

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 22 March 2022.

I am pleased to confirm the following.

- 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	32,509
Total number of outpatients	64,432
Of those outpatients, how many are eligible to go on a PIFU pathway	We are not able to answer this question.
Of those eligible, how many have been offered to go on a PIFU pathway	We are not able to answer this question.
Of those offered, how many are currently placed on a PIFU pathway	2301

- 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.**

Who is the supplier of the system?

Cencor

Please provide further detail on how the technology supports PIFU

Patients are added to the system and then have the option to call the hospital within a time frame if a follow up appointment is required.

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?

Who is the supplier of the system?

Cencor

Please provide further detail on how the technology supports PIFU

Patients are placed on a work list with dates indicating when patients are due.

What job role is responsible for making purchasing decisions around task management software at your organisations? E.g., Chief Operating Officer, Chief Information Officer

Jacqueline Collier – Director of Partnerships and Financial Efficiency

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, The Central Booking Office and Reception 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	N/A	
Cardiology	23	✓
Dermatology	28	✓
Diabetes	14	
Endocrinology	17	
Gastroenterology	26	✓
Geriatric Medicine	5	
Gynaecology	20	
Hepatology	4	
Neurology	18	✓
Oncology	N/A	
Ophthalmology	22	
Palliative medicine	N/A	

Paediatrics services	20	
Physiotherapy	20	✓
Renal medicine	16	
Rheumatology	20	✓
Colorectal surgery	16	
Breast Surgery Service	20	
Ear, Nose and Throat	21	
General Surgery	15	
Orthopaedics and Trauma	20	✓
Orthoptics	21	
Pain management	20	
Plastic surgery	N/A	
Thoracic medicine	25	
Urology	20	
Vascular surgery	6	
Audiology Service	21	✓
Other	Stroke Hand Therapy = 20 Dietetics = 20 Orthotics = 20	✓ ✓

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

Patients are put onto a PIFU Request list and are monitored regularly as part of the central booking office weekly tasks.

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

There has been no reduction of operation hours yet.

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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