**FOI Ref: 6303**

**Category(ies): Clinical – Service Activity**

**Subject: Patient Initiated-Follow Up (PIFU)**

**Date Received: 22/03/2022**

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| **Your request:** | **Our response:** |
| 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. | The clinics are not specific to PIFU so there is no way of counting them   |  |  | | --- | --- | | As at February 2022 | Total Number of Patients | | Total number of RTT patients waiting to start treatment | 22486 | | Total number of outpatients | 60,000  \*This figure may not be an accurate representation due to duplicate records and ongoing cleansing of the Outpatient Wait List | | Of those outpatients, how many are **eligible** to go on a PIFU pathway | No way of knowing which ones are eligible at this point | | Of those eligible, how many have been **offered** to go on a PIFU pathway | As above | | Of those offered, how many are currently **placed** on a PIFU pathway | Unable to say due to reasons above | |
| 1. Are all outpatients included in the RTT patient numbers? Yes/no | No (we have some therapy ortho and dietetic type clinics not in the RTT) |
| 1. Does your organisation currently have technology in place to accommodate PIFU pathways? For example, a patient engagement tool for booking PIFU appointments etc.    1. Who is the supplier of the system?    2. Please provide further detail on how the technology supports PIFU | No – currently managed within EPR |
| 1. 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?    1. Who is the supplier of the system?    2. Please provide further detail on how the technology supports PIFU    3. What job role is responsible for making purchasing decisions around task management software at your organisations? E.g. Chief Operating Officer, Chief Information Officer | Managed within EPR |
| 1. 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 | Yes  Unknown as is part of people’s roles within different teams in organisation |
| 1. 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 |  | In implementation phase | | Dermatology |  | In implementation phase | | Diabetes |  |  | | Endocrinology |  |  | | Gastroenterology |  | Yes | | Geriatric Medicine |  |  | | Gynaecology |  |  | | Hepatology |  |  | | Neurology |  |  | | Oncology |  | Yes | | Ophthalmology |  | Yes | | Palliative medicine |  |  | | Paediatrics services |  |  | | Physiotherapy |  |  | | Rehabilitation |  |  | | Renal medicine |  |  | | Respiratory |  | Yes | | Rheumatology |  |  | | Colorectal surgery |  |  | | Breast Surgery Service |  |  | | Ear, Nose and Throat |  | Yes | | General Surgery |  | In implementation phase | | Orthopaedics and Trauma |  |  | | Orthoptics |  |  | | Pain management |  |  | | Plastic surgery |  |  | | Thoracic medicine |  |  | | Urology |  | In implementation phase | | Vascular surgery |  |  | | Audiology Service |  |  | | Other |  |  |   The clinics are not specific to PIFU so there is no way of counting them therefore we are unable to complete column 2. |
| 1. 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 | Waitlist size, number of PIFU active pathways, number of patients discharged from PIFU pathways, number of patients on patient pathways attending clinic appointments |
| 1. Has the implementation of PIFU reduced the operating hours of outpatient clinics? if so, by what percentage since implementation | No |