

Patient information – patient-initiated follow-up (PIFU)

Urology

What is a ‘patient-initiated follow-up’ (PIFU)?

A patient-initiated follow-up, also known as PIFU, means that you are in control of making your own follow-up appointments at a time when you need them, or when your circumstances change.

How does PIFU work?

- You will have agreed with your healthcare professional that a PIFU is suitable for you. Your GP will be informed of this by letter.
- You will have access to the PIFU service for a period of time. If you require a follow-up appointment during this period, you can contact the hospital to book an appointment without the need to be referred by your GP.
- Making an appointment is easy; you just need to call the telephone number provided on the back of this leaflet. You will be asked for your NHS number which can be found at the top of any hospital letter you have received.

What if I don’t want a PIFU appointment?

- You do not have to have a follow-up appointment. If you would prefer not to have an appointment, you don’t need to do anything.
- If you don’t contact us to book a follow-up appointment, the PIFU will simply expire and you will receive a discharge letter.
- We will not contact you to book the PIFU appointment – it has to be initiated by you.

When should I not use PIFU?

You should not use PIFU for medical problems that are not related to this specialty/condition. For anything else, your GP remains your first point of contact.

Please turn over for more information relating to your Urology PIFU.

The Urology PIFU service:

- You will have 6 months of access to the Urology service via PIFU.
- When your PIFU expires after 6 months without needing our support, you will be discharged from the service. You will need to contact your GP to be referred back to the Urology service, if needed.
- If you have a new concern, your GP remains your first point of contact so that you receive an appointment into the correct clinic.

Under what circumstances should I arrange an appointment?

If you have a flare up of your symptoms, please contact a member of the administration team who will arrange a follow-up appointment for you within 4 weeks.

You should only make an appointment to be followed up with the Urology team if you are seeking further consultation about the original condition you were seen for.

To have a PIFU appointment you must:

- Have been told by your healthcare professional that this is appropriate for you.
- Contact us within the timeframe advised by your healthcare professional.

Booking a PIFU in 4 easy steps

1. Call the administrative team on **01438 288616** (opening hours Monday to Friday, 9am to 4pm – excluding bank holidays)
2. Explain you require a PIFU appointment with Urology / your consultant
3. Agree an appointment date and time
4. Attend telephone or face-to-face appointment

