

Patient initiated follow up (PIFU)

Information for patients

Maidstone and Tunbridge Wells NHS Trust now offers the option of 'Patient-Initiated Follow-Up' appointments for some clinically appropriate outpatients. This means that rather than having regular follow up appointments that may not necessarily be required, you are given the control to seek an urgent or non-urgent input if and when you require it.

It can save you time and money and puts you in charge of your outpatient care.

For more information please contact the booking team on the telephone number below:

Tel 📞: 01622-228223

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

Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are seen by your clinician.

Attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety – e.g time taken to travel, park and wait for the appointment – if your condition is stable.

Sometimes, regular outpatient appointments may not result in any change to your treatment. In fact, your condition may flare up in between regular booked appointments and it's during this time that you really **do** need our input.

Patient-Initiated Follow-Up will put you in control of making an appointment when you need it the most.

For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.

How does it work?

You will be advised by your clinical team if your condition is now suitable to have your follow-ups as patient-initiated instead of the regular appointments scheduled by the hospital.

Your clinician will have advised you about the process and given you this leaflet in order for you to make an informed decision about your care going forwards.

How will I book a patient-initiated appointment?

Booking an appointment to see the team is a quick and easy process. Just call the number on the cover of this leaflet and a member of our administration team will arrange an appointment for you within 10 working days.

You will also be offered the opportunity to speak with a specialist nurse for immediate advice, if required.

Will you still be looking after me if I do not call for a PIFU?

If you have any concerns associated with your condition but not a flare up you can contact the booking team on **01622-228223**

What if I am worried and change my mind about this style of follow-up?

Just tell us and we will go back to booking regular hospital appointments for you to attend for your follow up review. Please discuss any concerns with a member of the team who will be happy to help.

When should I call for a PIFU?

You should call if you experience a flare-up of your symptoms and require an urgent appointment. You will be able to access one of our 'SOS' appointments and can be seen in clinic in the next 10 working days.

When not to use PIFU

If you require urgent medical advice you should contact your GP, NHS 111, your local Walk-in centre or, if you are really unwell, your local Emergency Department (A&E).

How do I arrange an appointment?

If you have a flare of your symptoms and need advice or an appointment, just follow the steps below and the team will help you.

4 Easy Steps:

- 1 Call your clinical admin team on 01622-228223 (between 8am and 5.30pm)
- 2 Explain to the team you would like make a follow-up appointment and that you are on the PIFU pathway.
- 3 Agree an appointment date and time.
- 4 Attend your clinic appointment.

In the event you need to leave a message when you call, please leave the following information:

- ✓ Your full name and date of birth.
- ✓ Your hospital number and/or NHS number.
- ✓ A telephone number where we can call you during normal hours between 8am – 5.30pm.
- ✓ Date of your last (specialty) appointment.

Tel 📞: 01622-228223

Opening hours: 8am and 5.30pm


Further information and advice can be obtained from:

NHS England

[NHS England » Patient Initiated Follow Up: Giving patients greater control over their hospital follow-up care](#)

NHS 111

NHS Choices online

 **111**

www.nhs.uk

Please use this space for your notes.



MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the Patient Advice and Liaison Service (PALS). We will do our best to arrange this.

Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our service users. If the standard of service you have received from the Trust does not meet your expectations, we want to hear from you. Please speak with the ward manager or the nurse in charge in the first instance, or you can contact the **Patient Advice and Liaison Service (PALS)** on:

Telephone: ☎ 01622 224960 or ☎ 01892 632953

Email: mtw-tr.palsoffice@nhs.net

or visit their office at either Maidstone or Tunbridge Wells Hospital between 9.00am and 5.00pm, Monday to Friday.

You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

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