



# A guide to...

# Patient Initiated Follow-up (PIFU)

## Patient Information

If you need this leaflet in another language, large print, Braille, or audio version, please call **01923 217 198** or email [westherts.pals@nhs.net](mailto:westherts.pals@nhs.net)



### How to contact us

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## **WHAT IS PIFU?**

PIFU stands for Patient Initiated Follow-Up. The goal is to empower our patients and have them take greater control over their healthcare and appointments. The traditional approach is that we book 'routine' or 'urgent' follow-up appointments for our patients at a set timeframe in the future.

## **HOW DOES PIFU WORK AND WHEN CAN IT HELP ME?**

PIFU allows patients greater control over their appointments. Instead of a fixed appointment date and time, patients can arrange their own appointments when they are having a flare-up of your condition. You will remain under the care of the team even if you have not used the service. If your doctor deems you are suitable for the PIFU project, you will be sent this leaflet. You may also be asked to sign a consent form. PIFU is useful for helping patients when they most need help during worsening of symptoms related to their condition. Travelling to hospital is not convenient for many patients and places an unnecessary burden on patients if they are well and do not need an appointment. This aims to give more autonomy to patients over their treatment.

***Your doctor will provide you with an outline of the symptoms and signs to look for and when PIFU can help you.***

## **HOW DO I GET IN TOUCH WITH THE PIFU TEAM?**

To arrange a PIFU appointment, call 07772 711540

The PIFU line is open Monday to Friday between 8am – 4pm. If no-one is available to take your call, please leave a message including your name, DOB, NHS or hospital number and a contact number and a member of the team will be in touch as soon as possible. Alternatively, you can email the team including the above details on [westherts.derpifu@nhs.net](mailto:westherts.derpifu@nhs.net)

The team will aim to book patients in for an appointment within the timescales advised by your Clinical Team.

## **WHEN NOT TO USE PIFU**

***PIFU does not replace help for other conditions or emergencies; you may have PIFUs for other specialties.***

***For non-urgent queries about your condition, contact your GP in the first instance. For urgent medical attention, call your GP or 111. If you are very unwell, you should attend A&E or your local walk-in centre.***

## **HOW TO CONTACT US**

For any worsening of your condition call: 07772 711540.

The PIFU line is open Monday to Friday between 8am – 4pm. If no-one is available to take your call, please leave a message including your name, DOB, NHS or hospital number and a contact number and a member of the team will be in touch as soon as possible.

If you are feeling severely unwell, Please Call 999/ or come to A&E.

***We appreciate your feedback on our service and hope to meet our patients' needs. We may send you a questionnaire for feedback and to have your say.***