



Gloucestershire Safety and Quality Improvement Academy 2026

## One stop BCC clinic – improving the diagnosis

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Gloucestershire Hospitals  
NHS Foundation Trust

### Background

Service commenced in early 2023

Utilizes high quality medical photography service

Benefits:

1. Cut wait for surgery for BCCs by up to 12 months
2. Reduced number of face to face appointments from two to one
3. High rates of patient satisfaction with quality of service

### Risks

Audit showed that some cases referred to the service were not BCCs

This project looked at how we could reduce the risk of high risk cancers being sent in to the service

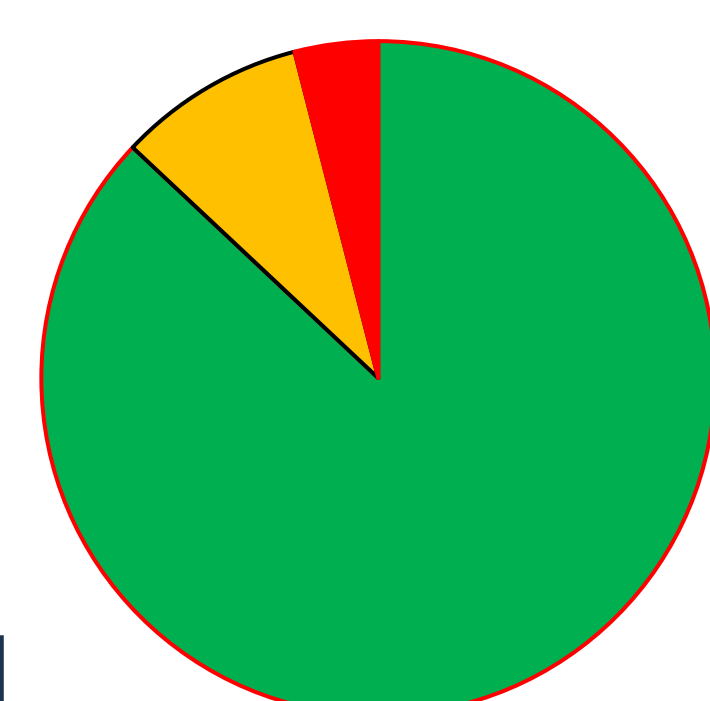
### 2023 OSBCC histology results

87% BCC

9% not BCC benign

4% SCC/MM

Variability in individual clinician performance



Two education sessions

Included anonymised results by clinician

Discussed ways to avoid sending SCCs in on this pathway

DOC discussions with patients

No incidence of metastatic disease

Audit was well received by clinical team

### Discussion:

Results post second audit show an **improvement** with regards to the avoidance of high-risk tumours being sent on this pathway (now 0%)

Consequent reduced need for DOC discussions and fewer potential adverse clinical outcomes

Improved performance of individual clinician following education session

### Process Map

PDSA following GSQIA session

1. Baseline audit of histology to assess accuracy of initial diagnosis (June/July 2023)
2. Breakdown by clinician to see if pattern emerges
3. Plan audit presentation of results to team with anonymised clinician ID to aid process – aim for culture change
4. Further presentation at Skin Cancer Study Day 2023
5. Discussion with team about suggestions for change (ten good referrals and ten not-so-good referrals presentation)
6. Reaudit 12 months later 2024
7. Analysis of second audit to assess improvement / success of QI project

### 2024 OSBCC histology results

92% BCC

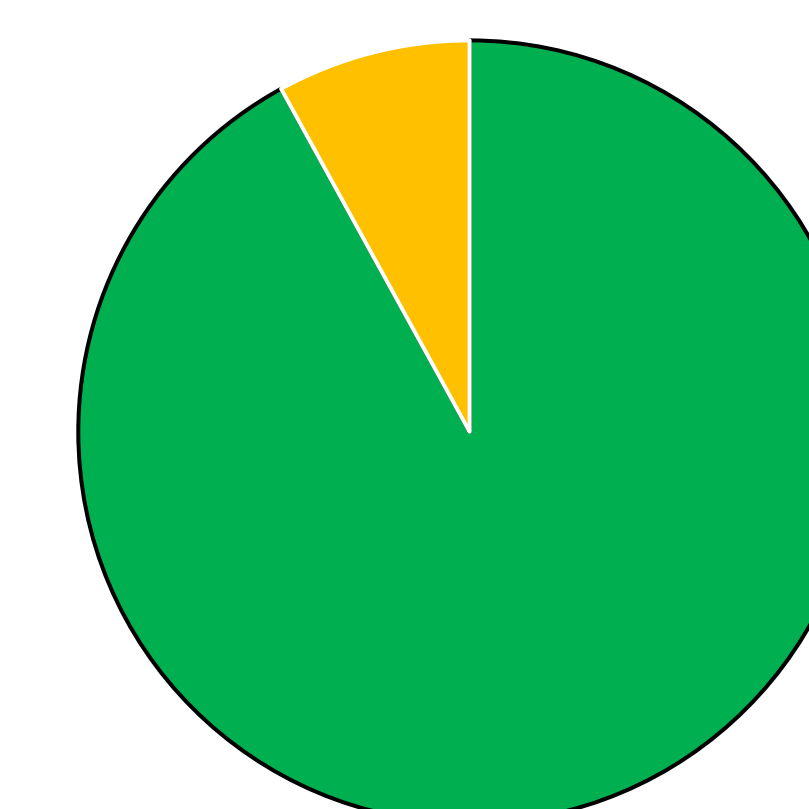
8% not BCC

Greater consistency between doctors

No MMs or SCCs 😊

PDP item for individual consultant

Annual ongoing audits to check that standards are maintained



### Conclusions:

Shows value of audit and PDSA cycles

Improved outcomes, reduced risks

Team learning and engagement; institutional learning

Future challenges include the increasing volume of cases being referred on this pathway

Capacity challenges will make this service ever more vital