



# Cardiology Open Access Follow-up (OAFU)

## What is OAFU?

OAFU stands for Open Access 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 OAFU work and when can it help me?

OAFU 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 the disease. 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 OAFU project, you will be sent this leaflet. You may also be asked to sign a consent form. OAFU is useful for helping patients when they most need help during worsening of symptoms related to their cardiac disease. 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 OAFU can help you.***

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

## How do I get in touch with the OAFU team?

To arrange a OAFU appointment, call 01923 435156.

The OAFU line is open Monday to Friday between 10am – 2pm. 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 on the number above.

The team will aim to book patients in for an appointment within 10 working days.

## When not to use OAFU

**OAFU does not replace help for other conditions or emergencies; you may have OAFUs 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 cardiac condition call: 01923 436404

The OAFU line is open Monday to Friday between 10am – 2pm. 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.

***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.***

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 we can improve patients' experience.

Click this [link](#), scan the QR code with your smartphone or type in: [bit.ly/4o3QVFJ](https://bit.ly/4o3QVFJ).



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