

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

Elderly Care

### **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 Elderly Care PIFU.**

## **The Elderly Care PIFU service:**

- You will have 6 months of access to the Elderly Care service via PIFU.
- When your PIFU expires in 6 months without you needing our support, you will be discharged from the service. You will need to contact your GP to be referred back to the Elderly Care service, if needed.

## **Under what circumstances should I arrange an appointment?**

Your healthcare professional will advise you of the circumstances in which you should arrange an appointment. This will depend on your specific condition.

Some examples of reasons to arrange an appointment could include:

- A progression or relapse of your condition requiring a change to treatment.
- Concern about side effects from your current treatment.

### **To have a PIFU appointment you must:**

- Have been told by your healthcare professional that this is appropriate for you.
- Contact us within the timeframe advised by your healthcare professional.

### **If you wish to access the Elderly Care PIFU service:**

Please telephone 01438 284007

Office opening hours: Monday to Friday, 9am to 3pm

