

Patient Initiated Follow up (PIFU) - Ear, Nose and Throat Service

Reference Number: ULHT-LFT-3323 v2

Issued: November 2023

Review Date: November 2025



What is Patient Initiated Follow up (PIFU)?

A patient-initiated follow up or 'PIFU' allows you to make an appointment with your ENT team when you need it, rather than having a regular or prearranged clinic visit.

This service helps reduce unnecessary visits to hospital and supports you to re-access the ENT team without the need to go back through your GP.

The patient initiated follow up service empowers you and puts you in control of your problem and appointments.

When you feel you need to see your ENT Consultant or Specialist Nurse for a flare up of your condition, you will be able to contact the service directly to arrange for an appointment via the PIFU appointments line.

PIFU isn't suitable for everyone. The ENT team will discuss this type of appointment with you if they think it may be suitable for you. If you feel that this is not suitable for you, you can continue to have a regular booked clinic visit.

If you are put on a PIFU pathway your GP will be fully informed.

How might it affect you?

Some people feel relieved that they no longer need to be seen regularly in the ENT Clinic and this can free up their time and puts them in control. **However, some people may fear losing contact with the hospital. There is no risk of being 'lost' because everyone will be registered to the service.**

When should I contact the service?

You should contact the PIFU appointments line if you feel that your condition has flared up and you need to be contacted by the Consultant to discuss your condition.

Will I get an appointment when I need it?

Yes. Appointment slots have been reserved for PIFU patients to be booked into an appropriate clinic, in a timely manner.

Will this be forever?

No. If you have not needed to contact the service during your PIFU period then you will be discharged back to your GP. You can be re-referred into the service at any time should you require in the future.

How Do I Book a PIFU appointment?

Please telephone 01522 573200/01522 573199 for an appointment. Please ensure that you tell the Appointments Clerk you are an ENT PIFU patient when you call and they will book you a mutually convenient appointment time.

Our phone lines are open from Monday to Friday from 8.30am to 4.30pm.

Please be aware that we receive our highest volume of calls on Mondays and Tuesdays and in the morning. The best times to call are Wednesday, Thursday and Friday afternoons.

When you do contact us please provide us with:

Your full name

Date of birth

Full address

Your NHS number

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