

Freedom of Information request 140-22

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

CLARIFICATION: please could I clarify that regarding question Q1 (outpatient numbers) I can confirm I am asking for the total number of outpatients waiting at the end of February 2022, inclusive of those waiting for treatment or a follow-up.

Response

1. Please see completed table below:

As at February 2022	Total Number of Patients
Total number of RTT patients waiting to start treatment	10,065
Total number of outpatients	9,459
Of those outpatients, how many are eligible to go on a PIFU pathway	This information is not held electronically. The data may be held in a patient's record, but to extract this data would require a manual trawl of all patient records and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the Freedom of Information (Scotland) Act 2002 and under Section 12 we are not required to provide.
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. Only patients for the reportable specialties are included in the 18 Week Referral to Treatment return (RTT), which for NHS Borders are;
- General Medicine
 - Cardiology
 - Dermatology
 - Endocrinology & Diabetes
 - Gastroenterology
 - Geriatric Medicine
 - Paediatrics
 - Renal Medicine
 - Neurology
 - Respiratory Medicine
 - Rheumatology
 - General Surgery (excl Vascular)
 - Pain Management
 - Ear, Nose & Throat (ENT)
 - Ophthalmology
 - Trauma & Orthopaedic
 - Urology
 - Community Dental Practice
 - Oral Surgery
 - Orthodontics
 - Restorative Dentistry
 - Gynaecology
 - Clinical Oncology
 - Haematology
 - Audiology
3. NHS Borders currently use our Patient Management System to accommodate PIFU pathways; we do not have a separate system to monitor these.
4. No, NHS Borders do not have a clinical task management tool to support PIFU.

5. No, there is not a specific team that look after these patients.

6. Please see completed table below:

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	20	
Cardiology	20	
Dermatology	24	
Diabetes	12	
Endocrinology	4	
Gastroenterology	20	
Geriatric Medicine	0	
Gynaecology	21	
Hepatology	0	
Neurology	20	
Oncology	8	
Ophthalmology	22	
Palliative medicine	0	
Paediatrics services	20	
Physiotherapy	20	
Rehabilitation	0	
Renal medicine	9	
Respiratory	22	
Rheumatology	16	
Colorectal surgery	This was run under General Surgery	
Breast Surgery Service	13	
Ear, Nose and Throat	20	
General Surgery	20	
Orthopaedics and Trauma	20	YES
Orthoptics	19	
Pain management	20	
Plastic surgery	0	
Thoracic medicine	This was run under respiratory	
Urology	20	
Vascular surgery	This was run under General Surgery	
Audiology Service	8	
Other	28	

7. As PIFU is in the very early stages of implementation, NHS Borders are currently developing a set of measures to assess impact and therefore information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.
8. As this is in the very early stages of implementation, this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **140-22** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.