

Freedom of Information Request

Ref: 22-152

12 April 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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	54,669
Total number of outpatients	42,282
Of those outpatients, how many are eligible to go on a PIFU pathway	We do not hold this information. We don't capture whether patients are eligible for PIFU
Of those eligible, how many have been offered to go on a PIFU pathway	We do not hold this information. We don't capture how many patients have been offered PIFU
Of those offered, how many are currently placed on a PIFU pathway	2,215

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

Yes.

a. Who is the supplier of the system?

DrDoctor.

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

This supports the active monitoring of 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

Yes.

a. Who is the supplier of the system?

DrDoctor and Medway.

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

This supports the active monitoring of patients.

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

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

3WTE (Whole-Time Equivalents) - Central Outpatients team.

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	0	X
Cardiology	23	✓
Dermatology	21	✓
Diabetes	19	✓
Endocrinology	15	✓
Gastroenterology	20	✓
Geriatric Medicine	8	✓
Gynaecology	28	✓
Hepatology	20	✓
Neurology	19	✓
Oncology	20	✓
Ophthalmology	22	✓

Palliative medicine	6	✓
Paediatrics services	0	✓
Physiotherapy	20	✓
Rehabilitation	0	X
Renal medicine	0	X
Respiratory	20	✓
Rheumatology	28	✓
Colorectal surgery	21	✓
Breast Surgery Service	12	X
Ear, Nose and Throat	22	✓
General Surgery	20	✓
Orthopaedics and Trauma	20	✓
Orthoptics	23	✓
Pain management	16	✓
Plastic surgery	20	✓
Thoracic medicine	14	✓
Urology	19	X
Vascular surgery	0	X
Audiology Service	20	✓
Other	28	X

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

By monitoring clinic outcomes and patients who are discharged to PIFU as their outcome.

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

Introduction of PIFU has had very little impact on waiting list size or operating hours.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be

contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust