

Patient advice sheet

Patient-Initiated Follow-Up (PIFU)

Information for patients, relatives and carers

PIFU direct telephone number:

01296 315653

This leaflet explains what Patient - Initiated Follow-Up (PIFU) is and how it can help you manage your condition

What is Patient-Initiated Follow-Up (PIFU)?

Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are seen by the service.

PIFU Short-term

The Team will advise you whether your condition is suitable to transfer you to a PIFU pathway, rather than regular follow up appointments scheduled by the hospital. This is to allow a defined 'window' of time within which the team expect you to be stable and well but that you can return to the service should this not be the case.

Your clinician will advise you about the process and give you this patient information leaflet for you to consider if you want to have your follow-ups in this way; it is your decision. If you do not require a follow-up appointment within the duration of your defined PIFU pathway, we will discharge you back to the care of your GP. We will write to you and your GP when this has been put in place to ensure everything is clear.

PIFU Long-term

Attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety – e.g. time taken to travel, park and wait for the appointment – if your condition is stable.

Sometimes, regular outpatient appointments may not result in any change to your treatment. In fact, your condition may flare up in between regular booked appointments and it is during these times that you'll need our input. Long-Term PIFU will put you in control of making an appointment or getting advice when you need it most. For all other concerns, or if you are feeling unwell, your GP is your first point of contact.

How would I book a PIFU appointment?

Booking an appointment to see the team is a quick and easy process. If you have a flare up of your symptoms and need advice or an appointment just call the number on the cover of this leaflet and a member of our administration team will arrange an appointment for you within 20 working days.

You will have the opportunity to speak to a service representative for advice, if required.

Our administration team aim to arrange an appointment for you as soon as possible. If required, once your care team has reviewed and triaged your request, this will be passed to our administrative service who will be in touch to book accordingly.

Can I change my mind about this style of follow-up? Just tell us and we will go back to booking regular hospital appointments for you to attend for your review. Please discuss any concerns with a member of the team who will be happy to help.

When not to use PIFU

If you require urgent medical advice, contact your GP, NHS 111, your local walk-in centre or, if it's an emergency your local Emergency Department (A&E) via NHS 111 or 999.

Booking a PIFU in four easy steps:

- 1. Call the Call Centre Team on 01296 315653 (between 8.30am and 4.30pm).**
- 2. Explain to the Team you need to have a PIFU appointment (or have a query to be passed to the relevant clinical team).**
- 3. Agree an appointment date and time.**
- 4. Attend your clinic appointment.**

In the event you need to leave a message when you call, please leave the following information:

- Your full name and date of birth.
- Your hospital number and/or NHS number.
- A telephone number where we can call you between 8.30am – 4.30pm.
- Date of your last specialist appointment.

To find out more about our Trust visit www.buckshealthcare.nhs.uk

Please remember that this leaflet is intended as general information only. We aim to make the information as up to date and accurate as possible, but please note that it is subject to change. Please therefore always check specific advice on any concerns you may have with your doctor.

How can I help reduce healthcare associated infections?

Infection prevention & control is important to the well-being of our patients and for that reason we have infection prevention & control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. Please follow our infection prevention and control guidelines when visiting our healthcare sites. Further information is available on our website.

Patient Advice Sheet

If you would like a copy of this information on audiotape, in large print or translated, please call the Patient Advice Liaison Service on 01296 316042 or email bht.pals@nhs.net