

Patient information

Ear Care Service Patient Initiated Follow-Up (PIFU)

ENT Broadgreen Hospital

To give patients and their carers the flexibility to arrange their follow-up appointments as and when they need them, NHS England and NHS Improvement is supporting the Broadgreen Ear Care Service to roll out patient-initiated follow-up (PIFU).

What is Patient-Initiated Follow-Up (PIFU)?

Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are seen by the Broadgreen Ear Care service. It means spending less time attending hospital appointments when your condition is stable, but still having access to clinical support when you need it. With PIFU, you can get prompt advice from your clinical team, who may suggest an appointment is required.

You initiate the follow-up appointment, instead of the hospital. Which is why this process is called patient-initiated follow-up (PIFU). For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.

How will I know if I'm suitable for PIFU?

Your ear care team will tell you if your condition is now suitable for PIFU. It is entirely your decision. You can continue with regular appointments if you want to. Your clinician will have advised you about the PIFU process and given you this patient leaflet to support you.

When should I call for a PIFU?

You should call if you experience a flare-up of your symptoms. PIFU is not a replacement for urgent medical advice. If you require urgent medical advice, you should contact your GP, NHS 111, your local walk-in centre or, if you are really unwell, your local Emergency Department (A&E).

How do I book a PIFU appointment?

This is a quick and easy process. If you show symptoms and need advice or an appointment, just follow the steps below and the team will help you:

1. Call the booking team

Call the booking team on **Tel: 0151 706 3534 Text phone number: 18001 0151 706 3534 Monday to Friday** between 9am and 5.00pm explaining that you would like to request an appointment. If the care team think you need an appointment, we will arrange for you to be seen within three weeks.

If you reach an answer machine, please leave the following details for a call back.

- Full name.
- Hospital number or date of birth.
- A contact telephone number.
- A brief message / reason for the call.

2. Use our patient portal (DrDoctor)

You will receive a text message to welcome you to the service that provides details on how to submit a request for an appointment online. You will be asked to provide a description of your symptoms and your request will be reviewed by our admin team. You will be able to follow the progress of your request in the patient portal.

Will you still be looking after me if I'm on PIFU and don't initiate an appointment?

Yes, you will remain under our care however your eligibility may be reviewed after 12 months. If you require ongoing tests, diagnostics or monitoring, they will continue as normal. This will just replace hospital mandated follow-ups that do not relate to any clinical activity that is required to monitor your health.

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

Just tell us and we will go back to booking regular hospital appointments for you. Our team are happy to discuss any concerns with you.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your cooperation is greatly appreciated.

Further Information

Broadgreen Ear Care Service Booking Team
Monday to Friday 9.00am to 5.00pm
Tel: 0151 706 3534
Text phone number: 18001 0151 706 3534

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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زانیاری پیوندیدار بهو نهخوشانهی له لایهن تراستهوه پهسهند کراون، نهگهر داوا بکریت له فورماتیکانی تر دا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نهلیکترونیکی ههیه.

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