

Patient Initiated Follow Up

Outpatients

Patient Information Leaflet

What is 'patient initiated follow up'?

You may see this referred to as 'PIFU'. Patient initiated follow up puts **you** in control.

Research has shown that having a regular outpatient follow up does not help to prevent your condition returning or identify new problems. In fact, many people find that follow up visits to the hospital cause a lot of unnecessary anxiety.

The majority of patients with long term conditions, or following a hospital treatment, do not require regular follow up by the hospital team.

The 'guide card' will help you decide when you should get in touch with us. The card has been designed to fit into your purse or wallet so that you can conveniently refer to it.

Some patients express concern about losing regular contact with the hospital. Everyone has different feelings when they no longer need to be seen regularly by their medical team.

Check your guide card. It has been specifically designed for you so that you know when your symptoms indicate a "flare up" of your condition, and when you should arrange an appointment with us.

Patient initiated follow up will provide you with direct access to guidance when you most need it.

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

How do I book a patient initiated follow up appointment?

The service is quick and easy to use. Just call the number on your guide card

We will arrange a time for a nurse to telephone you, or we will arrange an appointment for you. Please note that the operator cannot give any clinical advice.

Please remember, it is important that you are available for your appointment. If you find you are unable to attend, please tell us in advance so we can try to give your appointment to someone else. Failure to do so may lead to you being referred back to your GP.



Lost Guide Card?

If you have lost your guide card please telephone 01539 732288 and ask to be put through to the appointment booking team for the specialty you are under.

Leaflet Details

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Other formats

If you would like to receive this information in an alternative format, then please contact : 01539 795497.

Travelling to our hospitals

For the best way to plan your journey visit our website:

<http://www.UHMB.nhs.uk/> or contact Patient Advice and Liaison Service (PALS): 01539 795497.

Useful Contact Details

NHS 111 (for 24 hour urgent health advice): telephone 111

Last year nearly 39,000 patients failed to attend their appointment costing the NHS over £3 million. Failing to attend an appointment increases waiting times.

Your Information

If you would like to know how we use, share, disclose and secure your information and your rights of access to the information we hold about you, visit the Trust's website: <http://www.UHMB.nhs.uk/> or contact Patient Advice and Liaison Service (PALS) on 01539 795497.

Evidence

Details of the evidence used in writing this leaflet are available on request from: Patient Information Officer at 01524 512476.

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment, please speak to a member of staff or contact PALS on 01539 795497.

UHMBT is a no smoking Trust. Smoking is not permitted on any of the hospital sites. You can contact the NHS North Lancashire Stop Smoking services on the number below:

NHS Quit Squad - **0800 328 6297**

If you live in Cumbria, please call **0300 013 3000** to find a local pharmacy who are offers 1-2-1 support and nicotine replacement therapy.

University Hospitals of Morecambe Bay Trust: a great place to be cared for; a great place to work.