



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Rapid Access Chest Pain Service - Patient-Initiated Follow-Up (PIFU)

Information for patients, relatives and carers

① For more information, please contact:

Rapid Access Chest Pain Service

Cardiology Department:

York Hospital, Wigginton Road, York, YO31 8HE

Telephone: 01904 721261

Opening times: Monday- Friday 8am- 5pm

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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 when you need it. The majority of patients with stable long-term conditions do not require regular follow up by the hospital team.

Research has shown that regular visits do not help to prevent your condition returning or identify new problems. Instead of being offered regular clinic visits and routine check-ups with your consultant, PIFU patients can request an appointment when they need one, for example, if their symptoms come back or get worse.

How does it work?

Following your clinic appointment, you will be advised by your specialist nurse if your condition is now suitable to have your follow-ups as patient initiated instead of the regular appointments scheduled by the hospital.

Your specialist nurse 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.

How do I book a patient initiated follow up appointment?

The service is quick and easy to use. If your symptoms come back or get worse, call the number on the front of this leaflet and request a review.

Please be aware that this service is for heart symptoms.

The team will arrange 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 specialist nurse will discuss with you whether to remain on Patient Initiated Follow-Up or revert to regular appointments – again, it is your decision.

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 your symptoms come back or get worse and need a treatment review. Your PIFU card will highlight symptoms to look out for, and to help you decide when you need to contact us.

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

You remain under the care of the Specialist nurse throughout the period of your PIFU timescale.

If you have any concerns associated with your condition, you can contact the team by calling the number on the front of this leaflet.

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 go back to booking regular hospital appointments, just tell us and we will arrange this for you.

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.patientexperiencteam@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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