

Ear, Nose and Throat Patient Initiated Follow-Up (PIFU)

PIFU direct tel: 01392 403461

Email: rde-tr.ent@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 ENT 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 rather than having to get your GP to request you another appointment to see them.

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 ENT team will tell you if your condition is now suitable for PIFU and explain how the process works. You may decide you do not wish to have PIFU and would prefer a traditional follow up arrangement.

When should I call for a PIFU?

You should call if you experience a flare-up of your symptoms. Your Consultant will explain to you which particular symptoms are relevant in your specific situation.

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 team

PIFU direct tel: 01392 403461 or Email: rde-tr.ent@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 team that you are having a flare-up 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 for an agree an appointment date and time. We aim to arrange an appointment for you within 15 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?

There is an agreed time limit for which PIFU will be active – this will be explained to you by the specialist doctor you see in the ENT department. This time period will generally be from 1 to 2 years in duration.

If you have not made a PIFU request after this time limit expires you will be discharged from routine hospital follow up but can be referred by your GP again if your symptoms return.

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.

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon hospitals.

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