

Physiotherapy & Occupational Therapy Department Patient Initiated Follow-Up (PIFU)

(Eastern services)

Other formats

If you need this leaflet in another format such as Braille, large print, high contrast, British Sign Language or translated into another language, contact the Patient Advice and Liaison Service:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@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 Physiotherapy & Occupational Therapy (OT) department. It means spending less time attending hospital appointments, but still having access to clinical support when you need it.

If your condition is stable or improving, you may not find it helpful attending regular outpatient appointments scheduled by the hospital. Sometimes, these appointments may not result in any change to your treatment, but you'll have spent time and energy putting arrangements in place to attend your appointment. However, if your condition does change after a scheduled appointment it will be reassuring to know that you can make contact with the Physiotherapy and OT service again for a period of time specified by your Therapist. With PIFU, you can get advice from your Therapist, who may suggest a further appointment is required.

You initiate the follow-up appointment, instead of the hospital. Which is why this process is called patient-initiated follow-up (PIFU).

For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.

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

Your Physiotherapist or OT will tell you if your condition is now suitable for PIFU, instead of further appointments scheduled by the hospital.

Your therapist will advise you about the PIFU process and give you this patient leaflet to support you.

When should I call for a PIFU?

- You should call if you experience an increase in symptoms relating to the condition for which you were originally referred to the Physiotherapy or OT service which is not improving with self-management techniques you have been previously shown.

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 appointment?

This is a quick and easy process.

If you have an increase in symptoms which are not settling following the use of self-help strategies just follow the steps below and the team will help you.

5 easy steps:

1. Call or email the Physiotherapy / OT department

PIFU direct tel: _____ or

Email: rduh.therapyservices@nhs.net

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 to the clinical team you are having an issue with your condition and need some clinical advice.
 3. The team will review your concerns and decide whether you need immediate clinical advice for your symptoms 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.
 5. Attend your clinic appointment.

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

If your Therapist feels your condition can be appropriately managed with PIFU then you may initiate a follow-up appointment at any point over a ____ month duration. However, if you do not make contact with the Physiotherapy / OT service within the PIFU period you will be discharged from the Physiotherapy / OT service back to the care of your GP. They will be able to support you from this point onwards.

Your notes

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, please contact PALS:

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- rduh.pals@nhs.net

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.

You can also share your feedback on the Care Opinion website at www.careopinion.org.uk or freephone 0800 122 3135.



Scan the QR code to visit the Care Opinion website →

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www.royaldevon.nhs.uk

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