

BULLETIN



GP Activity

Monitoring & Feedback

A big thank you to all Practices for their continued effort in submitting monitoring and feedback forms

Your input is incredibly important to our team, especially at a time when activity data is unavailable.

We asked if your Practice has experienced any issues with the Dermatology Photo Triage pathway?



Whilst 93% of Practices reported no issues with the pathway, 7% have raised the following concerns:

- Connectivity (Wi-Fi/HSC network)
- Device & APP reliability
- Outcome letters & communication
- Pathway impact & workflow burden
- Folders missing after Emis Migration
- Problems transferring images with USB Cable

For IT Issues (iPod/Software/Wi-Fi/HSC Network):

Please report via BSO IT vFire Support Portal. Mark requests clearly as Dermatology Photo Triage to avoid delays.

For Issues with DL4 Dermatoscopes:

Contact Schuco at this link - [Schuco Repairs & Servicing for Medical Devices](#)

For General Pathway Referral or Training Queries:

Contact phototriageni@hscni.net



PATIENT FEEDBACK



Over the past eight months, we have received a total of 54 patient feedback submissions, this is lower than expected at this stage of the year.

We kindly ask for your support in encouraging patients to submit feedback by:

Scanning the QR code on our poster
or

Completing a paper copy and returning it via the freepost envelope provided.

Please check that you are using the new versions of the feedback forms and QR codes and dispose of all older previous versions. We will recirculate current versions again.

Collecting feedback is essential for monitoring the impact of this service and ensuring governance compliance is in line with protocol and transformation objectives.

We really do appreciate your assistance in this process.

We asked patients would they be happy to use this service again?



97% of patients confirmed they would

25/26 Patient Feedback

To date there is high satisfaction overall with 100% of patient experiences being rated as very good or good

Multiple remarks expressed gratitude and described the service as “amazing,” “fantastic,” and “couldn’t have been better.”

Clear and understandable information

Many patients said the information was easy to follow, explained well, and delivered in clear language.

Opportunity to ask questions

Several comments highlighted that patients had time to ask questions and felt everything was answered

Professional and reassuring approach

Patients felt at ease, relaxed, and appreciated the friendly, informative manner of staff

Prompt and efficient service

Comments noted swift follow-up and that the process was speeded up in some cases.

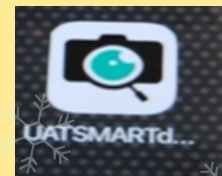
Rejected Referrals – Important Reminder

We have recently noticed an increase in Photo Triage referrals being rejected by Dermatology Consultants due to:

- No images attached
- Missing one or more images
- Images captured on a non-approved device (no watermark/patient identifier)
- Incorrect patient images attached
- Blurry/unclear images

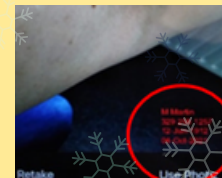
To avoid delays and ensure your patient's referral is processed promptly, please follow these guidelines:

Only use the iPod provided with the Smartderm App to capture patient images.



Always attach four images to each referral: (Standard, Macro, Dermatoscope and Medical Stick Man).

Ensure that the watermark/patient identifier is present on the corner of each image.



Only send clear images. If you are unhappy with the image, please take it again. Use good lighting, sticky rulers, neutral background etc.



Before attaching images to your referral always check that they are the correct ones. Images are saved under date, time, and patient's H&C number. If multiple patients' images are taken on the same day, please be extra vigilant in your selection.



To mitigate against error open the images and double check watermark is a match for your referral.

Following these steps will help prevent rejected referrals and ensure timely triage for your patients.

Northern Trust Dermatology Department Update to Photo Triage Referral Process

For Red Flag or Urgent BCC Photo Triage referrals:

Patients added to the outpatient clinic waiting list will now receive a text message from the Northern Trust Booking Office.

Letters will no longer be issued for this outcome.

For patients who are discharged, redirected, or booked for minor operations:

They will continue to receive an outcome letter, which will also be copied to their GP.

This change will be reflected in Photo Triage NILES and other support documents soon.

This will ensure consistency and avoid confusion in communication across practices.

HSC Northern Health and Social Care Trust

ATTENTION

Important Update to Photo Triage Referral Process

We'd like to share an important update regarding the Photo Triage process within the Northern Trust area.

In alignment with standard Northern Trust triage processes, going forward, patients who are booked to the outpatient clinic waiting list following triage of Red Flag or Urgent BCC Photo triage referrals will receive notification via text message from the Northern Trust Booking Office. Letters will no longer be issued for this outcome.

Patients who are discharged, redirected, or booked for minor operations following Photo triage will continue to receive an outcome letter, which will also be copied to their GP.

This update will be reflected in the Photo Triage NILES and other relevant support documents in due course.

We hope this helps avoid any confusion and ensures consistency in communication across practices. If you have any questions or concerns, please don't hesitate to get in touch with the team at Phototriage@nhs.uk.

Please note this information is applicable to all Practices who refer to Northern Trust Dermatology Departments only.

EMIS MIGRATION UPDATE - PHASE 2 COMPLETION:

As BSO continues to complete phase two of this project, a further 37 practices have been successfully migrated from Vision to EMIS VDI.

An additional two migrations are scheduled before the end of December 2025, after which there will be a short pause.

All remaining migrations will take place from 20th January 2026 onwards.

The BSO IT Support Team has worked diligently to deliver these migrations without causing any significant disruption to GP practice schedules.

Thank you to everyone involved in this major project.



Issue 15 Winter, December 2025

Yarra Software - 12 Facts

In this issue, we shine the spotlight on Yarra Software, the innovative team behind the Photo Triage SmartDerm App.

- Yarra Software is a home grown company based in Belfast.
- The Director is Mr Michael Martin.
- The company have been operational for over 25 years.
- They deliver high-quality software solutions and support services.
- Yarra are the creators of the Photo Triage Smartderm App.
- Their clients include the NHS, Translink, and iPower.
- Other health care solutions they can be accredited for are E-CAT, epics® and ICIS.
- Photo Triage images are automatically deleted from the 1_Photoderm folder by Yarra after 4 days (96 hours).
- These images are stored for 30 days on the Yarra iCloud/server.
- If you need to retrieve images from Yarra, please raise a vFire or email PhototriageNI@hscni.net. Include patients H&C number and date images were taken.
- Yarra will restore the images back into the 1_Photoderm folder and the practice will be notified.
- Remember Yarra will automatically delete again after 4 days so act quickly.

A heartfelt thank you to Michael, Ryan, Jamie, Gary, and the entire Yarra Software team for their consistently outstanding, gold-standard support. Your dedication and excellence make all the difference.

SAVING PHOTO TRIAGE IMAGES

If you wish to save images for future reference, set up your own folder to save these images before they are removed from the 1_Photoderm folder on the shared drive.

*Top
Tip*



We wish you a
Merry
Christmas

From the Primary Care Elective
Programmes Team



Any questions or comments, get in touch:
phototriageni@hscni.net