

Podiatry Patient Initiated Follow-Up (PIFU)

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

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 podiatry department. It means spending less time attending hospital appointments, but still having access to clinical support when you need it.

PIFU enables you to make an appointment if you develop an urgent foot problem. PIFU can help you manage your own foot care with support from friends and family, and seek help from podiatry if you were to develop a foot problem.

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

Your podiatrist has recommended you for a PIFU appointment.

You will have been given an individual timeframe based on your foot needs. The timeframes are:

- 6 months
- 9 months
- 12 months

During this time, you should contact us if you have any worries or concerns with your feet. DO NOT wait until your timeframe is completed to contact us.

If your timeframe has come to an end and you have not developed any foot problems, the podiatry service will contact you to review your foot care. In discussion with a Podiatrist, we will either arrange for an appointment to see you in clinic or set another time frame, which will depend on your foot health.

When should I call for a PIFU?

You should contact us if you have any worries or concerns with your feet.

In particular, if you were to develop any urgent concerns with your feet such as:

- A cut or open area (ulcer) on your foot
- Blood, pus or discharge coming from your foot*
- Your foot becomes red, hot, swollen and painful, and you feel unwell*

*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 follow-up appointment?

This is a quick and easy process.

If you develop a foot problem and need advice or an appointment, just follow the steps below and the team will help you.

4 easy steps:

1. Call or email the Podiatry Service

Email: ndht.podiatry@nhs.net

Tel: 01271 341509 (9am-4pm)

If you need to leave a message when you call, please leave the following information:

- Your full name and date of birth
 - Your hospital number and/or NHS number
 - A telephone number so we can call you back during our opening hours
2. Explain to the Podiatry team you are having a foot problem and need some clinical advice.
 3. The team will call you to review your concerns and decide whether you need immediate clinical advice for your symptoms or if you need an appointment. If an appointment, we will agree a date and time with you. We will arrange an appointment for you within 10 working days.
 4. Attend your clinic appointment.

What if I need advice or guidance, can I contact you?

Yes, if you feel that you need advice or guidance about your feet, you can contact the podiatry service by either emailing (preferred option) or phoning us. A podiatrist will then contact you to discuss your worries or concerns, direct you to where you can access video advice, and offer help and support.

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

Yes. If we haven't heard from you within your timeframe, the podiatry department will make contact with you to check that you and your feet are doing all right.

More information

There are some helpful foot healthcare information leaflets and videos on how to manage and look after your feet. These are on our website:

www.northdevonhealth.nhs.uk/services/podiatry/where-can-i-find-more-information

www.northdevonhealth.nhs.uk/services/podiatry/podiatry-videos

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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