

The Royal Wolverha

Rehabilitation Service

Patient Initiated Follow Up (PIFU)

If you wish to access PIFU, please call the team on:

01902 444000 Option 4

What is 'Patient Initiated Follow Up' (PIFU)?

- Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are supported by the Rehabilitation team. It means spending less time attending hospital appointments, but still having access to specialist clinical input when you need it.
- You or your carer can initiate your follow up appointment when you feel you need one due to a change in your condition or circumstances, or if your symptoms are causing you trouble.
- You will have direct access to guidance when you need it the most, as opposed to attending a follow up within a set timeframe which you may not need.
- 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.

The Rehabilitation PIFU service offers:

Open access to advice, support, and appointments as and when you need them. These may be via telephone or face to face, based on your individual needs and circumstances.

How is PIFU beneficial to you?

- You won't be making any unnecessary journeys to the hospital attending a follow up appointment which you may not really need. You will only have a consultation if you feel you need or want one,.
- You have more control over your care and how an appointment is initiated as opposed to attending your follow up appointments at fixed routine intervals. We will aim to see you within a small number of weeks after you get in touch.

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How do I make an appointment?

Making an appointment is easy; you just need to call the Rehabilitation team on the number provided at the start and end of this leaflet. Please provide your NHS number when you call, which can be found at the top of any hospital letter.

Once you have provided your details we will then send a letter to you with our next available clinic date and time, if this is not suitable you can rearrange the appointment via telephone.

Please note, to arrange a patient-initiated follow-up appointment with the Rehabilitation team, you must have previously agreed with your Rehabilitation specialist that this is the right pathway for you.

What symptoms should I get advice about?

The Rehabilitation team will outline the most important situations that should prompt you to contact them by PIFU. That does not mean that you cannot contact them at other times if you think you need to. Some of the most common queries and important triggers are:

- Concerns or questions about treatment side effects or changes
- If you wish to return to regular follow-up appointments instead of PIFU
- Any of the following new symptoms:
 - Visual disturbances
 - Headaches
 - General deterioration in mobility/balance
 - Nausea and vomiting
 - Change in bowel and bladder
 - Spasms or tingling/numbness

If you are unsure on symptoms

If you feel uncertain or have any other symptoms that are not listed above, but still feel you need advice, please telephone and the team will review your message and a clinician will decide if a PIFU appointment is needed.

When you should NOT use PIFU

If you require urgent medical attention, you should contact your GP, NHS 111 or attend A&E. For medical problems that are not related to this speciality, your GP remains your first point of contact.

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