

**Ref: CCG April 26**

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12 May 2016

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request that we received on 15 April 16, with regards to Chronic Pain Referrals.

Request/**Response**

1. The definition of calculation used for new to follow up ratios for chronic pain referrals for the main local pain service that your CCG area uses or commissions.
  - ***We benchmark all of our secondary care providers using Dr Foster Practice and Provider Monitor version 6 (PPM6). We use their definition of first and follow-up ratios as a nationally-comparable measure. Please see response to Q4 for further detail.***
2. The data for new to follow up for chronic pain referrals for your main local service for the years April 2010 to April 2015.
  - ***Our main provider of Pain Management Services (Treatment Function Code 191) is Royal Liverpool & Broadgreen University Hospital Trust. Below is the data for new and follow-up outpatient attendances in Pain Management at the trust for the years 2010/11 to 2014/15. Please note that these figures refer to Liverpool CCG patients only and includes both GP and consultant referrals.***

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
First Atts	744	665	837	1,394	1,548	1,653
Follow-up Atts	2,313	2,259	2,203	2,378	2,212	2,259
FFU Ratio	3.11	3.40	2.63	1.71	1.43	1.37

3. Is the calculation used for new and follow-up in Chronic Pain a local or national definition?

- ***As above, this is a national methodology used by Dr Foster.***

4. Can you provide the wording of the definition used?

- ***Taken from Dr Foster Knowledge Base: “The First to Follow-up Ratio is calculated from patient Attendances where the Appointment Type is known. All outpatient appointments are coded as being First, Follow up or Unknown (i.e. is this outpatient appointment part of continuing outpatient care or is this the start of a new care episode?). We take the total number of first appointments then compare it to the total number of follow up appointments as a ratio.***

**Some examples:**

- ***Hospital A has 3 outpatient appointments. 1 of them is a first appointment and 2 are follow ups. The FFU is therefore 2 to 1.***
- ***Hospital B has 5 outpatient appointments. 1 of them is a first appointment and 4 are follow ups. The FFU is therefore 4 to 1.***
- ***Hospital C has 25 outpatient appointments. 5 of them are first appointments and 20 are follow ups, so the FFU is also 4 to 1.***
- ***Hospital D has 41 outpatient appointments. 10 of them are first appointment and 27 are follow up appointment and 4 are unknown. The FFU is 2.7 to 1 (the 4 Unknown appointment types are excluded from the calculation).”***

5. Does the New to follow up ratio calculation that is used by your organisation for Chronic Pain also apply to other specialties?

- ***We monitor follow-up ratios for all specialties using the Dr Foster tool and definitions.***

6. If no - please explain the differences in the calculations.

- ***Not applicable.***

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Customer Relations Lead  
NHS Liverpool CCG**