**PIDMAS FREQUENTLY ASKED QUESTIONS**

**What happens to the patient if a provider with a shorter waiting time can’t be found?**

If an alternative provider is not identified, the patient will be informed and will remain with their current provider.

**Who is responsible for informing the patient they could be eligible to switch provider?**

The NHS trust or independent sector provider who is currently overseeing the patient’s care is responsible for contacting those eligible. If the patient’s request progresses, it is the responsibility of the ICB to try and find an alternative hospital appropriate for the patient.

**What happens to a patient’s position in the original waiting list if they decide to explore their options?**

The patient’s position on their current waiting list will not be impacted if a new provider isn’t identified.

**When will other patients on the waiting list be offered an opportunity to switch provider?**

Phase one is for patients waiting over 40 weeks. We will widen the offer in a phased approach over the coming months.

**Can all patients waiting for treatment over 40 weeks change their provider?**

Not all patients waiting over 40 weeks will be invited to request to move provider. Patients who have been waiting over 40 weeks and have an appointment date within the next 8 weeks will be excluded from the process on the basis that it will be quicker for them to remain with their current provider than move to an alternative provider.

In addition, there may be some patients whose clinical condition means that it would not be appropriate to move provider. This is particularly relevant to patients whose condition is clinically complex.

**How will patients’ details be shared with other providers?**

Patients are invited to submit their details into the national digital solution (PIDMAS) and select the hospital they are currently under the care of. The patient details will be sent to the hospital for them to be reviewed and then shared with the ICB if the patient is appropriate to move provider.

**How long will the process take?**

The patient will be told if a new provider has been found or not within five to six weeks of starting the process. If a patient is not clinically appropriate to move, it is expected they will be told within two to three weeks.

**When will those under 18 be able to change provider?**

We will be including patients under 18 in a future cohort.

**If a patient who has been waiting over 40 weeks chooses to go to a different provider will they be entitled to expenses for travel and accommodation?**

All Derbyshire ICB GP registered patients are already offered non-emergency patient transport (NEPTS) for their journeys to and from acute settings if they fit the national eligibility criteria for NEPTS. This includes any journeys outside of the ICB county boundary to any acute location in the country.

There is the existing NHS Travel Reimbursement Scheme which can be utilised if patients opt to receive care and treatment by an alternative care provider.

**After the first outpatient appointment is a patient transferred back to their local NHS trust?**

By making a request to move your care to another hospital, your entire pathway of care will be moved. This includes all appointments, any required treatment / surgery and any follow up care.

This is clear on the homepage of the PIDMAS website.

**When a patient receives the communication is there a time limit for them to respond in?**

No. Some patients may respond immediately - others may take weeks to decide that they wish to opt in. There are no restrictions.

**How will those patients who are not digitally enabled be supported?**

A telephone assistance line will be provided in any direct communication to eligible patients.

If you have any issues, please refer back to any original communication you have received to find the helpline number. Helpline opening hours are: weekdays 8am to 8pm; weekends and bank holidays 8am to 4pm (closed on Christmas Day and New Year's Day).

**Can’t patients already change provider if they’ve been waiting over 18 weeks for treatment?**

If a patient has been waiting over 18 weeks, they have the right to request to move provider. If a patient has been waiting over 26 weeks, it is the responsibility of the ICB to make every effort to identify an alternative provider to enable the patient to receive earlier treatment.

This announcement relates to patients who have been waiting over 40 weeks, and meet the eligibility criteria, as they will now be contacted proactively and asked if they would like to move provider if one with a shorter waiting time can be found.

**Updated 31 October 2023**