NHS
East and North Hertfordshire
NHS Trust

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

Gastroenterology – Inflammatory Bowel Disease (IBD)

What is a 'patient-initiated follow-up plus (PIFU+)?

A patient-initiated follow-up plus, 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. On expiry of your PIFU+ timeframe (after 2 years), your condition will be clinically reviewed after which a decision will be made with you on the follow-up care you require.

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 2 years at a time. If you require a follow-up appointment during this time, you can contact the IBD helpline (see contact details below) 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.

- At the end of your PIFU+ pathway you will be clinically reviewed in either a telephone, video or face-to-face appointment. Your case will be clinically reviewed, and a decision will be made with you on the follow-up care you require.

When should I not use PIFU+?

You should not use PIFU+ for medical problems that are not related to inflammatory bowel disease. For anything else, your GP remains your first point of contact.

Please turn over for more information relating to your Gastroenterology – Inflammatory Bowel Disease (IBD) PIFU+

The Gastroenterology – Inflammatory Bowel Disease (IBD) PIFU+ service:

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- You will have 2 years of access to the Gastroenterology – Inflammatory Bowel Disease (IBD) service via PIFU+.

- Before your PIFU+ expires in 2 years, you will be reviewed by a healthcare professional from the service – this may be a telephone, video or face-to-face appointment.

Under what circumstances should I arrange an appointment?

Your healthcare professional will advise you of the circumstances in which you should arrange an appointment. This will depend on your specific condition.

Some examples of reasons to arrange an appointment could include:

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- A progression or relapse of your condition requiring a change to treatment.

- Concern about side effects from your current treatment.

- If you are planning a pregnancy or have discovered, you are pregnant.

- If you are diagnosed with any type of cancer.

To have a PIFU+ appointment you must:

- Have been told by your healthcare professional that this is appropriate for you.

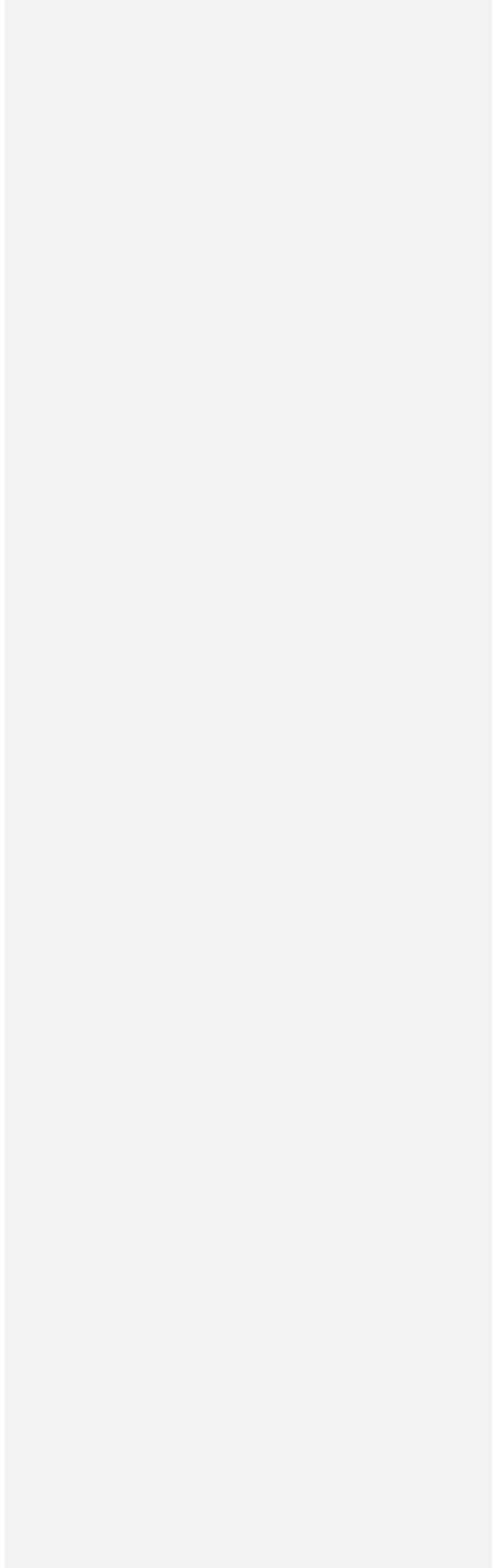- Contact us within the timeframe advised by your healthcare professional.

