



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Orthopaedics Patient- Initiated Follow-Up (PIFU)

Information for patients, relatives and carers

① For more information, please contact:

Orthopaedics Outpatient Appointments Team

York Hospital, Wigginton Road, York, YO31 8HE

Telephone: 01904 726627 / 01904 726325

Opening times: Monday - Friday 8am - 4:30pm

If no response, please leave a message

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What is Patient Initiated Follow-Up (PIFU)?

Patient-initiated follow-up allows you to request an appointment when your orthopaedic symptoms change or become difficult to manage. This puts you in control of making an appointment and provides you with direct access to guidance if you need it. Examples include:

- Increased joint pain or swelling.
- New or worsening mobility problems.
- Mechanical symptoms such as locking, catching or instability.
- Concerns following surgery (within the scope of your original treatment).
- A change in your musculoskeletal condition that affects daily activities.

How does it work?

After your clinic appointment, your orthopaedic specialist will confirm whether your condition is suitable for PIFU. Your specialist care team will discuss the process with you and your suitability.

You will receive this leaflet and be given a timeframe during which you can contact us directly if your orthopaedic symptoms worsen.

How do I book a patient initiated follow up appointment?

If you notice a change in your orthopaedic symptoms, call the orthopaedics outpatient appointments team on 01904 726627 or 01904 726325.

When you call:

- Tell the team you are on an orthopaedic PIFU pathway.
- Explain the change in your musculoskeletal symptoms.
- The team will arrange an appointment with the appropriate orthopaedic service.

Please be aware the Appointment team cannot give any clinical advice.

Please remember:

- We can only review **orthopaedic conditions previously assessed or treated by our team.**
- New or unrelated problems we would advise to discuss with your GP in the first instance.
- If you cannot attend your appointment, please let us know so it can be offered to another patient.

After your appointment, your specialist will decide whether you should remain on PIFU or return to routine follow-up.

When should you not use PIFU?

Do not use PIFU if:

- You need **urgent medical attention**.
- You have symptoms unrelated to your orthopaedic condition.
- You are experiencing severe illness or symptoms requiring emergency care.

You should contact your GP, NHS 111, or attend the Emergency Department.

Will you still be looking after me if I do not call for a PIFU?

Yes — you remain under the care of your orthopaedic consultant for the duration of your PIFU period.

After this period ends, you will be discharged back to your GP. If you need further orthopaedic review after discharge, your GP can refer you again.

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 Outpatient Services, York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726400.

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/



Owner	Thomas Daniel, Surgical Orthopaedic Practitioner
Date first issued	August 2026
Review Date	August 2029
Version	1 (issued August 2026)
Approved by	Trauma and Orthopaedics Clinical Governance Group
Document Reference	PIL1814 v1
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