

Patient Initiated Follow-Up (PIFU)

Information for patients from HCOOP (Health Care of Older People)

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 you 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.

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

Date: _____

What do I need to do to book my appointment?

If you need an appointment, please phone us on one of the numbers listed below.

- Queen Elizabeth the Queen Mother Hospital, Margate
Telephone: 01843 23 50 60
- William Harvey Hospital, Ashford
Telephone: 01233 61 67 40

Your appointment could be via telephone, video or face to face.



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 back 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 period 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 01843 23 50 60.

For more information about our hospitals and services, please visit our website www.ekhufft.nhs.uk/

This leaflet has been produced with and for patients

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email ekh-tr.pals@nhs.net

Patients should not bring in large sums of money or valuables into hospital. Please note that East Kent Hospitals 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 East Kent Hospitals web site www.ekhufft.nhs.uk/patientinformation