

West of England Eye Unit Patient Initiated Follow-Up (PIFU)

rde-tr.PIFUOphthalmologyDevon@nhs.net
and 01392 406922

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 ophthalmology 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 Eye Unit 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 call if you experience a flare-up of your symptoms.

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 Eye Unit
PIFU direct **tel:** 01392 406922
or **Email:** rde-tr.PIFUOphthalmologyDevon@nhs.net

For email, please provide 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 clinical team you are having an issue with your condition 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.
5. 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 booking office for advice on **01392 406922**, 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 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, relative, carers and friends; and 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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