

## Pain Management: Patient Initiated Follow-Up (PIFU)

PIFU Direct Tel: 01392 405030 Email: [rde-tr.painmanagementpifu@nhs.net](mailto:rde-tr.painmanagementpifu@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](mailto: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 Pain Management 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.

With PIFU, you can contact the team if your condition changes and a relevant intervention will be arranged. This may include advice, a follow up appointment or being booked for a further intervention. The consultant involved in your care will review the request and make the necessary arrangements.

The need for follow-up is initiated by the patient 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 or need immediate help and support, your GP will remain your first point of contact.

### How will I know if I'm suitable for PIFU?

The Pain Management team will discuss with you if your condition is now suitable for PIFU, instead of regular appointments scheduled by the hospital.

## When should I call for a PIFU?

You should call if you experience a deterioration in your condition and feel the need for further advice and management. PIFU is available for 12 months after its initiation, after which you must go back to your GP to be re-referred.

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.

1. Call or email the Pain Management team with information regarding the deterioration in your pain symptoms and your concerns/expectations

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If you need to leave a message when you call, please leave the following additional 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. The Pain Management medical team will review your request and decide upon appropriate follow up arrangements.
  3. We will then contact you as necessary to arrange an appropriate appointment date and time.

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

If you have concerns over this arrangement please let us know. Our team are happy to discuss any concerns with you and make alternative arrangements if needed.

### **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](mailto: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.