

# Patient – Initiated Follow-Up (PIFU)

Information and advice for patients

## Pain Management

**Pain Condition/Diagnosis:**

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**Procedure:**

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**PIFU start date:**

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**PIFU end date:**

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**PIFU Direct telephone number:**

0121 507 4344/5306

PIFU email: *swbh.pain-plan@nhs.net*

This leaflet explains what the Pain Management Patient-Initiated Follow-Up (PIFU) service is and how it can help you manage your condition.

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

Patient-initiated follow-up puts you, the patient, in control of when you are seen by the Pain Management Department.

Attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety. Sometimes your condition may not result in a change of treatment. In fact, your condition may flare up in between booked appointments and it's during this time that you really do need our support. PIFU will put you in control of making an appointment when you need it the most.

Please note you can only initiate a PIFU appointment for the specific injury/condition you were originally referred to the Pain service for.

For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.

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### Is Patient-Initiated Follow-Up (PIFU) suitable for all patients?

No, Patient-Initiated Follow-Up is not suitable for everyone.

### How does PIFU Work?

The Pain Management Team will advise you whether your condition is suitable to have your follow-ups via PIFU, rather than an appointment scheduled by the hospital.

Your clinician will have spoken to you about the process and given you this patient information leaflet for you to consider if you want to have your follow up appointments in this way; it is your decision.

If you do not require a follow-up appointment within the duration of your defined PIFU timeframe, the PIFU will expire, and you will be discharged back to the care of your GP.

### If I do not opt for PIFU, will you still monitor me?

If you do not require an appointment within 12 months on the PIFU pathway, we will discharge you back to the care of your GP.

We will write to your GP when this happens.

### Can I change my mind about this style of appointment?

If you do not feel this is right for you, just inform us and we will remove you from this pathway. Please discuss any concerns you may have with a member of the team, who will be happy to help.

### When should I arrange a PIFU?

Contact us if you need to be seen in the PIFU clinic. You will be booked in and then have the opportunity to speak with a specialist nurse who will assess you.

### When not to use PIFU

- If your concern is related to a different injury/condition
- If the specified time period has lapsed, please contact your GP
- If you require urgent medical advice, you should contact your GP, NHS 111, your local walk-in Centre or if it's an emergency your local Emergency Department (A&E) via NHS111 or 999.

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### How would I book a PIFU appointment?

Booking an appointment to see the team is a quick and easy process.

If you need advice or an appointment, please contact us on

**PIFU Direct telephone number:**

0121 507 4344/5306

PIFU email: [swbh.pain-plan@nhs.net](mailto:swbh.pain-plan@nhs.net)

A member of our administration team will arrange an appointment for you as soon as possible.

If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email [swbh.library@nhs.net](mailto:swbh.library@nhs.net).



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