

Ref. No: 600220322
From: Public
Date: 22/03/22
Subject: Patient Initiated-Follow Up

REQUEST

Please could I make a Freedom of Information Request regarding your organisation's use of Patient Initiated Follow-Up (PIFU), which gives patients and their carers the flexibility to arrange their follow-up appointments as and when they need them. PIFU is sometimes also referred to as open-access follow-up, patient led follow-up, patient triggered follow-up, see on symptom, open appointments, open-self referral appointments or patient-activated care.

1. Please complete the below table, providing figures in relation to the number of patients waiting to start consultant-led Referral to Treatment (RTT), outpatients and Patient Initiated Follow-up (PIFU), which gives patients and their carers the flexibility to arrange their follow-up appointments as and when they need them.

As at February 2022	Total Number of Patients
Total number of RTT patients waiting to start treatment	
Total number of outpatients	
Of those outpatients, how many are eligible to go on a PIFU pathway	
Of those eligible, how many have been offered to go on a PIFU pathway	
Of those offered, how many are currently placed on a PIFU pathway	

2. Are all outpatients included in the RTT patient numbers? Yes/no

3. Does your organisation currently have technology in place to accommodate PIFU pathways? For example, a patient engagement tool for booking PIFU appointments etc.
 - a. Who is the supplier of the system?
 - b. Please provide further detail on how the technology supports PIFU
4. Does your organisation have a clinical task management tool to support PIFU which aids escalation and intervention for patients that could be lost to follow-up or their circumstances have changed
 - a. Who is the supplier of the system?
 - b. Please provide further detail on how the technology supports PIFU
 - c. What job role is responsible for making purchasing decisions around task management software at your organisations? E.g. Chief Operating Officer, Chief Information Officer
5. Does your organisation have an employee or team whose role is involved in administering/co-ordinating PIFU? If yes, please state the number of FTEs involved in PIFU
6. Please complete the table for each of the specialties listed:

Specialty	How many days a month were outpatient clinics run in February 2022?	What specialties are PIFU currently implemented in? (tick for yes)
Mental Health		
Cardiology		
Dermatology		
Diabetes		
Endocrinology		
Gastroenterology		
Geriatric Medicine		
Gynaecology		
Hepatology		
Neurology		
Oncology		
Ophthalmology		
Palliative medicine		
Paediatrics services		
Physiotherapy		
Rehabilitation		
Renal medicine		
Respiratory		
Rheumatology		
Colorectal surgery		
Breast Surgery Service		
Ear, Nose and Throat		
General Surgery		
Orthopaedics and Trauma		
Orthoptics		
Pain management		

Plastic surgery		
Thoracic medicine		
Urology		
Vascular surgery		
Audiology Service		
Other		

7. How is your organisation measuring the impact of PIFU in these specialties? e.g. size of waiting list, number of weeks patients are waiting for treatment, number of outpatient attendances
8. Has the implementation of PIFU reduced the operating hours of outpatient clinics? if so, by what percentage since implementation

RESPONSE

1.

As at February 2022	Total Number of Patients
Total number of RTT patients waiting to start treatment	31,346
Total number of outpatients	38,642
Of those outpatients, how many are eligible to go on a PIFU pathway	Not collected
Of those eligible, how many have been offered to go on a PIFU pathway	Not collected
Of those offered, how many are currently placed on a PIFU pathway	1,478

2. **No, not all Outpatient activity is reported and included under RtT pathways.**

3. **No, currently this is a manual process for some areas transferring data across systems, or for those already on our EPR solution Careflow, we discharge onto a PIFU pathway as an option at the end of care. Our EPR supplier, System C, are currently developing the functionality required to fully support the PIFU pathway.**

4. **No. We currently discharge onto a PIFU pathway period for a time limited period with instructions to patients in line with our Standard Operating Procedure; this is when clinically safe to do so. It is patient's choice if they opt back in so they will not be lost to a Follow Up appointment , as they have chosen not to come back during the time**

frame specified to do so. Our EPR Supplier, System C are currently developing the functionality to support more complex discharge management and move patients onto a PIFU pathway rather than discharging.

5. No

6.

Specialty	How many days a month were outpatient clinics run in February 2022?	What specialties are PIFU currently implemented in? (tick for yes)
Mental Health		
Cardiology		
Dermatology		
Diabetes		
Endocrinology		
Gastroenterology		YES
Geriatric Medicine		
Gynaecology		
Hepatology		
Neurology		
Oncology		
Ophthalmology		YES
Palliative medicine		
Paediatrics services		
Physiotherapy		YES
Rehabilitation		
Renal medicine		
Respiratory		
Rheumatology		YES
Colorectal surgery		YES
Breast Surgery Service		YES
Ear, Nose and Throat		
General Surgery		
Orthopaedics and Trauma		
Orthoptics		
Pain management		YES
Plastic surgery		
Thoracic medicine		
Urology		
Vascular surgery		
Audiology Service		
Other		

Days a month that clinics were run – **All outpatient clinic activity is recorded on Careflow EPR, therefore this data cannot be supplied**

7. Measured as a percentage reduction in follow ups in line with the outpatient transformation agenda and mandated target.

8. No significant impact noted at this point.