

FOI REF: 22/172

19th May 2022

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FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- 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 end February 2022	Total Number of Patients
Total number of RTT patients waiting to start treatment	44180 (19/04/2022)
Total number of outpatients	38364 (19/04/2022)
Of those outpatients, how many are eligible to go on a PIFU pathway	We do not record this information.
Of those eligible, how many have been offered to go on a PIFU pathway	We do not record this information.
Of those offered, how many are currently placed on a PIFU pathway	1633 (19/04/2022)

- Are all outpatients included in the RTT patient numbers?**

No.

Cont.../

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?

Yes, Sussex ICS have commissioned Patients Know Best (PKB) known across Sussex as My Health & Record.

b. Please provide further detail on how the technology supports PIFU

It is a digital personal health record that securely stores information about a patient's health, NHS treatment and care needs online. It is managed by the patient and carers as well as health and care professionals can add information to it. It can also be accessed through the NHS App.

Through My Health and Care Record (MHCR), a patient will be able to view hospital appointment letters (we are working on having hospital appointments in the calendar), have access to a library of information as part of specialist pathways e.g. cancer, heart failure, IBD. Access to clinical letters, appointment letters, blood test results, diagnostic care plans, asynchronous messaging, symptom tracking and information libraries are all functionalities to help a patient stay well and manage a health condition or treatment. We are working on providing radiology reports. The functionality lends itself well to PIFU pathways and we are currently using it to assist existing and new PIFU pathways working with clinical teams to select which functionalities are most appropriate and useful for their clinical pathway and patients.

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?

PKB.

b. Please provide further detail on how the technology supports PIFU

As per above, MHCR (provided by PKB the supplier) provides useful functionality to support the clinical task management of patients through the PIFU pathway. There are a number of functions it offers to support management of escalating and interventions for patients on a PIFU pathway:

Asynchronous messaging.

PIFU questionnaires/consultations - which help triage patients.

Symptom tracking.

- 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**

The chief operating officer ultimately is responsible for making purchasing decisions around task management software with guidance from Procurement, Digital and the service.

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**

Yes, there are approximately 2.5 FTE's involved in PIFU.

6. Please complete the table for each of the specialties listed:

We are currently looking at developing further PIFUs by speciality however currently we have the following;

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	0	
Cardiology	25	✓
Dermatology	External	
Diabetes	20	✓
Endocrinology	20	✓
Gastroenterology	23	
Geriatric Medicine	15	✓
Gynaecology	28	✓
Hepatology	1	
Neurology	20	✓
Oncology	21	✓
Ophthalmology	27	✓
Palliative medicine	2	
Paediatrics services	28	
Physiotherapy		
Rehabilitation		
Renal medicine		
Respiratory	20	✓
Rheumatology	20	✓
Colorectal surgery		
Breast Surgery Service	20	✓
Ear, Nose and Throat	25	✓
General Surgery	25	✓
Orthopaedics and Trauma	20	
Orthoptics		
Pain management		
Plastic surgery	4	
Thoracic medicine	20	
Urology	24	
Vascular surgery	9	✓
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.**

The number of patients moved to a PIFU pathway each month is measured by specialty and is pathway specific. At this stage, it is not possible to see an impact on the overall waiting list as numbers are proportionately small. However, there is a current programme of work taking place to increase the number of PIFU pathways across all specialties and this will enable us to see an impact on wait lists, weeks waiting, backlogs etc.

- 8. Has the implementation of PIFU reduced the operating hours of outpatient clinics? if so, by what percentage since implementation.**

No – there are still a number of patients on a follow up backlog which will need to come in for an outpatient clinic and although capacity is generated with the introduction of PIFU pathways, at this moment, said capacity will be used to address outpatient backlogs.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference.

Yours sincerely

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