

# Patient Initiated Follow-Up (PIFU)

## Information for patients from Ear, Nose, and Throat (ENT)

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

After your recent consultation or treatment, you have agreed to be placed on a Patient Initiated Follow-Up (PIFU) Pathway.

This means we will not make your regular review appointments. Instead, you can make an appointment to see your clinician or healthcare team when you need it.

This will be if you have:

- a 'flare up'
- your symptoms relating to your condition worsen; or
- if you feel that you are not recovering well.

Additional information \_\_\_\_\_

You or your parent/guardian/carer can make an appointment to see us if you have any concerns related to your specific condition or symptoms until:

Date <hr/>
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### What do I need to do to book my appointment?

If you need an appointment, please phone us on 0300 131 4600 Your appointment will be booked in accordance with trust waiting times.

### What happens if I do not ring the hospital?

If you do not ring the hospital within the timescale, we have given you, you will be discharged from us back to the care of your GP or original referrer. You can contact them to be re-referred into us later if you need to.

### When should I not use this service?

- If your concern is related to a different condition or symptoms.
- If the time stated has lapsed, please see your GP.
- If you need urgent medical advice, you should contact your GP or NHS111

### Further information

If you have any questions about booking your appointment, please speak to the receptionist before you leave the hospital or feel free to call us on

For more information about our hospitals and services, please visit our website [www.esht.nhs.uk](http://www.esht.nhs.uk) or ring us on 0300 131 4500

### Your comments

We are always interested to hear your views about our leaflets. If you have any comments, please contact the Patient Experience Team – Tel: 0300 131 4731 (direct dial) or by email at: [esh-tr.patientexperience@nhs.net](mailto:esh-tr.patientexperience@nhs.net)

- **'If you would like this information in another language, audio, Braille, Easy Read, or large print ; the telephone number and email address for accessible information team. Tel: 0300 131 4434 Email: [esh-tr.AccessibleInformation@nhs.net](mailto:esh-tr.AccessibleInformation@nhs.net)**
- **Any complaints, comments, concerns, or compliments** please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS)  
  
Eastbourne Tel: 0300 131 4784 (direct dial) or by email at: [esh-tr.PALSE@nhs.net](mailto:esh-tr.PALSE@nhs.net)  
Conquest Tel: 0300 131 5309 (direct dial) or by email at: [esh-tr.PALSH@nhs.net](mailto:esh-tr.PALSH@nhs.net)
- **Patients should not bring in large sums of money or valuables into hospital.** Please note that ESHT accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.
- **Further patient leaflets** are available via the Sussex Health and Partnership web site [www.sussexhealthandcare.uk](http://www.sussexhealthandcare.uk)