

Teledermatology to reduce face-to-face appointments in general practice during the COVID-19 pandemic: a quality improvement project

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Supplementary Material - Quality Improvement Tools

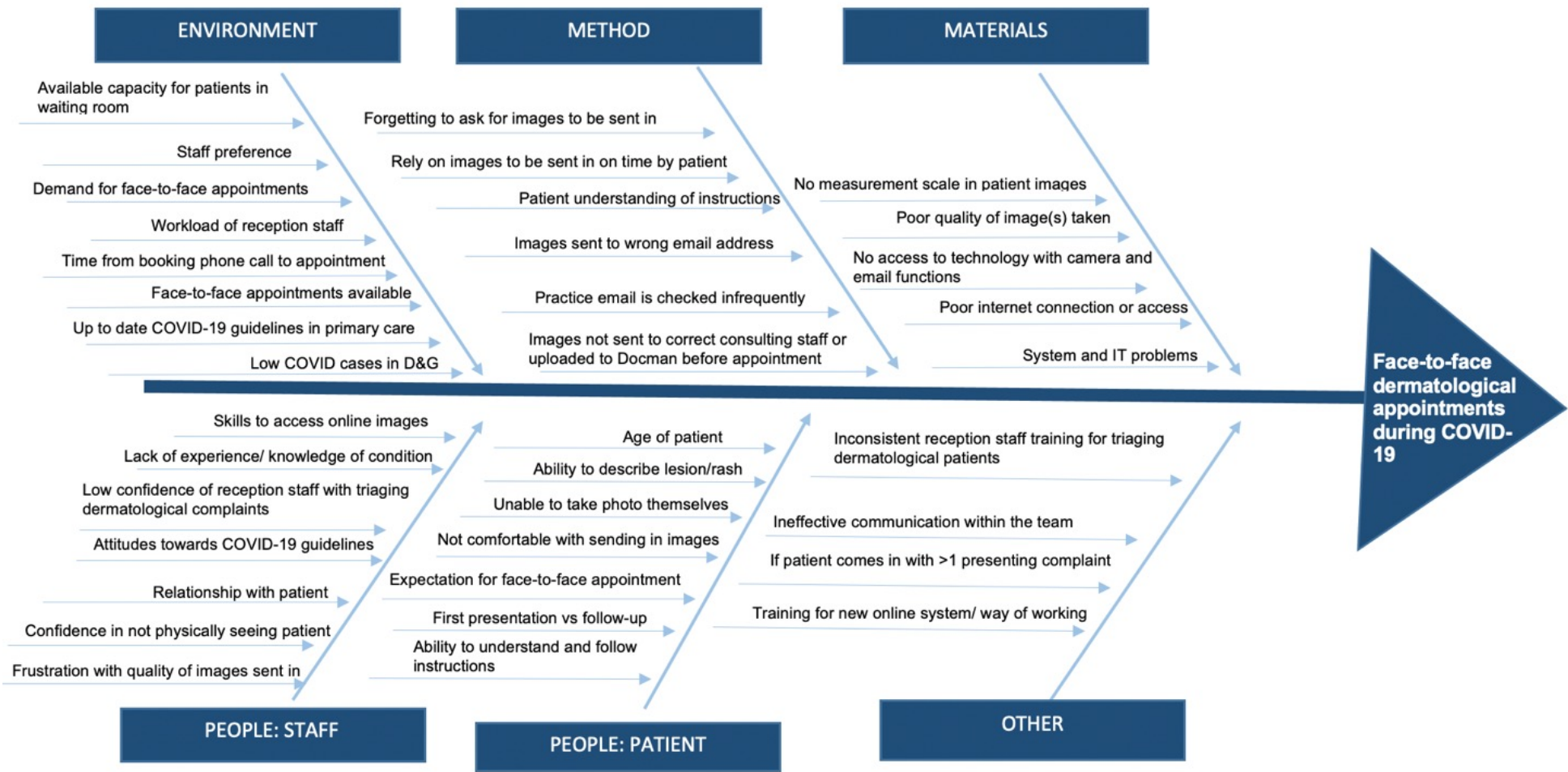
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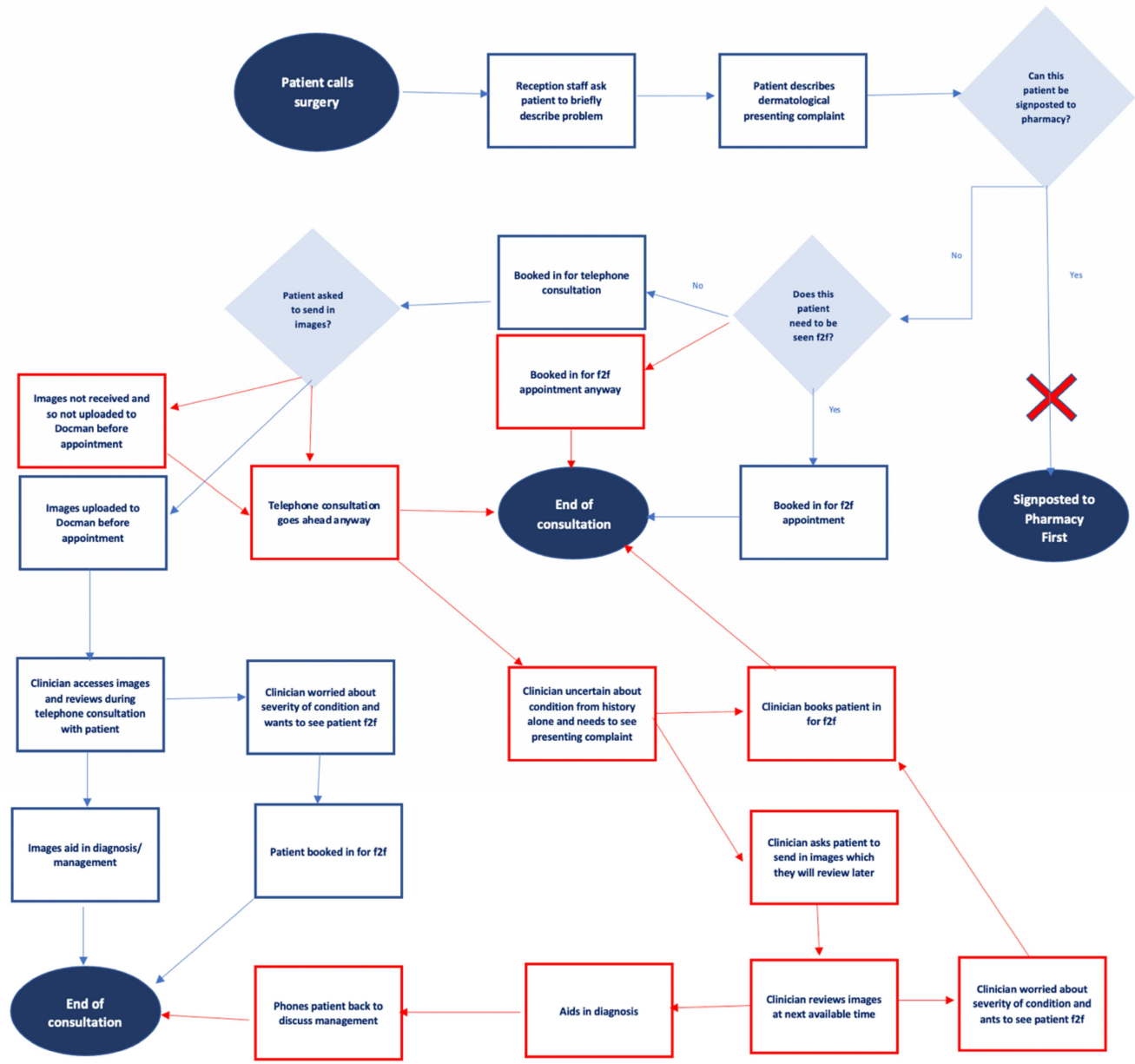
Slide 3 – Fishbone diagram of possible factors contributing to high face-to-face dermatological appointments during COVID-19

Slide 4 – Process map capturing the true system (red) of dermatological patient journey from booking phone call to end of consultation

Slide 5 – Stakeholder analysis grouping individuals interested in and/or likely to be affected by the project

Slide 6 – Drivers' diagram used as a roadmap connecting change theories with the project goal





KEY:
Oval = start or end point
Rectangle = actions
Diamond = decision point

Red arrows and rectangles = additional steps occurring in the present system and are likely contributing to the number of face-to-face dermatological appointments.
Red cross = no evidence of the process occurring

(Abbreviation: f2f = face-to-face)

