

Patient Initiated Follow Up

Information and advice for patients

General Surgery

This leaflet is to provide you with useful information about what PIFU is and assist you with deciding whether you need to contact the General Surgery team.

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

- Patient initiated follow up empowers you the patient by allowing you to be in control.
- You or your carer can initiate your follow up appointment when you feel you need one due to symptoms which you may have, or when your circumstances may have changed.
- You will have direct access to guidance when you need it the most, as opposed to attending a follow up within an agreed amount of time which you may not need.

The General Surgery PIFU service offers:

Open access to advice, support, and appointments as and when you need them. These may be via telephone or video call, or face to face, based on your individual needs and circumstances.

How is PIFU beneficial to you?

- You won't be making any unnecessary journeys to the hospital attending a follow up appointment which you may not really need. You will only have a consultation if you feel you need to be seen.
- You have more control over your care and how an appointment is initiated as opposed to attending your follow up appointments at fixed routine intervals. We will aim to see you within a small number of weeks after you get in touch.

How do I make an appointment?

Making an appointment is easy; you just need to call your consultants secretary on the telephone number on the letter you will receive in the post regarding your appointment today.

When you should NOT use PIFU

If you require urgent medical attention, contact your GP or call NHS 111. If you feel unwell go straight to A&E.

For medical problems that are not related to this speciality, your GP remains your first point of contact.

Contact

Department: _____

Telephone: _____

PIFU Timescale

The clinician who you have seen today will have explained PIFU to you. They will also have told you how long you will remain on the PIFU pathway. This is indicated in the box below. If you do not contact your consultant secretary within this amount of time you will be automatically discharged.

YOUR PIFU appointment will remain live for:

MONTHS/WEEKS

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