Earlier this year, we launched our Vitiligo Appeal, which included funding for specialist nurse training in skin camouflage techniques. Skin camouflage is used to hide disfiguring skin conditions such as Vitiligo, melasma, large birthmarks, burns and scarring. The benefits to the patients are enormous, both physically and emotionally.

Thanks to our generous donors, Skin Hospital nurse May Hoang was sent to London and completed the British Association of Skin Camouflage Diploma, which is accredited by The Royal College of Nursing. May is now operating a skin camouflage clinic at our Darlinghurst premises.

May explains what was involved.

"The four day course was intense and covered all the latest techniques and camouflage products. We trained and practised on live models with a full range of skin types and conditions so that we would be equipped for all situations.

The primary focus of camouflage is to cover the skin as naturally as possible, masking the problem area and improving the patient's quality of life. Colour matching is critical and we were trained how to do this, avoiding a "caked on" appearance. The latest specialist camouflage products are thinner in texture, and create a more natural appearance. This is especially good for burns."

At the Camouflage Clinic, May teaches patients how to choose and apply the best camouflage for their condition. May is also training another Skin Hospital nurse in these important techniques.

Thank you again to everyone who supported our appeal. You really made a difference.

A Grateful Patient Says Thank you

The following letter was received by Bronwyn St Clair, Director of Nursing at Darlinghurst from Mr Peter Chapman, a skin cancer patient.

Hi Bronwyn,

I just wanted to express my thanks and appreciation for your wonderful personal reception, attentiveness, understanding and chat today. This was above and beyond your call of duty. You made me feel so understood and comfortable.

Your personal approach and that of your wonderful staff, has left me so impressed and humbled after 30 years plus in the Nursing/Hospital related area.

What a wonderful facility you run, and as a DON/BM, you should be so very proud and congratulated regarding the environment you have created and manage, not to mention the welcoming understanding staff you have employed.

Rosa and I were so impressed by your immaculate facility, staff, empathetic attitude and the forbearance of your staff with me.

It is not easy to deal with an over anxious old ex RN and patient. (Some think I am hard work LOL, can you believe that?)

I am so happy to be attending your facility next Tuesday for my surgery, and having my procedure at your centre.

Final comment: Dr Simon Lee gives me such confidence, and what a gentleman. Clearly so very skilled and makes it easy for me to trust, relax and know I have the best in Sydney.

I just wanted to let all of you know how great my experience was today. Thanks again.

Very best regards,

Pete (aka Graham)
Peter Chapman
CEO Message

Dermatology is a dynamic, constantly changing area. Due to ever-increasing knowledge of the skin and advances in technology, we are constantly making progress in the care and long term health outcomes for our patients at The Skin Hospital.

In this issue, we report on the newly opened chronic eczema clinic at The Skin Hospital Westmead, and how we are offering the latest in advanced skin camouflage techniques at our Darlinghurst facility.

As summer approaches, there is an even greater need for vigilance and we include here our summer skin protection plan.

To all our supporters we say an enormous thank you. Due to your generosity, our vitiligo appeal reached its target and we will shortly be taking delivery of the new equipment. However, fundraising was not confined to patients, with our inaugural Skin Hospital team completing the Sun Herald City2Surf to raise much needed funds to purchase equipment.

It is terrific to know we have such support from the whole Skin Hospital community. Together we are making a vital difference.

Warm regards,
Dr Alice Killen,
Chief Executive Officer

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### New Phototherapy Narrowband UVB Machine

The Skin Hospital at Westmead has recently purchased a phototherapy full body cabinet. Our new unit is a Waldmann 7002B UV Cabinet which is engineered in Germany and offers the highest quality and most efficient and effective technology in UV therapy. Our patients will receive UV treatments with the latest safety features and benefits. The cabinets are comfortable and patient friendly.

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### Chronic/Advanced Eczema Clinic Westmead

The Skin Hospital, Westmead has opened a chronic eczema clinic at Westmead, each Wednesday, for children, adolescents and adults that includes a wet dressing and patient education serviced by a dedicated Clinical Nurse Educator. This clinic will also offer immunosuppressive / biologic therapies.

The Chronic/Advanced Eczema clinic has been developed by Associate Professor Pablo Fernández-Peñas to treat patients struggling with the condition of severe eczema.

The clinic will be centred around the education and treatment of the patient. The patient or carer, will undertake a workshop that involves a presentation on eczema, how to care for eczema flares and a practical lesson on how to appropriately conduct a wet dressing.

After the appointment with A/Prof Pablo Fernández-Peñas to assess their condition and prescribe the most appropriate treatment, patients and carers will attend a session with the Dermatology Nurse. This could be organised on a different day if required.

Quality of Life surveys will be given to all patients or their carers that attend the Chronic/Advanced Eczema Clinic. This will enable The Skin Hospital to be able to audit the patient’s progress as well as accessing the broader success of the chronic/Advanced Eczema clinic.

The aim of the Chronic/Advanced Eczema clinic is to provide patients with individually tailored treatment, along with much needed education and continued support to enable patients to manage their disease effectively.

