

## Dietetics Patient Initiated Follow-Up (PIFU)

PIFU direct tel: **01271 322306** (Monday – Friday, 9am – 3pm)

Email: [ndht.dietetics@nhs.net](mailto:ndht.dietetics@nhs.net) (put PIFU in the subject line)

### 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](mailto: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 dietitian. It means spending less time attending hospital appointments, but still having access to dietetic support when you need it.

If your condition is stable, you may not require frequent outpatient appointments with your dietitian. However, you may need dietetic advice if your condition flares up in between regular booked appointments. With PIFU, you can get advice from your dietitian when you need it.

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 dietitian will tell you if your condition is now suitable for PIFU, instead of regular appointments scheduled by the hospital.

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 any symptoms that could be helped with dietary advice, eg. weight loss, poor appetite, other symptoms related to your condition.

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?

This is a quick and easy process.

If you have a flare of your symptoms and need advice or an appointment, just follow the steps below and the team will help you.

### 3 easy steps:

1. Call or email the dietetic admin team

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

- Your full name and date of birth
  - Your NHS number
  - A telephone number so we can call you back during our opening hours
2. Explain to the dietetic admin team you need some dietary advice and they will book you an appointment (telephone, video or face to face) with your dietitian.
  3. Attend your clinic appointment.

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

Yes, you will still have follow-up appointments with us. We will arrange a follow-up appointment after one year to check that your condition is still stable.

## 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.

### **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](mailto: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](http://www.careopinion.org.uk).

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