

PATIENT INFORMATION

Patient Initiated Follow Up (PIFU)

Department of Rheumatology



WHAT IS PIFU?

PIFU stands for patient initiated follow-up. The goal is to empower our patients and allow them to take greater control over their health and care.

HOW DOES PIFU WORK AND WHEN CAN IT HELP ME?

PIFU allows patients greater control over their appointments. Instead of being offered regular routine clinic visits and check-ups with your rheumatologist, you can request your own appointment when you need it e.g. when experiencing a flare - putting you in control of your care.

Patient initiated follow up can help reduce unnecessary visits to hospital, reduce patient waiting times and release clinical teams to see more patients in a timely manner.

PIFU allows you to request your own follow-up appointment. It will be based on your individual symptoms. Your clinician will provide you with an outline of the symptoms and signs to look for and when PIFU can help you.

HOW DO I GET IN TOUCH WITH THE RHEUMATOLOGY TEAM?

If you feel that you require a PIFU appointment, please call the Rheumatology Advice Line on 01905 760461. Please leave your name, DOB, NHS or hospital number, and a contact number. The nursing team will triage your symptoms and confirm whether a PIFU appointment is the right choice for you.

WHEN NOT TO USE PIFU

PIFU does not replace help for other conditions or emergencies; you may have PIFU's for other specialties.

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.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.