

Patient-Initiated follow-up - Urogynaecology

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

Patient initiated follow-up (PIFU) gives you control of your follow-up appointments. Instead of being booked in for regular routine follow-up appointments, PIFU allows you to book your own follow-up appointment, and only if you need one, giving you greater flexibility in your care.

My PIFU pathway

At your last outpatient appointment, you agreed with your clinician to be placed on the PIFU pathway. As discussed with them, your PIFU pathway will remain active for **12 months**.

If you do not need an appointment during this 12-month timescale you will be discharged back to the care of your GP. If you experience symptoms or your condition worsens after this time you can contact your GP and be re-referred.

Please book an appointment if:

- you have symptoms relating to your condition that have worsened; or
- you feel that you are not recovering well; or
- there is something you would like to discuss with your consultant about the ongoing management of your condition.

How to book a PIFU appointment

You can book your appointment yourself, or your parent, guardian or carer can make an appointment for you.

1. Call the appointments team on **0300 131 4600**
Opening hours are 8am - 6pm Mon – Fri, and Sat 9am – 12 noon
2. Explain that you are on a **Urogynaecology PIFU** pathway and that you would like to make an appointment. Please have your hospital number to hand if you have it (this starts with an **X**), or your NHS number.
3. Agree an appointment date and time. (The administrator may need to talk to the Gynaecology team and call you back to confirm.)

What happens if I call to book an appointment and there is no answer?

If you call to book an appointment and no one is free to take your call, please leave a message. When you leave your message, please provide the following information and someone will call you back to book an appointment with you:

- Your full name and date of birth.
- Your hospital number (this starts with an **X**) and/or NHS number.
- A telephone number where we can call you during the daytime (between 8am – 5pm)
- The date of your last appointment (if known)

How long will I have to wait before I receive an appointment?

Because you are on the PIFU pathway we will aim to give you an appointment within six weeks of your request for one.

Why have you set a deadline for me to make an appointment?

The length of time you will remain on PIFU is determined by your clinician. It will depend on your condition and their clinical judgement of how long you will need before you can be discharged back to your GP.

When should I not make a PIFU appointment?

- If you are concerned about a different condition or symptoms, in which case please contact your GP.
- If the PIFU timeframe has passed, in which case please contact your GP.
- If you need urgent medical advice, in which case you should contact your GP or NHS 111.

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 4784 or by email at: esh-tr.patientexperience@nhs.net

Other formats

If you require any of our leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department on 0300 131 4434 or esh-tr.AccessibleInformation@nhs.net

Reference

The following clinicians have been consulted and agreed this patient information:

Mr Waleed Yousef, Consultant Obstetrician and Gynaecologist, PIFU lead for Gynaecology
Ms Nicky Roberts, Consultant Obstetrician and Gynaecologist, Specialty Lead

The directorate group that has agreed this patient information leaflet:

Governance & Accountability Group: Women, Children's, Sexual Health & Audiology Division

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