Patient Information Leaflet

York and Scarborough Teaching Hospitals NHS Foundation Trust

Gastroenterology Patient-Initiated Follow-Up (PIFU) for IBS

Follow up information for patients diagnosed with Irritable Bowel Syndrome (IBS)

ⓘ For more information, please contact our IBS Nurse Specialists

Telephone: 01904 724085 or 01904 724048, email: yhs-tr.ibsfgd@nhs.net.

York Hospital, Wigginton Road, York, YO31 8HE

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

Many patients with long-term health conditions such as Irritable Bowel Syndrome (IBS) do not need regular follow-up appointments with their hospital team if their condition is stable. This is because research has shown that regular clinic visits do not prevent the condition from returning. Instead, it is more important that patients can access care when they need it, and this is the purpose of patient-initiated follow-up (PIFU). Rather than being offered regular clinic appointments with a specialist nurse at fixed time points, PIFU patients can make their own appointment when required, for example if they have severe symptoms.

What are the potential benefits of PIFU?

PIFU puts patients in control of their own care and provides direct access to the hospital team when needed. This is often more convenient for patients and reduces unnecessary travel to the hospital and time spent waiting in clinic for routine follow-up appointments.

Are all patients with IBS suitable for PIFU?

Yes, all IBS patients are eligible for PIFU.

How does PIFU work?

During your next clinic appointment or telephone review, the specialist nurse will review your condition, your symptoms, and your treatment. They will discuss whether you could be suitable for PIFU rather than regular scheduled hospital appointments. Managing your appointments via PIFU is optional and it is your decision. The information provided in this leaflet is designed to help you to make this choice.

If you decide to manage your appointments using PIFU you will also be provided with a PIFU card. This provides the contact details for the PIFU team which are also available in this leaflet. We will write to your GP to explain that you will be managing your appointments using PIFU.

How do I book a PIFU appointment?

The service is quick and easy to use. If you experience a severe flare with your condition, simply call the PIFU team using the contact details provided on your PIFU card and in this leaflet. These are the usual IBS office numbers.

Explain to the team that you are experiencing problems and an IBS specialist nurse will get in touch to discuss this with you. If necessary, an appointment will be arranged for you to see a specialist nurse. This will be within the next 28 days but is likely to be sooner than this. Alternatively, it may be possible to resolve the problem over the telephone.

Please remember that if an appointment is arranged for you it is very important that you attend. If you find that you are no longer available and need to rearrange your appointment, please tell us in advance so that we can give your appointment to someone else who needs it.

When should I arrange a PIFU appointment?

You should call the PIFU team if you are experiencing a severe flare of your IBS.

What will happen following my PIFU appointment?

Following your appointment, the specialist nurse will discuss with you whether to remain under PIFU or whether to go back to regular appointments.

When is it not appropriate to contact PIFU?

If you require urgent medical advice you should either contact your GP, or call NHS 111. If you are really unwell, you should attend your local Emergency Department (A&E). For all other medical concerns, your GP remains your first point of contact.

Will the hospital still be looking after me even if I do not need to contact the PIFU team?

Yes. We will contact you to arrange a gut directed hypnotherapy appointment if you have not contacted the PIFU team after a fixed period. This will be a period of three years. Your specialist nurse will agree this timescale with you depending on the details of your condition.

What if I have concerns and change my mind about PIFU?

Even though many patients appreciate the flexibility offered by PIFU, some patients may become worried about no longer having regular contact with the hospital. If you wish to go back to booking regular hospital appointments just let us know and this can be arranged.

Getting in touch

PIFU contact details
To book an appointment please contact the PIFU team using the IBS number below:

York patients 01904 724085 or 01904 724048

Scarborough patients 01904 724085 or 01904 724048

Feedback

We appreciate and encourage feedback. If you have any comments or suggestions regarding PIFU then please let us know using the contact details below. Please note that we may be in touch in the future to ask you about your experience.

Outpatient Services, York Hospital, Wigginton Road, York, YO31 8HE
Telephone: 01904 726400

Outpatient Services, Scarborough Hospital, Woodlands Drive Scarborough YO12 6QL Telephone: 01723 385432

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact: Tracey Foy IBS Clinical Nurse Specialist or Jo Collinson IBS Nurse Specialist, Gastroenterology Department, York Hospital, Wigginton Road, York YO31 8HE, telephone 01904 724085 or 724048, or email yhs-tr.ibsfgd@nhs.net.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net

An answer phone is available out of hours.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website: www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

Owner	Tracey Foy IBS Clinical Nurse Specialist and Jo Collinson, IBS Nurse Specialist
Date first issued	July 2024
Review Date	July 2027
Version	3 (issued November 2026)
Approved by	Gastroenterology Directorate
Document Reference	PIL1616 v3

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