

Patient information

Liverpool Liver Unit Patient Initiated Follow Up (PIFU) Stable Cirrhosis

Gastroenterology Department – The Royal Liverpool Hospital

PIFU: 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 are supporting Liver Services 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 Liver team. 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).

This approach helps to empower you, the patient, to manage your own care and play a key role in enabling shared decision making.

For all other concerns, or if you are feeling unwell, your family doctor (GP) will remain your first point of contact.

Patients who enrol on PIFU will still require blood tests and sometimes scans (ultrasound, bone density scan and liver stiffness scans) and even camera tests at regular intervals. These will be arranged by the team and you will be notified when to attend for them as well as completing an online questionnaire.

Should all investigations and questionnaire be satisfactory, you will be notified of the results and subsequent follow-up plan without the need to attend another outpatient appointment with the clinical team.

If for any reason you become unwell with liver related symptoms during this time frame, you can initiate a nurse-led review via the new helpline system.

When should I call for a PIFU?

Our Liver Service is in the process of being redesigned. You should call if you experience complications from your liver condition.

These include

- Jaundice – yellow eyes or skin.
- Ascites – Swelling of the tummy that is persistent due to fluid.
- Fluctuating episodes of confusion.
- Issues with alcohol consumption that is new or increased that you would like help with.

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 will I book a patient-initiated appointment?

We are now changing the way we manage our Liver Nurse helpline. We have an admin team in place to screen our calls. This is a quick and easy process. If you develop new symptoms related to the liver and need advice or an appointment, just follow the steps below and the team will help you.

1. Call the Liver admin team on Tel: 0151 706 5897 Text phone number: 18001 0151 706 5897 between 8.00 am – 4.00 pm explaining that you are having you experiencing complications from your liver condition and want to request an appointment.
2. You will be sent a quick and easy questionnaire to complete to determine the urgency and priority of your call.
3. You may be asked to have some bloods taken and or attend for a scan of your nurse- led appointment.
4. If the team think you need an appointment they will arrange an appointment for you within five working days.

Another way you can contact the team will be through the patient engagement platform **DrDoctor**. You can access the patient portal using any smartphone, computer or tablet. There's no need to sign up for an account or download any software, all you need to do is follow the secure link sent by your care provider or visit drdoctor.thirdparty.nhs.uk and you can start managing your care online.

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

Yes, you will still remain under our care. If you require ongoing tests, diagnostics or monitoring they will continue as normal where applicable. This will just replace hospital mandated follow-up clinic attendance that do not relate to any clinical activity that is required to monitor your health.

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 co-operation is greatly appreciated.

We may also from time to time contact you to complete a questionnaire regarding the service and we would be grateful of your feedback.

Thank you
Liverpool Liver team

Further information

- **Endoscopy**

For any queries regarding endoscopy procedures please contact the endoscopy booking office / endoscopy reception

Tel: 0151 706 2720 / 0151 706 2726

Text phone number: 18001 0151 706 2720/18001 0151 706 2726

- **Appointments line**

If you would like to change the date of your clinic appointment, please contact the appointments line

Tel: 0151 706 5555

Text phone number: 18001 0151 706 5555

- **General questions**

If you have any general questions regarding your Liver disease please visit <https://britishlivertrust.org.uk/information-and-support/> where there is wealth of information regarding liver conditions and their management.

If your questions can not be answered with the resources on the website, please contact the Liverpool Liver team on Tel:0151 706 2805

Text phone Number: 18001 0151 706 2805

Or email ahn-tr.liverpoolhepatologyteam@nhs.net and your query will be answered as and when a nurse is available.

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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.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字体、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پنیوندیدار بهو نهخوشانهی له لایمن تراستهوه پهسند کراون، نهگس داوا بکریت له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نهلیکترونیکی ههیه.

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