



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Pain Management - Patient Initiated Follow Up (PIFU)

Information for patients, relatives and carers

① For more information, please contact:

The Pain Management Admin Team

York Hospital, Wigginton Road, York, YO31 8HE

Telephone: 01904 725395

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. Even if you are deemed suitable, you still have the right to express an alternative preference.

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, advice and guidance and do not need a 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 the condition you were referred for, call the number on this leaflet. Please tell the team that you are experiencing a problem with your referred condition and 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?

Please call the PIFU line if your referred condition or symptoms have got worse or are becoming more difficult to manage.

If you have a new or different pain problem, please contact your GP for advice.

What should I do in the meantime?

Please continue with:

- Your self-management plan
- Exercises and strategies discussed with your clinician

Flare-ups are common in chronic pain. Try your usual strategies first before contacting the service.

How do I contact the service?

If you need support, contact the Pain Management Admin Team:

Telephone: 01904 725395

Email: yhs-tr.painmanagementsecretaries@nhs.net

Availability: Monday to Friday, 8:00am-4:00pm

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

When not to use PIFU

Please do not wait to contact us if you are unwell. Call NHS 111 or attend A&E if you experience:

- Sudden or severe worsening symptoms
- New weakness, numbness or neurological symptoms
- Any concerns your clinician advised you to watch for

How long will I stay on the PIFU pathway?

Your clinical team will confirm how long you will remain on PIFU; it may be anywhere from three to 12 months after your last appointment.

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

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

It is natural to feel worried about no longer having regular appointments with your hospital team. People can have different feelings about this change, and it may take time to adjust. If you have any concerns or would like to talk about your follow-up care, please let your healthcare team know.

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:

Pain Management Admin Team

York Hospital, Wigginton Road, York, YO31 8HE

Telephone: 01904 725395

Email: yhs-tr.painmanagementsecretaries@nhs.net

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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