

# **Patient Initiated Follow Up (PIFU) - Ascenti Reach**

Information for patients, relatives and carers

① For more information, please contact: MSK Physiotherapy Department, Telephone 01904 725390

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You have been provided with this leaflet as your preference was to access a digital physiotherapy programme provided by Ascenti Reach. Ascenti Reach is a partner of the York & Scarborough Teaching Hospitals NHS Foundation Trust.

You will have access to an App that provides a personalised rehabilitation programme with 24/7 access to trusted musculoskeletal (MSK) information. There is a chat message interaction function available with a registered UK based physiotherapist working for Ascenti Reach.

If your symptoms are getting worse or not improving and you need further support from the York NHS Physiotherapy Service, then please follow the instructions on this leaflet.

**Your referral has been left open for 6 months from this date:**

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## What is a PIFU appointment?

A Patient Initiated Follow Up appointment allows patients or carers to tell us when they need to see a Physiotherapist. It is a move away from us telling them when to come in and see us.

This gives patients control over their follow-up care and the ability to be seen when they feel it necessary. It also means the MSK Physiotherapy team can deliver better, high quality, personalised care within the NHS.

If after your rehabilitation with Ascenti Reach you feel better and are no longer in pain, there is no need for you to contact us. This avoids unnecessary appointments.

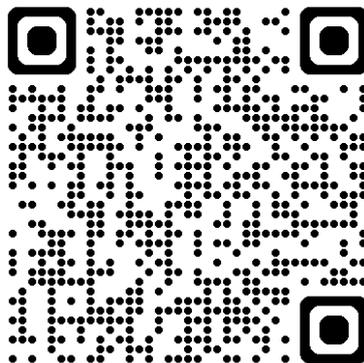
If your circumstances change, you can contact us to be seen again with a PIFU appointment.

If you have a new injury or problem, please complete the online self-referral on our website (<https://www.yourphysio.org.uk>) or discuss the injury with your GP first.

## Ascenti Reach Registration

To register with Ascenti Reach please scan the QR code or access the following website:

<https://ysthnhs.ascenti.co.uk>



Please complete the short digital assessment form as instructed.

## How to a make a PIFU appointment?

If you have worked with Ascenti Reach but do not feel your pain is improving, and you need further help please contact us. There are two options: a telephone appointment or a face-to-face appointment. Call the team on 01904 725 39

### **Telephone appointment**

The Physiotherapist will call at an arranged time convenient for you.

This is helpful if you want some advice or reassurance over the telephone. You might want tips about how to build up your activity, or reassurance that certain exercises are appropriate for you.

### **Face-to-face appointment**

The Physiotherapist will see you in person in clinic.

A face-to-face appointment is helpful if you need more detailed advice, or you feel you need further assessment of your MSK injury or problem.

## **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: MSK Service, York Hospital, Wigginton Road, York, YO31 8HE, telephone 01904 725390 or email [yhs-tr.MSKCATTYORK@nhs.net](mailto:yhs-tr.MSKCATTYORK@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](mailto: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/](http://www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/)

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