Derbyshire Community Health Services NHS Foundation Trust (DCHS) and their employees do not accept liability for any errors or omissions within the detail of any email which may occur as a result of email transmission.



Before you use the service we will ask you to confirm if you are happy to proceed and after you have considered all the risks you are under no obligation to use this service it is entirely your choice.



The photo diagnosis service is available for individuals aged 18 years and older and who are considered by a clinician to meet the required entry criteria.

A member of staff from the Information and Booking Line will ask you for some personal information and contact details to register you on the patient record system. We will ask you to confirm your details and consent to continue with photo diagnosis.



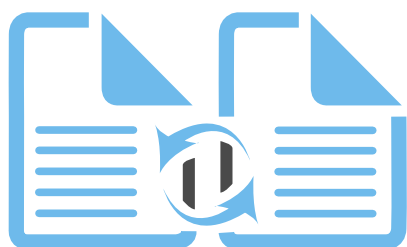
**Note:** you are under no obligation to use this service; it is entirely your choice to continue.



We will register your details on the patient record system and issue you with a unique number - your personal patient identifier. This will be confirmed before undertaking any future communications with you. Your details will also be added to a 'call-back' list accessible only to relevant sexual health staff.



A registered clinician will telephone you and they will ask lots of questions to enable them to make a decision about your care. If the clinician believes that proceeding with photo diagnosis is necessary and you have given verbal consent to continue, you will be given details of an email address so you can send a test email.



This test email should be headed (in the subject line) with your patient identifier, the 'body' of the email should tell us that you consent to undertaking a consultation for photo diagnosis. This email will provide us with the assurance that you are the person we have been talking with and that you have received the correct email address.



Once you have received this leaflet and instructions, you can then send in the image(s) as instructed via the secure email with encryption.



A clinician will contact you as agreed once the image(s) have been received.



**Note:** Please could you email your image(s) back to us as promptly as possible following your telephone consultation. This will help our staff to support you in the best way possible and for the registered clinician to offer a timely diagnosis.



**If we do not receive your images, a clinician will telephone you to ask if you still want to continue with photo diagnosis.**



## Instructions on how to receive and send a secure email:



When the Patient Information Leaflet is sent to you, it will arrive in your inbox as an Egress secure platform notification.

Open the secure email as advised and follow the instructions for a new user (if you have never received an encrypted NHS email before), providing details and undertaking security actions.

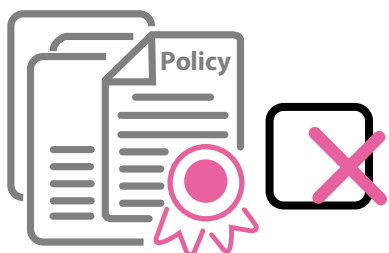
This process will result in the development of a registration activation code. Once you have received the activation code, sent via your Egress account, you will be able to open the email. You can also send secure emails through the same platform to a designated NHS email address which is protected.



If you have any queries at any time please contact the Information and Booking Line on **0800 328 3383**.



Photo diagnosis along with safeguarding your privacy and dignity is most important to our service and Derbyshire Community Health Services NHS Foundation Trust and in acknowledgement of this, please be assured that photographic images are stored and used only in accordance with DCHS's policies and procedures. Before proceeding you need to be fully aware of the purpose of any image(s) sent into Integrated Sexual Health Services, if you have any questions or queries do let us know in advance of sending any image(s).

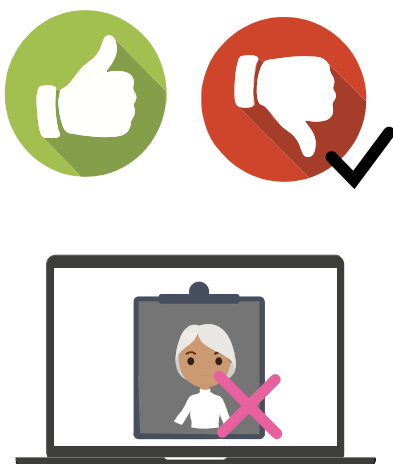




Please forward a recent image(s), which should not be altered in anyway (any distinguishing marks or unique identifiers, i.e., tattoos, should be covered unless they support the purpose of diagnosis). Images should only be of the affected area, not of the rest of the body i.e., where possible, not to show the whole anatomical site.

All images sent via email/phone/hand held device need to be clear and if possible at least 5 mega pixels with macro facility. Please place a card with your personal identifier in the picture and use a form of scaling e.g., a recognisable coin against the site(s) in question.

It is important that you are aware of the risk of transmission of the image(s) from your device. Your personal email may be insecure and if any media is lost at this point it is possible, it can be transmitted to other media. By sending a photo, via your email you are consenting in this instance to accepting the risk and to proceed with Photo diagnosis.



Please note that you can withdraw consent at any stage and any subsequent withdrawal of consent will be documented in your patient record with a note advising that any image(s) should not be used from that date. An alert will be added to your patient record advising that you have withdrawn consent. However, all images will be retained in your record and will remain the property of the Trust.

## Disabling your device backup facility:



Before you take the image(s), if you don't want to save them on your device, be sure to disable the device backup facility. You can then enable your backup once the image has been deleted from your device.

Most backup facilities can be accessed via the 'settings' on your mobile device. Please use your device user guide or an online search for your particular device, if you are unsure how to do this on your mobile device.

Please see below some examples of how to turn off automatic backup via Google Photos (Android) and iCloud (Apple):

### **Switch off Backup and Sync in Google Photos:**

If you are using the Google photos app (a windmill shape with red, blue, green and yellow four different colours) on your mobile phone or tablet, you can stop Google photos auto backup see below.

- Open Google photos app on your mobile device. If you are not signed in, just sign in your Google account
- Tap the top left menu icon (the three horizontal lines)
- Click "Settings – Back up & sync"
- At the top, switch the button 'off'.

### **Disable iCloud Backups:**

1. From the home screen, tap "settings"
2. Tap the Apple profile at the top of the setting menu
3. Tap "iCloud". If prompted, enter the Apple ID and password then tap "Sign In"
4. Tap "iCloud Backup"
5. Tap the iCloud Backup switch to turn "on" or "off"
6. If prompted, tap "ok"
7. Consider turning back on when actions are complete.

**Remember:** your email will have saved a copy of the image(s) so once you have sent the email to our service make sure you delete it from all your device folders.

As soon as the images are received by us, they will be immediately saved to your patient record. These images will then be deleted from our email account, computer file and any back up files, such as the recycle bin.

All images including the receipt, storage and retrieval will aim to respect your dignity, ethnicity and religious beliefs and will only be used for the review, diagnosis and treatment of your condition and management plan as discussed with you.

**Note:** it may not always be possible to make a decision for care from an image, if this is the case, you will be advised of the outcome and alternative options will be given by the clinician.



Your feedback is important to us. Please let us know what your thoughts are of this service. This will enable us to continue to improve. Click [here](#) to complete our online feedback form.

For further information about Integrated Sexual Health Services please contact us or visit our website:

T: **0800 328 3383**

W: **[www.yoursexualhealthmatters.org.uk](http://www.yoursexualhealthmatters.org.uk)**

Thank you for using photo diagnosis for the management of your symptoms.