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### Sub-specialty Clinics

- Chronic/Advanced Eczema Clinic
- Camouflage Clinic
- Cosmetics
- Female Dermatoses
- Fungal Infections
- General Dermatology
- Hair and Nails
- Hair Reduction Clinic
- HIV Skin Clinic
- Hyperhidrosis
- Immunology
- Laser/Light Therapies and Leg Veins
- Melanoma-Naevus, Non-Melanoma and Skin Cancer
- Mohs Consultation Clinic
- Oral Medicine/Pathology
- Patch Testing/Allergies
- Paediatrics
- Pigmentary Disorders
- Psoriasis/Eczema/Biologics
- UVB Phototherapy and PUVA Clinic
- Vitiligo

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A/Prof Pablo Fernández-Peñas
The Skin Hospital is committed to consumer participation through a range of mechanisms for the purpose of improving the safety and quality of services.

Darlinghurst and Westmead have Consumer Focus Groups to review our safety and quality services. This is to ensure the Skin Hospital complies with the National Safety and Quality Health Service Standards (Standard 2, 2012).

The importance of having Patients / Consumers participation allows an organisation to improve its delivery of healthcare for better patient outcomes. In addition Consumers/ Patients bring their knowledge, experience and skills set to facilitate this process.

Patients/ Consumers are asked to provide advice or recommendations on: Strategic & Operational Planning, Quality & Safety, Patient Information, Patient Feedback, and Design & Redesign of Health Services.

Also, they review organisational safety & quality performance, the evaluation of patient feedback data. In addition, they assist with the planning and implementation of quality improvements.

There is a Consumer Representative who attends the Medical Advisor Committee and the Darlinghurst Management & Quality meeting. In September the Consumer Rep held an independent focus group at the Skin Hospital in Darlinghurst. The patient feedback was overwhelmingly positive. “Whether referring to personal experiences, to medical staff or treatment, despite the facilitator trying to suggest possible negatives, the focus group respondents simply would not raise any negative experiences.”

In September, two members from the Westmead Consumer Focus Group attended their staff’s mandatory training day. They presented to the staff about their experience as a patient /consumer of our services. It is great to have our patients actively involved with all aspects of the Skin Hospital. The feedback was very positive and enlightening for our staff.

Infection Control:

Antibiotic usage is being audited at both day surgery facilities and reviewed by the Antimicrobial Stewardship Committee chaired by Dr M Lee.

Infection rates remain very low at 0.24%  

The Skin Hospital at Darlinghurst has recently completed their annual report to the Australian Commission on Safety and Quality in Health Care. All hospitals must comply with ten National Standards. The result from the report was: “No adverse events or near misses have been reported to the Ministry of Health for any of the 10 national standards since the opening of the Skin Hospital at Darlinghurst in 2013 and Westmead since 1984”.

The Directors of Nursing at Darlinghurst and Westmead would love to hear from any patients who are interested in participating in any aspects of consumer centre care.

### Hand Hygiene Audits Results:

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<th>Month</th>
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<th>WM</th>
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<tr>
<td>September</td>
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### Infection Prevention & Control Systems Audit - Results:

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### Infection Control Environmental Audit Results:

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<tr>
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<td>98.7%</td>
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### Infection rates remain very low at:

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<th>DH</th>
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<tr>
<td></td>
<td>0.24%</td>
<td>0.67%</td>
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Outstanding Response to Vitiligo Appeal

In May, we launched our Vitiligo & Pigmentary Disorders appeal with an ambitious target of $55,000. However, we need not have worried as we received an outstanding response from our donors.

This has now enabled us to fund the following much needed equipment and training:

- A laminar flow machine for a new surgical treatment for Vitiligo called Autologous Melanocyte Transplantation.
- An Excimer Light which targets and treats smaller, localised patches of white skin and so avoids all of the patient’s body needing to be treated unnecessarily.
- Specialist nurse training in skin camouflage techniques for patients with disfiguring skin conditions such as Vitiligo, large birthmarks, burns and scarring.

(More details on the front page)

Our sincere thanks to everyone who supported this appeal.

Please support our Christmas Appeal

Many people suffering from a skin condition, whether it is acne, abnormal pigmentation of the face or skin cancer will need to start a trial medication or treatment. Until now, assessing whether the treatment is effective can often be difficult and patients may have to try different therapies, each occasion waiting a lengthy time to see if it is working.

The VISIA full face UV photography system we need is able to capture highly detailed images of a patient’s face from all angles and produce a 3D image immediately. Using UV lighting, the doctor is able to see defects on the skin surface not otherwise visible under normal light. With these precise images, the doctor will be able:

- To identify accurately which layer of skin is involved (superficial or deeper layers)
- To assess if a treatment is working and make adjustments if needed
- To track progress over time
- To develop more targeted treatment programs and
- To monitor pigmented lesions on the face which could develop into melanoma.

The images are visible immediately, can be shared with the patient to explain their skin condition and can be repeated whenever necessary.

The VISIA costs $25,000 and we would be very grateful for any assistance you may be able to give us.

City2Surf Trail Blazers

We are delighted to report that despite one or two dire prognostications to the contrary, all 17 of the inaugural Skin Hospital City2Surf team completed the, at times, gruelling 14km course with great distinction.

A wonderful time was had by all - if not in hours and minutes, then fun and laughter.

Driven on by the promise of great riches - $11,000 had been given in sponsorship, and fuelled by an excellent bowl of pasta at our carbo-loading dinner at Bill & Toni’s, nothing, not even Heartbreak Hill, was going to stop our valiant band.

This was just the start of things to come with many of the team declaring they would do it again next year and bring along their friends and colleagues.

Please feel free to join us next year!

Team Skin Hospital
adurack@scfa.edu.au