



Ref: FOIA Reference 2021/22-656

Date: 13<sup>th</sup> April 2022

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 21st March 2022 requesting information under the Freedom of Information Act (2000) regarding Patient Initiated Follow-Up (PIFU)

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**

On 24<sup>th</sup> March 2022 we contacted you via email as we required the following clarification:  
**Q1 Total number of RTT patients waiting to start treatment** – the table does say as at February 22, however can we confirm if this the start of February or at the end of February?  
**Total number of outpatients** – We need to know total number of what Outpatients? Is this as in total waiting? Or total number of patients seen? Are you referring to new patients or follow-up patients or both?

On 30<sup>th</sup> March 2022 you replied via email with:

*'Can all stats be as of the end of February 2022? Regarding outpatients 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'.*

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 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 attached FOI questions**

A1 See attached document that you supplied

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Data, Security & Protection Manager

