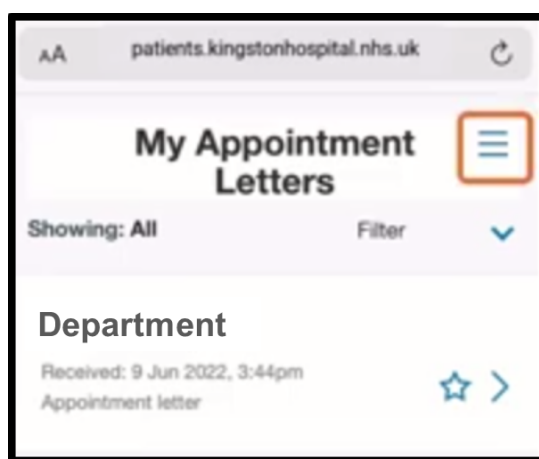


Patient Initiated Follow-up (PIFU): Move to PIFU

<https://kingstonhospital.nhs.uk/information/move-up-to-pifu>

This leaflet is for patients with long term conditions who have decided, after discussion with their hospital specialist, to move their care onto Patient Initiated Follow-up (PIFU).



What is PIFU?

PIFU means that you book an appointment or contact us if and when you need advice or guidance from a specialist about symptoms relating to your condition.

This puts you **in control** of when you can access care and treatment from your hospital department.

It means **spending less time** attending hospital appointments, but still having access to support from a hospital specialist when you need it.

Feedback from patients using PIFU is that they avoid unnecessary trips to hospital and this saves them time, money, and stress.

Most patients with stable long-term conditions do not require regular follow up by the hospital team. Research has shown that regular visits do not help to prevent conditions returning or lead to new problems being identified. In fact, your condition may flare up in between regular appointments, and it is during these times that you will need our input.

Why have I been offered PIFU?

You and your hospital specialist have agreed that you will benefit from PIFU. It is important that you look out for changes in symptoms and that you are confident to contact us about these.

How do I book a PIFU appointment?


If you have any of the symptoms listed on your hospital letter or PIFU card, contact the department and say that you are on PIFU or Patient Initiated Follow Up. They will

- ask you to describe your symptoms
- ask if you have any special requirements that we need to take into account when we organise your appointment
- pass this information on to the specialist team


- get back in touch within 72 hours (3 days) to arrange a phone or face to face appointment (you will not be given any clinical advice during these initial phone calls).

If your situation changes and you no longer need your appointment, or you need to change your appointment date, phone and tell us straight away. We will then be able to offer your appointment slot to someone else who needs it.

How does PIFU work?




I agree to move to PIFU
After discussing the options with you, we agree you will move to PIFU.



If I have symptoms
If you have any of the symptoms on your hospital letter or PIFU card:

- Contact your hospital service
- Say you are on PIFU
- Explain your symptoms
- Tell us about any additional needs we need to take account of.



I receive an appointment
The hospital will contact you within 72 hours (3 days) with an appointment.

Contact us straight away if you no longer need the appointment or wish to change the day or time.

When not to use PIFU

PIFU is not a replacement for urgent medical advice.

- ➔ If you require urgent medical advice, contact your GP, NHS 111 or your local walk-in centre.
- ➔ In a medical emergency, go to your local Emergency Department (A&E).
- ➔ For all other concerns or if you are feeling unwell, contact your GP. They remain your first point of contact.

Will you still be looking after me if I do not call for a PIFU?

Yes, you will still have follow-up appointments with us. Your specialist will decide how often these will take place. Please phone your hospital department to find out more about this.

What if I have a special communication need?

Please tell your hospital department or ask someone else to contact us if you have a special communication need. We will offer information and communication in a format that you find easy to use and understand. For example, this could be large print if you have problems with your eyesight, you may need written communication and face to face appointments if you are deaf, and easy read information if you have a Learning Disability.

Please tell us whether a virtual or face to face appointment will best meet your needs.

We need your feedback to improve our services

We appreciate and encourage feedback and our hospital departments are happy receive your comments at any time.

You can give quick anonymous feedback about PIFU by:

Scanning this QR code with a SMART phone or tablet or clicking [PIFU Feedback Survey](#) if you are reading this leaflet online or go to our PIFU department page on the Kingston Hospital website.

Alternatively, you can call PALS on 020 8934 3993 to feed back by phone.




170 All dept/PIFU/Aug22

If you don't want to take part in surveys, you can tell us by contacting your hospital department or by choosing to 'opt out' of the national programme that allows confidential information about you to be used for research and planning. Visit this website to learn more about this and to opt out.

[Make your choice about sharing data from your health records - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Contacts

If you have any questions or concerns about PIFU please call your department. Use the phone number on your hospital letter or PIFU card.

<p>Translate</p>	<p>Please speak to a member of staff before or during your visit to the hospital if you require translation.</p>
<p>Accessibility</p>	<p>Please contact the Patient Experience Team on 020 8934 3850 if you need this information in a different format. For information accessibility please visit Kingston Hospital AccessAble www.accessable.co.uk/kingston-hospital-nhs-foundation-trust</p>
<p>Support services</p> <p>Visit the hospital website, ask a member of staff, or ring us for details.</p> <p>www.kingstonhospital.nhs.uk</p> <p>Switchboard 020 8546 7711</p> 	<ul style="list-style-type: none"> • 'Find Us' page for maps, transport, registering a blue badge, disabled access • Information, advice and support for patients and relatives (PALS) 020 8934 3993 • Pastoral and Spiritual Support 020 8546 7711 • Learning Disability Liaison Team 020 8934 6895