

HCP new patient consultation guide

With limited time it can be hard to cover everything you want to with your patients. This guide can help you structure your consultation, assess your patient and work with them on a skin care treatment plan, to help them manage their dry and itchy skin condition.

Topic	Time	Topics you might like to cover		More to consider
		Need to know – if you have 10 minutes	Good to know – if you have longer	
Introduction	1 min	Start the consultation using open-ended questions, to find out as much as you can about your patient.	Ask your patient about the history of their condition and how they've been managing it. What do they think their triggers are? What is their skincare routine and what products do they use?	Start off by building the patient relationship and consider ways to set your patient at ease. Ask your patient why they're concerned about their skin and what's bothering them.
Assessment: diagnosis examination current treatment	2.5 mins	<p>Examine and feel your patients skin.</p> <p>Check to see if your patient has a diagnosed skin condition.</p> <p>If yes, how long have they had their skin condition and what do they currently use to treat their skin?</p> <p>If no, when did they first notice problems with their skin?</p> <p>Ask what makes their skin better or worse.</p> <p>Ask which areas of their body are affected and which of these are causing them the most concern.</p> <p>Explain your diagnosis and more about your patient's skin condition.</p> <p>Find out what they're currently using to treat their skin – include questions about emollients (how they use them for washing and moisturising), and topical treatments (e.g. steroid creams).</p>	Ask them to describe how their skin is feeling today, on a scale of 1–10.	
Quality of life assessment	1.5 mins	Remember to assess quality of life as part of a holistic consultation.	Be prepared to ask more in-depth open-ended questions about how your patient's skin condition affects them every day – at home, at work, in relationships and with hobbies.	<p>Consider using a quality of life assessment tool – for example Dermatology Life Quality Index Questionnaire (DLQI).</p> <p>Ensure your patient's skin condition is not trivialised – remember the impact of their skin condition does not necessarily match its severity.</p>

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		Need to know – if you have 10 minutes	Nice to know – if you have longer	
Explanation Prescription Skincare plan	3 mins	<p>Explain how the patient can manage their dry and itchy skin and discuss treatment options.</p> <p>If necessary, suggest or prescribe emollients and, if applicable, a topical treatment for flare-ups.</p> <p>Emollients Explain and demonstrate how to apply emollients, how much to use, how often and for how long.</p> <p>Topical treatments If prescribing a topical treatment, explain where to apply, how much, how often, for how long and what to expect from treatment.</p> <p>Ask the patient if they have specific questions or concerns about the treatment you're prescribing (e.g. regarding steroids).</p>	<p>Talk about the structure of healthy skin and what causes their skin condition to become dry and itchy.</p> <p>Explain how healthy skin forms a protective barrier between the body and the environment.</p> <p>Emphasise the importance of keeping moisture in and irritants out of their skin, to maintain its natural barrier.</p> <p>Discuss the role of emollients and complete emollient therapy.</p> <p>Discuss what products could be recommended, and how patients can make them part of their daily routine.</p>	Consider giving your patient the treatment planner from hcp.e45.co.uk which supports all they've learnt and motivates them to actively manage and adhere to their treatment post consultation.
Adherence	1 min	<p>Discuss treatment expectations and the option of how patients could build emollients into their daily routine for positive results.</p> <p>Explain that management with daily complete emollient therapy, combined with topical treatments for short courses may be one option.</p> <p>Explain that different people respond to treatment in different ways. So if their condition does not respond, they should return to discuss it with an HCP.</p>	<p>If you have time you can print off the treatment planner from hcp.e45.co.uk and invite the patient to complete it at home.</p> <p>It supports patients to monitor their symptoms and treatment more closely, so when they come for their next check-up you can get a clear picture of what's working and what's not.</p>	
Wrap up	1 min	<p>Make sure your patient understands the information given to them during the consultation, and how to follow their skincare plan.</p> <p>Set a timeframe for a follow up appointment if necessary, depending on each individual case.</p>	Consider recapping the consultation: 'I'd like to make sure you're clear on your skin treatment plan. Would you like to repeat it back to me, so we both understand how you're going to manage your skin?'	

Visit hcp.e45.co.uk

For more information on available treatments and how to apply them.

To download the E45 treatment planner which can help encourage patients to maintain a regular skincare routine.

HCP follow-up consultation guide

With limited time it can be hard to cover everything you want to with your patients. This guide can help you structure your consultation, assess your patient and work with them on a skin care treatment plan, to help them manage their dry and itchy skin condition.

Topic	Time	Topics you might like to cover		More to consider
		Need to know – if you have 10 minutes	Good to know – if you have longer	
Introduction	1 min	<p>Start the consultation using open-ended questions to find out how your patient has been doing, for example:</p> <p>‘How is your skin today?’</p> <p>‘How have you got on with your skincare plan?’</p>	<p>If your patient has brought their treatment planner with them, find out how they feel about it. Do they think it’s helping? Is it easy to use?</p>	<p>To start building the patient relationship, consider ways to put your patient at ease.</p> <p>They should use their own words to describe how they’ve been getting on.</p>
Assessment: examination current treatment	2 mins	<p>Ask them how they’ve got on with their skincare plan.</p> <p>Has their skin improved?</p> <p>Have they noticed anything else that makes their skin better or worse?</p> <p>Examine and feel their skin – looking for any changes.</p>	<p>Ask how their skin has been on a scale of 1–10.</p> <p>Ask which area of their body is still causing them the most concern.</p> <p>If they already have a treatment plan, you might want to go through the above questions alongside this document.</p>	
Quality of life assessment	2 mins	<p>Remember to assess quality of life as part of a holistic consultation.</p> <p>Reassess quality of life and see if there is a positive change.</p>	<p>Be prepared to ask open-ended questions about how your patient’s skin condition affects their daily life – at home, at work, in relationships and with hobbies.</p>	<p>Consider using a quality of life assessment tool – for example Dermatology Life Quality Index Questionnaire (DLQI).</p> <p>Ensure your patient’s skin condition is not trivialised – remember that impact of skin condition does not necessarily match severity.</p>
Explanation Prescription Skincare plan	2 mins	<p>After reviewing your patient’s skincare plan, if necessary, continue with, suggest or prescribe different emollients and, if applicable, topical treatments.</p>		<p>Consider giving your patient printed information they can take with them, which supports all they’ve learnt and motivates them to manage and adhere to their treatment post consultation.</p>

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Adherence	2 min	<p>If necessary, discuss continuing treatment and your patient's expectations.</p> <p>Ask if they're finding fitting their skincare routine into their daily lifestyle difficult in any way. Then suggest advice or tips that can help.</p> <p>If they don't already have a plan, you could print out the treatment planner from hcp.e45.co.uk and invite them to read and complete it at home.</p>	<p>If possible, set timeframes for when your patient could expect to see improvement.</p> <p>Work with them to improve their treatment plan, and identify any difficulties they might be having with it.</p>	Consider giving your patient printed information they can take with them, which supports all they've learnt and motivates them to manage and adhere to their own treatment post consultation.
Wrap up	1 min	<p>Check whether your patient understands their skincare plan and the information given to them.</p> <p>Set a timeframe for further follow-up appointments – if required.</p>	Consider recapping the consultation: 'I'd like to make sure you're clear on your skin treatment plan. Would you like to repeat it back to me, so we both understand how you're going to manage your skin?'	

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