If you wish to access the Gastroenterology – Inflammatory Bowel Disease (IBD) PIFU+ service:
Please telephone ~~01438 258767~~ 01438 285767

Or email ibdhelpline.enh-tr@nhs.net

Office opening hours: 9am to 4pm, Monday to Friday

You can request this information in a different format or another language

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PIFU-PLUS specialty info request form

STEP 1: PIFU-PLUS request info	
Request submitted by:	Name: Jo Brooks-Warburton Email address: Johanne.brooks@nhs.net Specialty/clinic/service: Gastro-IBD
Request type	☒New ☐Update existing item
Operational sign-off (eg Deputy General Managers or above)	Before submitting to Patient Correspondence Group (PCG) for approval and action, this item has been checked locally by: Jo Brooks-Warburton, Consultant Gastroenterology , 22/06/2022 ☒ This person confirms that this request has had appropriate divisional/operational oversight.
Distribution of content	☐post ☐handout at face-to-face appointment ☒both

Content for above template

Please provide the information below for it to appear in the above template – identified as [grey text] or enclosed in a red dashed box. The printed format will only be 2 pages and the document record will be removed.

PIFU-PLUS info for	Gastroenterology – Inflammatory Bowel Disease (IBD)

Period of access for PIFU-PLUS	2 years of access
Phone number to arrange contact	01438 258767 Or cut and paste default: 01438 288616
Opening hours of phone line	9am to 4pm, Monday to Friday Or cut and paste default: Monday to Friday, 9am to 4pm
Content area 1: Specialty PIFU service	☒ OPTION 1: Use default content (as above) ☐ OPTION 2: Use custom specialty-specific text (provided below) Gastroenterology – Inflammatory Bowel Disease (IBD)
Content area 2: Circumstances/ symptoms	☐ OPTION 1: Use default content (as above) ☒ OPTION 2: Use custom specialty-specific text (provided below) • If you are flaring, or have increased your treatment as discussed with your clinician when going into the PIFU+ service • You are concerned about side effects from your current treatment. • If you are planning a pregnancy or have discovered, you are pregnant. • If you are diagnosed with any type of cancer

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STEP 2 – Submit request:

- Save filename as: [insert specialty]_PIFU_YYYY-MM-DD.docx
- Email completed file to PIFU request for Patient Correspondence Group

STEP 3: Sign-off by Patient Correspondence Group (For PCG use only)		
Item ID	PIFU+ 001 Gastroenterology – Inflammatory Bowel Disease (Template for specialty use: PIFU 002, v1)	
Version	V1	
PCG Approval 1 The PCG agree this submission is fit for use at the Trust	☐ Via email ☒ In meeting Date of meeting: 24/06/2022	
PGC Approval 2 The designated PCG members agree final content meets readability and accessibility standards.	Nick Gill, communications manager 2022-07-01	

STEP 4: Implementation (For PCG use only)	
PCG implementation • Signed-off file/record saved in designated PCG folder • Printable format of signed-off file is saved in implementation folder for use by Config team and/or Comms. • Specialty receives confirmation of actions completed and PDF/link to file on public website.	Action completed by: Insert name, role Select date Insert name, role Select date Insert name, role Select date
Closure of request on Patient Correspondence log Final version of all files moved to assigned PCG records folder (as per Patient Correspondence log).	Action completed by: Insert name, role, Select date