

Gynaecology - Patient Initiated Follow Up (PIFU)

Information for patients, relatives and carers

① For more information, please contact:

The Gynaecology Admin Team

York Hospital, Wigginton Road, York, YO31 8HE

Telephone: 01904 725561

The Women's Unit

Scarborough Hospital,

Woodlands Drive, Scarborough, YO12 6QL

Telephone: 01723 236380 or 01723 385358

What is Patient Initiated Follow-Up (PIFU)?

PIFU puts you in control of making an appointment when you need it and provides you with direct access to guidance as required.

Patient-Initiated Follow-Up (PIFU) means you do not have regular follow-up appointments automatically booked. Instead, you can contact us directly if you have concerns related to your condition.

This gives you more control over your care, avoids unnecessary hospital visits, and ensures you are seen when you most need it.

How does it work?

You will be advised by your clinician if your condition is suitable for the PIFU pathway.

The clinician will discuss the process with you and your suitability and provide you with this leaflet to consider your options. Managing your appointments in this way is optional and it is your decision.

Why have I been placed on PIFU?

You are being placed on a PIFU pathway because:

- Your condition is currently stable or resolved.
- You have received treatment and do not need routine follow-up.

How do I book a PIFU appointment?

The service is quick and easy to use. If you experience a problem related to your health condition, call the number on this leaflet, and explain to the team that you are experiencing a problem and you need advice.

The team will agree a suitable appointment date and time over the phone with you. Please note that the operator cannot give any clinical advice.

Following your appointment, your clinician will discuss with you whether to remain on Patient Initiated Follow-Up.

Please remember, it is important that you are available for your appointment. If you find you are unable to attend, please tell us in advance, so we can try to give your appointment to someone else who needs it.

When should I call for a PIFU?

You should call the PIFU line if you are experiencing a problem related to your health condition and need to be seen.

If you feel your symptoms have significantly deteriorated and you are not well enough to wait for a PIFU appointment, please contact NHS 111 or attend A&E.

How do I contact the service?

If you need support, please contact:

York Gynaecology Admin Team:

Telephone: 01904 725561

Email: yhs-tr.gynaeappointmentsyork@nhs.net

Availability: Monday to Friday, 9:00am-5:00pm

Scarborough Women's Unit:

Telephone: 01723 236380 / 385358

Email:

yhs-r.womensunitsgh.referralsinbox@nhs.net

Availability: Monday to Friday, 9:00am-5:00pm

When you contact us, please include:

- Your name
- Hospital number or NHS number (if known)
- Brief summary of your concern
- Best contact number for call-back

How long will I stay on the PIFU pathway?

You will remain on PIFU for up to 12 months after your last appointment. Your clinical team will confirm your exact timeframe.

After this period, if you have concerns, you may need to contact your GP for re-referral.

What if I am worried and change my mind about this style of follow-up?

Some patients express concern about losing regular contact with the hospital. Everyone has different feelings when they no longer need to be seen regularly by their medical team. If you wish to return to booking regular hospital appointments, just tell us and we will liaise with your clinician to arrange further appointments and provide advice.

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:

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Scarborough Women's Unit

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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.

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.

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/

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