

Patient information

Patient-initiated follow-up information for patients from oral and maxillofacial surgery

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 6-12 months.

If you do not need an appointment during this 6-12-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 a 'flare up'.
- 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 to 6pm, Monday to Friday, and Saturday 9am 12pm.
2. Explain that you are on 'Oral and Maxillofacial PIFU pathway' and that you would like to make an appointment.
3. Agree an appointment date and time. The administrator may need to talk to the OMFS team and call you back to confirm.

Frequently asked questions

If you call to book an appointment and no one is free to take your call, please leave a message providing 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 and 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 the next six weeks.

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, please contact your GP.
- If the PIFU timeframe has passed, please contact your GP.
- If you need urgent medical advice, please contact your GP or NHS 111.

Important information

This patient information 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 on 0300 131 4784 or 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 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

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

Reference

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

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