

# Patient Initiated Follow-Up (PIFU)

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## Information for patients from Orthotics

### 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 that you will remain on an Orthotic pathway for 12 months from the date of your appointment. During this time, you or your parent / guardian / carer can contact us if you have:

- concerns / issues with your orthotic appliances or footwear
- any orthotic appliances or footwear in need of repairs or adaptations.

You or your parent / guardian / 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 either 01227 20 67 07 or 01227 86 42 54.

### 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 01227 20 67 07.

For more information about our hospitals and services, please visit our website [www.ekhuft.nhs.uk/](http://www.ekhuft.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](mailto: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.ekhuft.nhs.uk/patientinformation](http://www.ekhuft.nhs.uk/patientinformation)