

## Orthotics Patient Initiated Follow-up (PIFU)

### What is patient initiated follow-up?

Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are seen by the Orthotics team.

Attending regular outpatient appointments scheduled by the department can cause unnecessary anxiety – e.g., time taken to travel, park and wait for the appointment –especially if your condition is stable. Sometimes, regular outpatient appointments may not result in any change to your treatment.

Symptoms may settle over time, but in some cases your condition may flare up after an appointment, or your orthosis may not be as efficient as it was. At times like this you really do need our input. We can offer you an appointment with an Orthotist for an orthotic review.

Patient-Initiated Follow-Up will put you in control of making an appointment when you need it the most. For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.

### How does patient initiated follow-up work?

You will be advised by the team if your condition is now suitable to have your follow-ups as patient-initiated instead of regular appointments scheduled by the department.

Your Orthotist will have advised you about the process and given you this patient information sheet for you to consider if you want to have your follow-ups in this way; it is your decision.

### When not to use PIFU

If you require urgent medical attention e.g., infection, in the first instance you should contact your GP, NHS 111, your local Walk-In Centre, or if you feel unwell and suspect systemic infection, your local Emergency Department (A&E).

### When should I call for a PIFU?

You should contact us if you develop any concerns with your orthosis such as:

- Your symptoms have deteriorated, causing distress or significantly affect your mobility and function.
- The orthosis doesn't fit anymore, or you don't feel it is as efficient as it should be and you need a review

## How would I book a patient initiated appointment?

If you have a flare of your symptoms and need an appointment, just follow the five steps below and the team will help you.

Booking an appointment to see the team is a quick and easy process. Just email or call us and a member of our administration team will arrange an appointment for you.

1. Before you call, have the following information ready:
  - Your full name and date of birth.
  - Your hospital number and/or NHS number.
  - A telephone number where we can call you between 8am and 4pm.
  - Date of your last Orthotics appointment.
2. Call the appointment team on the number below
3. Explain that you are on a PIFU plan
4. Agree an appointment date and time
5. Attend your clinic appointment

**Email:** esh-tr.Orthotics.Team@nhs.net

**Telephone:** 0300 131 4787

**Service hours:** Monday to Friday 08:00am-16:00pm

## Will you still be looking after me if I do not call for an appointment?

Yes, you will have access to the service for 6 months (sometimes longer in specific cases) After this time a new referral would be required to ensure we have your most up to date medical information.

## What if I am worried and require advice or guidance?

You can contact the orthotics service by email (preferred option) or by telephone.

## Consent

Although you consent for this treatment, you may at any time after that withdraw such consent. Please discuss this with your medical team.

## Sources of information

Head of Podiatry & Orthotics

## Important information

The information in this leaflet is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner.

## 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

## Hand hygiene

We are committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering.

## Other formats

**If you require any of the Trust leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department. Tel: 0300 131 4434 Email: [esh-tr.AccessibleInformation@nhs.net](mailto:esh-tr.AccessibleInformation@nhs.net)**

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

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## Reference

The following clinicians have been consulted and agreed this patient information:  
Lesley Baker, Podiatrist.

The directorate group that have agreed this patient information leaflet:  
Community Health and Integrated Care

Next review date: August 2025  
Responsible clinician/author: (Lesley Baker, Head of Podiatry & Orthotics)

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