Patient information

West Hertfordshire Teaching Hospitals NHS Trust

Dermatology
Patient-initiated follow-up

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 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.

You will be given this leaflet if your doctor has deemed you suitable for the PIFU project. You will remain under the care of the team for an agreed period of time. At the end of this period, if you have not used the PIFU service, you will be discharged back to the care of your GP. The PIFU pathway is only for the condition for which are seeing the consultant team.

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

If you change your mind about being on this programme, contact your dermatologist through the secretaries who will be able to advise your further.

How do I get in touch with the PIFU team?

To arrange a PIFU appointment, call your consultant’s secretary at the hospital site where you usually have your appointments, or email: westherts.dermatologypifu@nhs.net

Watford: 01923 217139, Hemel Hempstead: 01442 287467, St Albans: 01727 897837.

Please provide your name, NHS number, relevant clinical information and images. This information will be reviewed by your doctor who will then arrange an appointment if needed according to clinical need and appointment availability. Please note the duration of the PIFU is the time during which you may be in touch with but does not correspond to when you may be seen.

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 dermatology team as usual. 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 Dermatology

Watford General Hospital
Vicarage Road
Watford, Hertfordshire WD18 0HB
Tel: Watford: 01923 217139
Email: westherts.dermatologypifu@nhs.net

Hemel Hempstead Hospital
Hillfield Road
Hemel Hempstead
Hertfordshire HP2 4AD
Tel: 01442 287467
Email: westherts.dermatologypifu@nhs.net
Hospital switchboard: 01442 213141

St Albans City Hospital
Waverley Road
St Albans
Hertfordshire AL3 5PN
Tel: 01727 897837
Email: westherts.dermatologypifu@nhs.net
Hospital switchboard: 01727 866122

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217198** or email **westherts.pals@nhs.net.**

Survey - Friends and Family Test

We welcome feedback about your care, this feedback is shared with all staff so that we can improve patients' experience.
Click this link, scan the QR code or type in: bit.ly/4o3QVFJ.

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Ratified / review date	August 2025 / August 2028
ID number	23/2453/V4