

# Introduction of a specialist nurse led telephone follow up clinic at six weeks for patients diagnosed with Lichen Sclerosis in the secondary care setting

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## Introduction

Lichen Sclerosus (LS) is a common presentation to general gynaecology, dermatology and specialist vulva clinics.

People with LS should be managed by healthcare professionals experienced in treating LS.

A standardised follow up enables the early identification of patients not responding to treatment; either due to non-compliance or misdiagnosis.

Follow-up helps promote treatment compliance and education regarding long term treatment strategies and surveillance in people with a good initial response.

## Why do many patients symptoms recur after an initial good resolution?

Absence of structured follow up

Deficiency of ongoing education

Busy outpatient clinics

Co-morbidities and age

Costs of travel, parking, remote

## How can we improve access to our services and follow up?

Introduction of telephone follow up six weeks after initial consultation

Telephone appointment is with our specialist nurse

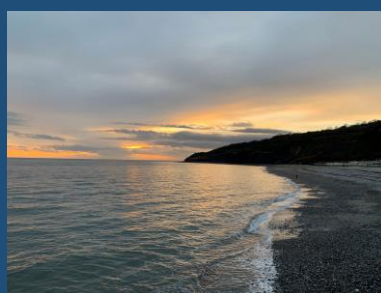
Proforma

If patients have a good reduction in symptoms they are seen in a face to face clinic at 6 months.

If they have no improvement in symptoms they are seen in the next available slot in a specialist vulval clinic.

If minor adjustments are made over the telephone they are seen in face to face clinic within 3-6 months.

## Telephone Clinic Proforma



Royal Devon and Exeter NHS Foundation Trust

Vulval Clinic

Follow up Patient AFFIX PATIENT LABEL

Telephone Follow up  
6 weeks since original visit or other.....

Date: Consultant:

Clinician Current Treatment

Vulval Symptoms

Complaint with treatment Yes / No  
Symptoms Responsive Yes / No

Plan

See - Next available  
Change treatment and see in 3 months  
See in 3-6 months

## Results

The pandemic prompted a rapid adaption of services to telephone and virtual which enabled our service to evolve rapidly. We have received very positive early feedback and are now awaiting the formal results of a satisfaction survey.

## Conclusion

Telephone follow up aims to reduce demand on outpatient clinics whilst maintaining safe patient care. Follow up at 6 weeks promotes compliance and allows earlier identification and intervention in people with poor response to treatment.