

Freedom of Information Request	FOI 22-153	11 th April 2022
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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.

- 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	24,429 (Stage 4 RTT)
Total number of outpatients	76,343 (Stage 1 RTT)
Of those outpatients, how many are eligible to go on a PIFU pathway	Services are unable to quantify the number of patients eligible on a PIFU pathway. A clinical decision is made during the consultation as to whether the patient is suitable for a PIFU pathway. All patients deemed suitable for PIFU will be offered and encouraged to take this option.
Of those eligible, how many have been offered to go on a PIFU pathway	In February 2022 there were 3,757 outpatient attendances where the outcome was either See on Symptoms (SOS) or PIFU. This figure includes all specialties/services
Of those offered, how many are currently placed on a PIFU pathway	At the end of February 2022 52,138 SOS and PIFU patients on list. This figure includes all specialties/services

- Are all outpatients included in the RTT patient numbers? Yes/No**
No.
- Does your organisation currently have technology in place to accommodate PIFU pathways? For example, a patient engagement tool for booking PIFU appointments etc.**
Yes.
 - Who is the supplier of the system?**
WPAS is supplied by [Digital Health and Care Wales \(DHCW\)](#)
 - Please provide further detail on how the technology supports PIFU**
WPAS facilitates the recording of PIFU and SOS outcomes. Waiting List reports have been created on WPAS to manage patients on the PIFU & SOS pathways.

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?

Please refer to 3a.

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

Waiting List reports have been created on WPAS to manage the PIFU list effectively.

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

Nicola Prydgodicz, Director of Planning, Digital and IT

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

No

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	19	No
Cardiology	28	Yes
Dermatology	24	Yes
Diabetes	20	Yes
Endocrinology	20	Yes
Gastroenterology	20	Yes
Geriatric Medicine	20	Yes
Gynaecology	28	Yes
Hepatology	n/a	n/a
Neurology	20	Yes
Oncology	n/a	n/a
Ophthalmology	28	Yes
Palliative medicine	16	Yes
Paediatrics services	28	Yes
Physiotherapy	28	No
Rehabilitation	n/a	n/a
Renal medicine	n/a	n/a
Respiratory	28	Yes
Rheumatology	20	Yes
Colorectal surgery	n/a	n/a
Breast Surgery Service	n/a	n/a
Ear, Nose and Throat	28	Yes
General Surgery	24	Yes
Orthopaedics and Trauma	25	Yes
Orthoptics	22	Yes
Pain management	19	Yes
Plastic surgery	n/a	n/a
Thoracic medicine	n/a	n/a
Urology	22	Yes
Vascular surgery	20	Yes
Audiology Service	n/a	No
Other	n/a	n/a

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

PIFU forms part of performance monitoring across all specialties in conjunction with outpatient planning meetings and Performance meetings with the ongoing review in conjunction with WG.

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

PIFU has not reduced the operating hours of the clinics, it has enabled the Health Board to manage the follow-up waiting list more efficiently by seeing people when needed as opposed to a regular review. It has also assisted clinically for the patients who can access the system in a timelier manner when they have issues.