

Cardiology Patient Initiated Follow-Up (PIFU)

PIFU direct tel: **01392 402769**

Email: rde-tr.cardiologypifu@nhs.net

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated in to another language, please contact the PALS desk on 01392 402093 or at rde-tr.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 Cardiology 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, you may not find it helpful to attend 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. Your condition may flare up in between regular booked appointments and it's at this point you really do need our input. 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 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?

The Cardiology team will tell you if your condition is now suitable for PIFU, instead of regular appointments scheduled by the hospital.

It is a shared decision between you and your medical team. Your doctor, specialist nurse or cardiac physiologist will advise you about the process either directly or by letter. The alternative options will be explained to you. In some cases the alternative may be complete discharge, periodic tests only, or continuing with outpatient appointments where our capacity allows.

The website links below will give you further help in making your decision:

<https://www.england.nhs.uk/shared-decision-making/guidance-and-resources/>

<https://www.choosingwisely.co.uk/i-am-a-patient-carer/>

Your clinician is there to support you with PIFU and this patient information leaflet will help to explain the process.

If you have any concerns about PIFU then you can contact the above phone number or email address and a member of staff will help.

When should I call for a PIFU?

You should call if you experience a flare-up of your symptoms related to your heart problem. Examples of when to call will be explained by your health care practitioner or in our letter to you.

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 flare-up 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 cardiology team

PIFU direct tel: **01392 402769** or Email: rde-tr.cardiologypifu@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 cardiology team you are having a flare-up and need some clinical advice.

3. The team will review your concerns and decide whether you need 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. We will contact you within 7 working days to discuss what we think is needed.
5. Receive your phone advice or attend your clinic appointment.

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

If you have any concerns associated with your condition, but not a flare up, you can contact the cardiology department for advice on **01392 402769**, Monday to Friday, 9.00am – 5.00pm (non-urgent calls only).

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

Just tell us and 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, relative, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01392 402093 between 9.30am – 4.30pm or email rde-tr.PALS@nhs.net. You can also visit the PALS department in person at the Royal Devon and Exeter Hospital.

Have your say

The Royal Devon & Exeter 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.