

Pain Team Patient-Initiated Follow-Up (PIFU)

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at rduh.pals-northern@nhs.net.

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 pain team. It means spending less time attending hospital appointments, but still having access to clinical support when you need it.

PIFU enables you to make an appointment if you feel a review is required to help support you to live with the pain you experience. For example, if your current management plan, and the knowledge and skills that you have developed are no longer supporting you.

You initiate the follow-up appointment, instead of the hospital, which is why this process is called Patient-Initiated Follow-up (PIFU). By giving you a route to request support in a timely way, PIFU can help you to support your self-management.

For all other concerns, if it is a new or different pain, your GP will remain your first point of contact.

How will I know if I'm suitable for PIFU?

The decision to move to PIFU will be made in collaboration with the pain team member you have seen. Your clinician will have discussed the PIFU process and given you this patient leaflet for more information.

When should I call for a PIFU?

You should contact us if you feel you need further support to help manage the pain problem you previously attended for.

PIFU is not a replacement for urgent medical advice. If you require urgent medical advice, you should contact your GP, NHS 111, your local walk-in centre or, if you are really unwell, your local Emergency Department (A&E).

How will I book a patient-initiated follow-up appointment?

This is a quick and easy process. Please follow the 5 easy steps below:

1. Call or email the pain team

Email: rduh.northdevonpainpatient@nhs.net

Tel: **01271 337820** (Monday-Friday 9am-1pm)

If 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 so we can call you back during our opening hours
2. Explain that you would like to arrange a PIFU, the reasons for this and the team member you previously saw.
 3. The team will review your concerns and decide whether you need immediate clinical advice or if you need an appointment
 4. If the team think you need an appointment, we will contact you to agree an appointment date and time. We will arrange an appointment for you within 10 working days.
 5. Attend your clinic appointment.

Will you still be looking after me if I'm on PIFU and don't initiate an appointment?

Yes. When agreeing to move to PIFU, your clinician will agree a timeframe for this. In most cases this will be 12 months. If you do not contact us within this time, your clinician will review this and decide what to do next. The most common options are further PIFU, book for a review appointment, or discharge.

What if I am worried and change my mind about this style of follow-up?

Please let us know – we would be happy to discuss any concerns with you.

More information

There are some helpful leaflets and videos on how to manage and live with pain:

Trust website:

www.royaldevon.nhs.uk/services/pain-management/persistent-pain-service-north

My Health Devon: myhealth-devon.nhs.uk/my-condition/pain

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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