



Patient Initiated Follow-Up (PIFU) (Ear, Nose, and Throat (ENT))

Information for patients from Ear, Nose, and Throat (ENT)

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 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 one of the numbers listed below.

Clinician	Telephone number
Mr Wasson	01233 616782
Ms Neumann Sue Cooper	01233 616781
Mr Crossland Mr Hickson	01233 616176
Mr Petridis Carolyn McCall	01233 616678

Clinician	Telephone number
Mr Hone Mr Al-Lami Dr Omar Mr Pezkalla	01227 866351
Mr Theokli Mr Wahba Mr Yoneis	01227 783011
Mr Dhar Mr Oprchal	01227 783085
Mr Balfour	01227 864105
Mr Fu Mr Omakobia	01233 616680
Sini George Indra Rai	01233 616093
Mr Nwosu Mr El Ghazali	01233 616069

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 contact your consultant direct (see contact numbers above).

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.

Please let us know:

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

You can let us know this by:

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

Any complaints, comments, concerns or compliments, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email (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 information leaflets are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

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