

Patient information – patient-initiated follow-up (PIFU)

Ear, nose and throat

What is a ‘patient-initiated follow-up’ (PIFU)?

A patient-initiated follow-up, also known as PIFU, means that you are in control of making your own follow-up appointments at a time when you need them, or when your circumstances change.

How does PIFU work?

- You will have agreed with your healthcare professional that a PIFU is suitable for you. Your GP will be informed of this by letter.
- You will have access to the PIFU service for a period of time. If you require a follow-up appointment during this period, you can contact the hospital to book an appointment without the need to be referred by your GP.
- Making an appointment is easy; you just need to call the telephone number provided on the back of this leaflet. You will be asked for your NHS number which can be found at the top of any hospital letter you have received.

What if I don’t want a PIFU appointment?

- You do not have to have a follow-up appointment. If you would prefer not to have an appointment, you don’t need to do anything.
- If you don’t contact us to book a follow-up appointment, the PIFU will simply expire and you will receive a discharge letter.
- We will not contact you to book the PIFU appointment – it has to be initiated by you.

When should I not use PIFU?

You should not use PIFU for medical problems that are not related to this specialty/condition. For anything else, your GP remains your first point of contact.

Please turn over for more information relating to your ear, nose and throat PIFU.

The ear, nose and throat PIFU service:

- You will have 12 months of access to the ear, nose and throat service via PIFU.
- When your PIFU expires after 12 months without needing our support, you will be discharged from the service. You will need to contact your GP to be referred back to the ear, nose and throat service, if needed.
- If you have a new concern, your GP remains your first point of contact so that you receive an appointment into the correct clinic.

Under what circumstances should I arrange an appointment?

At your clinic appointment you will be advised of the circumstances in which you should arrange a PIFU appointment.

You should only make an appointment to be followed up with the ear, nose and throat department if you are seeking further consultation about the original condition you were seen for.

To have a PIFU appointment you must:

- Have been told by your doctor or nurse that this is appropriate for you
- Contact us within 12 months of your original appointment

Booking a PIFU in 4 easy steps

1. Call the specialty nurse on **07833 200 557** (opening hours Monday 10am to 12noon, Wednesday 2pm to 5pm, and Friday 10am to 12noon – excluding bank holidays)
2. Explain you require a PIFU appointment with the ear, nose and throat department
3. Agree an appointment date and time
4. Attend telephone or face-to-face appointment

