Patient information

NHS
West Hertfordshire Teaching Hospitals
NHS Trust

General Surgery 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 are able to 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 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 times of an emergency or flare-up of symptoms related to their rheumatological 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 PIFU can help you.

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

HOW DO I GET IN TOUCH WITH THE PIFU TEAM?

To arrange a PIFU appointment, call 01923 208053.

The PIFU line is open Monday to Friday between 9am-10am or 4pm-5pm . 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.generalsurgerypifu@nhs.net.

The team will triage your symptoms and confirm whether a PIFU appointment is the right choice for you. We aim to book patients in for an appointment within 10 working days

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 the General Surgery team as usual on the numbers below. 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 urgent flare-ups of your General Surgical condition call: 01923 436580

If no-one is available to take your call, please leave 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 so we can improve patients' experience. Click this link or scan the QR code with your smartphone or type in: bit.ly/4o3QVFJ.

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