



Cysylltu
Trawsffurfio
Cymell

ICTM

Connect
Transform
Motivate

The Change Hub

See on Symptom (SOS) and Patient Initiated Follow-up (PIFU) Project

ABOUT

A SOS approach results in patients with short-term conditions being discharged when clinically safe to do so to a SOS pathway. This relies on the patient to self-refer if there are any issues with their condition within an agreed timeframe. At the time of the decision to place the patient on to an SOS outcome, the clinician determines and clearly communicates to the patient the timeframe for SOS access and once the agreed period has passed the SOS pathway is automatically closed and no further action is required.

A PIFU approach should be utilised for long term/chronic health complaints and used for cases where the next appointment does not need to be booked at that point in time as the condition is being managed well by the patient.

BACKGROUND

There is an urgent need to free up Outpatient capacity and space within CTM and as part of the WG funded Outpatient Transformation Programme the SOS and PIFU project provides clinicians, management and administrative staff the guidance and resources to enable them to develop alternative Outpatient pathways and incorporate them into the modernised outpatient service delivery model.

BENEFITS

Benefit One

Encourages patients to attend appointments as there is 'value and purpose' to their appointment

Benefit Two

Gives clinicians the confidence that patients know how to contact services when they clinically need to do so.

Benefit Three

Reductions in waiting times and delays in treatment/reviews



"See on Symptom (SOS) and Patient Initiated Follow Up (PIFU) gives patients more control over their own care, free up capacity to see patients when they most need to be seen and reduce the number of appointments which do not add clinical benefit for patients"

Claire Williams



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