NHS
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Community rehabilitation team patient-initiated follow-up (PIFU)

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 Community Rehabilitation Team. It reduces the need for routine follow-up, while still giving you access to clinical support when you need it.

If your condition is stable, you may not find it helpful to have scheduled appointments or visits by the community rehabilitation team. Sometimes, these appointments may not result in any change in your treatment, but this can still take up your time and energy without leading to any change in your care.

With PIFU, you can get advice from your clinical team, who may suggest an appointment is required.

You initiate the follow-up appointment, instead of the community rehabilitation team which is why this process is called patient-initiated follow-up (PIFU).

For all other concerns not relating to your community rehabilitation input, 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?

The community rehabilitation team will tell you if your condition is now suitable for PIFU, instead of regular appointments scheduled by the team, you will continue your rehabilitation independently.

Your clinician will have advised you about the PIFU process and given you this patient leaflet to support you.

When should I call for a PIFU?

You should contact the team if you notice any changes in your function that you feel need reviewing

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 a change of your symptoms and need advice or an appointment, just follow the steps below and the team will help you.

5 easy steps:

1. **Call or email the community rehabilitation team -** 9am-4pm

   Community rehabilitation team name and contact details:

   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

   Alternatively, you can email the team:

   Email address: ----------
   Please note that if you choose to email the team, place PIFU in the subject title.

2. Explain to the community rehabilitation team you are having a fluctuation or a change in your symptoms 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.

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

Whilst you are on PIFU, we will have agreed with you on either a time frame for a discharge or a follow-up appointment.

We retain clinical oversight of your treatment and interventions provided by our service during this agreed time frame. You can contact the team (as directed above) if you have any concerns or if you have fluctuating or changing needs during this period.

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

Just tell us and we will go back to booking regular hospital appointments for you. Our team are happy to discuss any concerns with you.

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:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- 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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