

Community Podiatry Team

Patient Initiated Follow-Up (PIFU)

RDUH EAST

PIFU direct tel: 0345 266 7772

Email :rduh.podiatryappointments-eastern@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 podiatry team. It means spending less time attending hospital appointments, but still having access to clinical support when you need it.

PIFU enables you to make an appointment if you develop an urgent foot problem. PIFU can help you manage your own foot care with support from friends and family, and seek help from podiatry if you were to develop a foot problem

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 podiatrist has discussed this with you and advised you have been put on a

- Short term PIFU
- Long term PIFU

For

- 6 months
- 9 months
- 12 months

How does this work?

During this time, you will not receive standard follow up appointments with us.

However, you should contact us if you have any worries or concerns with your feet. DO NOT wait until your timeframe is completed to contact us if you have a foot concern.

Depending on the nature of the concern, you will be booked a telephone appointment with a clinician. A face to face appointment will then be booked, if appropriate.

If your PIFU timeframe has come to an end and you have not needed to contact us:

Short Term PIFU - you will be discharged from the service. However, if you develop further foot problems after the end of the PIFU period you can complete a self-referral form to access the service again.

Long Term PIFU – you will be contacted at your review date to book an appointment. This is likely to be in the form of a telephone appointment. Following this review we will either arrange for an appointment to see you in clinic, set another time frame for PIFU or discharge you from our service.

When should I call for a PIFU appointment?

You should contact us if you have any worries or concerns with your feet.

In particular, if you were to develop any urgent concerns with your feet such as:

- A cut or open area (ulcer) on your foot
- Blood, pus or discharge coming from your foot*
- Your foot becomes red, hot, swollen and/or painful

*PIFU is not a replacement for urgent medical advice. If you require urgent medical advice, contact your GP, 111 or attend your local Walk In Centre.

However, if you develop any of the symptoms above and feel unwell with flu like symptoms/vomiting, it is more urgent to seek immediate medical advice. In this case, present at your local Emergency Department (A&E) if necessary.

How do I book a PIFU appointment?

This is a quick and easy process.

If you develop a foot problem and need advice or an appointment, follow the steps below and the team will help you.

4 easy steps:

1. Call, email or message the Community Podiatry Service (RDUH East)
 - Email: rduh.podiatryappointments-eastern@nhs.net
 - Telephone: 0345 266 7772 (9-4pm)
 - 'My Chart' Message podiatry through the MyChart electronic patient portal

When contacting us, please leave the following information:

- Full name and date of birth
 - Your hospital or NHS number
 - A telephone number, so we can call you back during our opening hours
 - If sending an email or 'My Chart' message, please attach a photo of your foot concern if possible
2. Explain to the podiatry team you are having a foot problem and need some clinical advice
 3. The admin team will liaise with a clinician if necessary and review your concerns.
 4. A decision will be made whether you need immediate clinical advice for your symptoms, or you need an appointment (either face to face or telephone). If an appointment needs to be made, we will agree a date and time with you. We will aim to arrange an appointment for you within 10 working days.

What if I just need some advice or guidance, can I contact you?

Yes, if you feel you need advice or guidance about your feet, you can contact the podiatry service by sending a message on 'My Chart' or an email. If this is not possible please phone us. A podiatrist will contact you to discuss your worries or concerns.

However, there are some helpful foot health information leaflets and videos on how to manage and look after your feet available on our website:

www.royaldevon.nhs.uk/services/podiatry/patient-information

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 either a time frame for a discharge or 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 changing needs during this period.

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

Just tell us and one of the team will be 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 Exeter, East and Mid Devon

- call 01392 402093 or email rduh.pals-eastern@nhs.net. You can also visit the PALS and Information Centre in person at the Royal Devon and Exeter Hospital in Wonford, Exeter.

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.

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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