

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.

Clarification from Requester:

Dear NHS Shetland,

I sent an FOI out last week regarding Patient-Initiated Follow Up, please could I clarify that regarding question Q1 (outpatient numbers) I can confirm I am asking for the total number of outpatients **waiting** at the end of February 2022, inclusive of those waiting for treatment or a follow-up.

Apologies for the misunderstanding.

As at February 2022	Total Number of Patients
Total number of RTT patients waiting to start treatment	<p>As per the requirements of national reporting for 18 week RTT standard, we work out completed waits from referral to first definitive treatment. We do not keep a record/register of patients awaiting first definitive treatment as we are not required to for any of our local or national reporting streams. As such, we are applying the following exemption to this request:</p> <p>Section 17 (46) Information not held – see extract below The following is an extract from the Information Commissioner’s guidance on Section 17 - ‘Information Not Held’ (attached): 46. Public authorities are not required to create information in order to answer a request. There’s a distinction between creating new information, and compiling information. Where a request can be answered by compiling information from readily-available resources held by the public authority, this is not the same as creating new information. However, if collation of the information would require skill and complex judgement, the information is not held. (See Appendix 1: Resources for details of cases which consider this point.)</p>
Total number of outpatients	930 (consultant/doctor led services only)
Of those outpatients, how many are eligible	We do not currently offer a PIFU pathway for any of the services we manage.

to go on a PIFU pathway	
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/no

Depends what they mean by all outpatients. Many patients who attend clinics that we capture data for on TRAK outpatients module are not covered under the 18 week RTT standard e.g. dietetics.

If they mean clock stops in local consultant/doctor led services and select non consultant/doctor led services (Audiology) then yes.

We do not however report off island clock stops - based on what is in the returns. I don't think we are exceptional in this regard in Scotland.

We also don't report clock stops in Physiotherapy despite it being one of the specialties tracked on the RTT template for non-admitted patients. I am not sure why that is. The data for Physio is captured in TRAK so technically we could include it.

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

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

No

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:

Below are “days running” counts per nationally defined specialty that ran on TRAK Outpatients module in February 2022 for NHS Shetland. Note that if more than one clinic ran on any day in the month for same specialty, this is still only counted as one as per my interpretation of what is being asked for here. The requestor can decide how they wish to fit these specialties into the table they asked us to complete as I do not want to make interpretations on their behalf e.g. they may wish to exclude certain obvious non consultant/doctor led specialties; I do not want to interpret what they wish to include/exclude under mental health. They should also be aware that some of these clinics are nurse/AHP led e.g. most Respiratory, all Physio so if they wish to only have consultant/doctor led activity then we would have to re-run this exercise based on more explicit definitions.

Specialty	How many days a month are outpatient clinics run in February 2022?	What specialties are PIFU currently implemented in? (tick for yes)
Acute Medicine	18	
Anaesthetics	21	
Cardiology	19	
Child and Adolescent Psychiatry	20	
Clinical Psychology	18	
Dermatology	9	
Diabetes	19	
Dietetics	19	
Ear, Nose & Throat (ENT)	6	
General Medicine	19	
General Nursing	1	
General Psychiatry (Mental Illness)	7	
General Surgery	20	
Gynaecology	11	
Neurology	13	
Occupational Therapy	6	
Ophthalmology	9	
Oral and Maxillofacial Surgery	7	
Orthodontics	3	
Paediatrics	10	
Pain Management	4	
Physiological Measurement	19	

Specialty	How many days a month are outpatient clinics run in February 2022?	What specialties are PIFU currently implemented in? (tick for yes)
Physiotherapy	20	
Prosthetics/Orthotics	15	
Psychotherapy	11	
Respiratory Medicine	13	
Rheumatology	4	
Speech & Language Therapy	12	
Surgical Podiatry	19	
Trauma and Orthopaedic Surgery	10	

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		
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		

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