

Patient Initiated Follow up (PIFU) – Stoma Care

Reference Number: ULHT-LFT-3989 v2

Issued: June 2026

Review Date: June 2028

What is Patient Initiated Follow up (PIFU)?

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

The service helps to reduce unnecessary visits to hospital and supports people with specific conditions to re-access the clinical team when needed without having to go back through their GP.

PIFU is not suitable for everyone. Your clinician will discuss this type of appointment with you if they think it may be suitable. 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 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.

Is this service suitable for everyone?

This service is suitable for patients whose condition is stable on treatment and satisfactory. Your suitability will be discussed with you in your consultation by your consultant or Specialist Nurse. This could also be discussed in video conferencing or telephone clinics. You can opt out if you have strong reservations.

When should I contact the service?

You should contact the Stoma Care/Colorectal Department if you feel that your condition has flared up and you need to be contacted by the CNS to discuss your condition.

Will I get an appointment when I need it?

Yes. PIFU patients will 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.

Please telephone the Stoma Care Department on 01205 446466. When you telephone, please inform the staff that you are on PIFU.

Our phone lines are open from Monday to Friday from 8.00am to 4.00pm

When you do contact us, please provide us with:

Your full name

Date of birth

Full address

Your NHS number

© United Lincolnshire Teaching Hospitals NHS Trust

United Lincolnshire Teaching Hospitals NHS Trust has worked with AccessAble to create detailed Access Guides to facilities, wards and departments at our sites.

www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust

United Lincolnshire Teaching Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language or alternative format, please email the Patient Information team at ulth.patient.information@nhs.net