

Bladder and Bowel Adult Service Patient Initiated Follow-Up (PIFU)

PIFU direct tel: 01392 208478

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 01392 402093 (for Mid Devon, East Devon and Exeter services) or 01271 314090 (for North Devon services). Alternatively, email us at 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 have contact with the Bladder and Bowel Adult Service. It means spending less time attending appointments, but still having access to clinical support when you need it.

If your condition is stable, regular outpatient or telephone appointments may not be necessary. Sometimes these appointments will not result in any change to your treatment, but you will have spent time and energy putting arrangements in place to attend. However, if you feel you do need further support, then PIFU will allow you to get advice from the clinical team, who may suggest that 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?

The Bladder and Bowel Adult Service will tell you if your condition is now suitable for PIFU, instead of regular appointments scheduled by the hospital.

It is entirely your decision. You can continue with regular appointments if you want to. 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 us if you feel you need further support to help the management of the 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.

How will I book a patient-initiated appointment?

This is a quick and easy process.

If you need advice or an appointment, just follow the steps below and the team will help you.

5 easy steps:

1. Call the Bladder and Bowel Adult Service

PIFU direct tel: **01392 208478**

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. Briefly explain to the Bladder and Bowel Adult Service that you need some further support 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. This may be an outpatient or telephone appointment.
 5. Attend your clinic appointment.

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

When agreeing to move to PIFU, your clinician will agree a timeframe for this. In most cases, this will be a number of months. If you do not contact the team within this time, it will be deemed you are managing your condition to your satisfaction and so you will be discharged with no further follow up.

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 the PALS desk on 01392 402093 (for Mid Devon, East Devon and Exeter services) or on 01271 314090 (for North Devon services). Alternatively, email us at 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.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk or freephone 0800 122 3135.

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