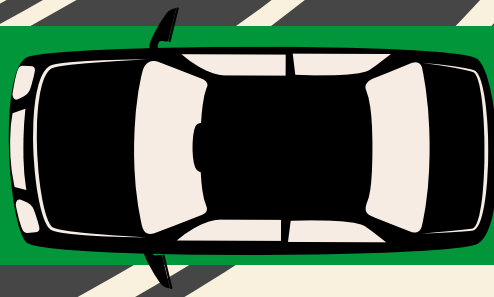


THE DIGITAL FRONT DOOR

Putting You in the Driving Seat
Feedback from the workshop

Fri 10 October,
11am until 12pm



23 people
attended

WORKSHOP AIMS

- To inform attendees of the national move towards Patient Initiated Follow Up (PIFU) and how this has been implemented so far within DGFT
- To inform attendees of the continued move towards virtual outpatient appointments and how this has worked so far
- To listen to any concerns that these national moves may cause and how these may be mitigated
- To understand the barriers for people in the PIFU and virtual outpatient process so we do not make existing health inequalities worse

WHO PRESENTED

Ian Chadwell

Deputy
Director of
Strategy

Ravi Sahota

Interim
Operational Chief
Information
Officer

Dr Gail Parsons

Nurse Consultant
Trauma and
Orthopaedics

Thomas Flanagan and Heidi Warren

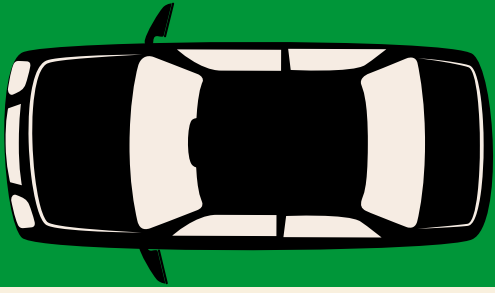
Acute MSK Clinic Lead, Advanced
Physiotherapy Practitioner &
Advanced Clinical Practitioner for
Community MSK services

COMMENTS ON WORKSHOP

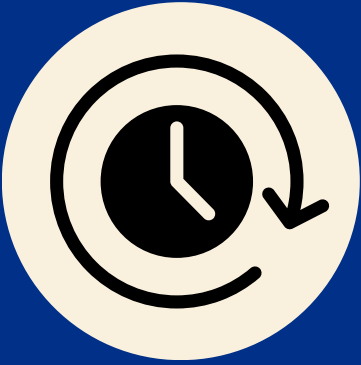
*"I'm really pleased
I attended today
and feel quite
enthused"*

*"It's great that you are
hearing the voices that
aren't at the table
through your work with
Healthwatch Dudley"*

*"Fantastic that we can
get support from
community groups in
the borough to address
digital inequalities and
barriers"*



FEEDBACK FROM THE WORKSHOP



CLARITY ON PIFU PATHWAY DURATION

- How long does the PIFU (Patient-Initiated Follow-Up) pathway last?
- What is the process for reconnecting with the service — does it always require going back through the GP?

ACCESS TO DIGITAL DEVICES AND FINANCIAL SUPPORT

- What support is available for individuals who need digital devices but are struggling financially?



SUPPORTING PEOPLE WITH COGNITIVE IMPAIRMENTS

- How can the Trust support people with cognitive impairments to ensure they can participate in the process effectively?

CONTINGENCY PLANNING FOR CYBER ATTACKS

- Are there contingency plans in place to ensure patient lists are maintained and services continue during cyber attacks or similar disruptions?

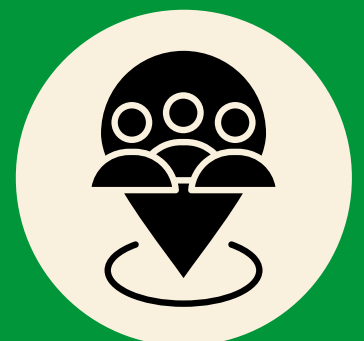


COMMUNICATION AND ACCESSIBILITY MATERIALS

- Suggestion to create explanatory videos on the PIFU process.
- Videos should be available in alternative languages and accessible formats.

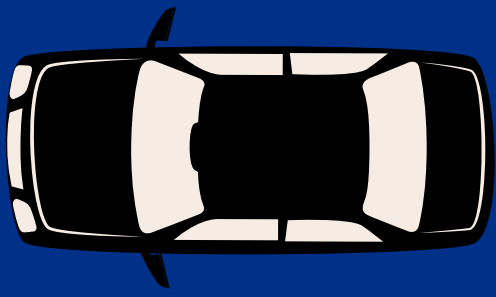
COLLABORATION WITH LOCAL DIGITAL SUPPORT GROUPS

- Utilize local community groups that help with digital access and skills, e.g., Digi Dudley and Digital Dynasty.



INTEGRATION WITH FAMILY HUBS

- Emphasis on integrating with family hubs and engaging families in the process.



NEXT STEPS

Sharing the findings from the Digital Front Door Workshop

Explore further conversations with our family hubs across the borough

Working with suppliers to reuse our old devices where possible so they can be used by our local patients and communities who need them

Developing a patient information leaflet with our trauma and orthopaedic PIFU teams

We will discuss findings with the Trust's patient experience group early next year

Work with our dudley improvement practice team to explore the use of the patient passport