



**East Kent  
Hospitals University**  
NHS Foundation Trust

# Patient Initiated Follow-Up (PIFU) (Cancer Clinical Nurse Specialists)

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Information for patients from the Cancer Clinical Nurse Specialists

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

After your recent contact with your Cancer Clinical Nurse Specialist (CNS), you have agreed to be placed on the PIFU Pathway. This gives you open access to the Cancer Care Line.

You can contact the Cancer Care Line if you need to speak to your CNS in-between your regular review appointments. The CNS's run telephone clinics, so when you call the Cancer Care Line they will book you onto the next available telephone clinic, if appropriate.

You or your parent / guardian / carer can make a telephone appointment to talk to us. You can then discuss any concerns you have about your specific condition or symptoms.

## What do I need to do to book my appointment?

If you need an appointment, please contact the Cancer Care Line.

- **Cancer Care Line**  
Telephone: 01227 868666  
Email ([ekh-tr.clinicalnursespecialist@nhs.net](mailto:ekh-tr.clinicalnursespecialist@nhs.net))

Your appointment will be via the telephone.

## What happens if I do not ring the Cancer Care Line?

If you do not contact the Cancer Care Line within a five year period, we will discharge you from the Cancer Care Line service. Your Cancer Clinical Nurse Specialist will be told this. You can contact your CNS to be referred back to the Cancer Care Line PIFU later, if you need to.

## When should I not use this service?

- If the time period stated has lapsed, please see your Cancer CNS.
- If you need urgent medical advice you should contact your GP or NHS111.

### Further information

If you have any questions about booking your appointment:

- speak to the receptionist before you leave the hospital, or
- feel free to call us on 01227 868666.

For more information about our hospitals and services, please visit our website (<https://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 783145 (tel://+441227783145), or email [ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net) ([ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net))

**Patients should not bring 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 has been handed into Trust staff for safe-keeping.

**Further patient leaflets** are available via the East Kent Hospitals website (<https://www.ekhuft.nhs.uk/information-for-patients/patient-information/>).

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