

# Patient-Initiated Follow-Up (PIFU)

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## Information for Cardiology Patients

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

Patient Initiated Follow-Up (PIFU) puts you, the patient, in control of when you are seen by the cardiology team, if you experience a deterioration in your condition.

Attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety due to, for example the time taken to travel, park and wait for the appointment – if your condition is stable. Sometimes, regular outpatient appointments may not result in any change to your treatment, and in fact your condition may exacerbate between regular booked appointments and it's during this time that you really need our input.

PIFU 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 it work?

You will be advised by the team if your condition is now suitable to have PIFU follow up instead of regular appointments.

Your clinician 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 completely your decision.

### When should I call for a PIFU?

You should call if you feel you are experiencing an exacerbation of your condition.

### When should I not use PIFU?

PIFU should not be requested for regular follow-ups. If you require urgent medical advice you should contact your GP, NHS 111, your local Walk-In Centre or, if you are really unwell, your local Emergency Department (A&E).

### 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 1 – 8 weeks with the average being 4 weeks.

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

The length of time you will remain on PIFU is 6 months following which you will be discharged unless you have made contact for a PIFU appointment.

## How do I arrange an appointment?

If you have an exacerbation of your symptoms, just follow the steps below and the team will help you:

- 1 Call the appointment team on the number provided below
- 2 Explain that you are on a PIFU pathway
- 3 Agree an appointment date and time, and
- 4 Attend your clinic appointment.

### Appointment booking team:

- **Opening hours: Monday to Friday 8.30am – 5.00pm**
- **Contact: 0300 131 4570**

In the event you need to leave a message when you call, please leave the following information:

- Your full name and date of birth
- Your hospital number and/or NHS number
- A telephone number where we can call you between 8.30am and 5.00pm
- Date of your last Cardiology appointment.



We have an online system called 'My Health and Care Record' where you are able to access personal information securely, relating to the care we provide you. More information is available on our website: <https://www.esht.nhs.uk/my-health-and-care-record>

### Other useful contacts and information:

Information leaflets:

- British Heart Foundation - [www.bhf.org](http://www.bhf.org)
- ESHT website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## 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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## 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](mailto: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.

## Reference

The following clinicians have been consulted and agreed this patient information:  
Prof. N Patel Consultant Cardiologist and Clinical Lead

The clinical specialty/unit that has agreed this patient information leaflet:  
Cardiology, Medicine

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Responsible clinician/author: Cardiology Service Manager

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