

Date: 19 April 2022

**Re: Freedom of Information Request**  
**Ref: 90-2022**

Thank you for your email dated the 21/03/2022, requesting information in relation to Patient Initiated Follow Up

The information that you require is as follows:

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	<b>We reported <u>810 patients (RTT Incomplete Pathways) for February 2022.</u></b>
Total number of outpatients	<b>We had <u>11,554 unique patients attending 37,945 outpatient appointments in February 2022.</u></b>
Of those outpatients, how many are <b>eligible</b> to go on a PIFU pathway	Approximately 1200 patients could be considered for PIFU. This is far lower than the total patients, as the majority of the Trust's OP appts are treatments.

Of those eligible, how many have been <b>offered</b> to go on a PIFU pathway	The Trust is in the process of reviewing its capture of this data.
Of those offered, how many are currently <b>placed</b> on a PIFU pathway	The Trust is in the process of reviewing its capture of this data.

Are all outpatients included in the RTT patient numbers? **NO – number of patients attending outpatient appointments include both patients waiting to start their treatment (RTT Incomplete Pathways) as well as patients that have already begun their treatment (RTT Completed Pathways)**

2. 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? - **My Medical Record (UHS)**
  - b. Please provide further detail on how the technology supports PIFU – **This has yet to be implemented**
3. 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? – **My Medical Record (UHS)**
  - b. Please provide further detail on how the technology supports PIFU – **This has yet to be implemented**
  - 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 – **Digital Board would collectively make these decisions**
4. 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 1 team or role, as this is coordinated by each MDT**
5. Please complete the table for each of the specialties listed:

**Oncology is the vast majority of our activity**

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	23	Y
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		

6. 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. **We will be monitoring this throughout 2022 / 2023 as part of the CCC/ICS OP transformation project**
7. Has the implementation of PIFU reduced the operating hours of outpatient clinics? if so, by what percentage since implementation **We will be monitoring this throughout 2022 / 2023 as part of the CCC/ICS OP transformation project. However our operating hours are unlikely to reduce, as referrals have been increasing.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

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

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,

The Information Governance Team  
Contact Email: [ccf-tr.foi@nhs.net](mailto:ccf-tr.foi@nhs.net)