

**Request for information under the Freedom of Information Act – 2022.1135
Released – 30 March 2022**

Thank you for your email received 21 March 2022 requesting information regarding patient initiated-follow up (PIFU).

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

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.

Consultant-led RTT services within the Dental & Planned Care Division include Community Orthopaedics and Chronic Pain.

As at February 2022	Total Number of Patients
Total number of RTT patients waiting to start treatment	3,780
Total number of outpatients	3,780
Of those outpatients, how many are eligible to go on a PIFU pathway	Not applicable
Of those eligible, how many have been offered to go on a PIFU pathway	Not applicable
Of those offered, how many are currently placed on a PIFU pathway	Not applicable

2. Are all outpatients included in the RTT patient numbers?

Yes

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

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

No, therefore parts a and b are not applicable.

Chair John Goulston Acting Chief Executive Gordon Flack

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

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?

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

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

Parts a and b are not applicable. The Chief Operating Officer and/or Finance Director are responsible for making purchasing decisions around task management software.

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

Not applicable

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		
Cardiology		
Dermatology		
Diabetes		
Endocrinology		
Gastroenterology		
Geriatric Medicine		
Gynaecology		
Hepatology		
Neurology		
Oncology		
Ophthalmology		
Palliative medicine		
Paediatrics services		
Physiotherapy	20	Not applicable
Rehabilitation		
Renal medicine		
Respiratory		
Rheumatology		
Colorectal surgery		
Breast Surgery Service		
Ear, Nose and Throat		
General Surgery		
Orthopaedics and Trauma	20	Not applicable

Orthoptics		
Pain management	20	Not applicable
Plastic surgery		
Thoracic medicine		
Urology		
Vascular surgery		
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

Not applicable

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

Not applicable