

Patient Initiated Follow Up

Information for patients and carers

Who is this leaflet for?

This leaflet provides information for patients who have attended a clinic at The Dudley Group NHS Foundation Trust and who have been offered a Patient Initiated Follow Up appointment. It explains what patient initiated follow up is and how it works, along with all the information you need to contact the service to arrange follow up appointments for yourself. We hope you will find it helps you to feel confident to be in control of your own follow up.

If you would like further information, or have any particular worries, please do not hesitate to ask your nurse, doctor or healthcare professional.

What is a Patient Initiated Follow Up appointment?

The Dudley Group NHS Foundation Trust is trialling a new system called Patient Initiated Follow Up (PIFU for short) which allows you to arrange follow-up appointments **as and when you need them**. This puts **you** in control of your hospital follow-up and provides you with direct access to guidance when you most need it.

Previously, it has been standard practice for patients who have been seen in an Outpatient clinic to be followed-up at regular intervals. Some patients find these regular visits useful and reassuring. Others find them a source of anxiety and not particularly helpful unless they have a particular concern they wish to discuss with their doctor or nurse. There is also good evidence that, for the majority of patients, routine follow up at regular intervals does not benefit them and they do not actually need it.

How does a Patient Initiated Follow Up work?

If PIFU is suitable for you, your clinician will discuss your condition with you and add your name to a PIFU waiting list. Instead of being given routine follow-up clinic appointments at regular intervals, you will be able to contact the service directly to arrange a follow-up appointment if you feel you need it. Your clinician will tell you how long you will stay on this PIFU waiting list as it is determined by your clinical condition.

If you do not need to see the doctor or nurse at all within the **18 months** period after your last appointment, you will be discharged back to your GP who will re-refer you if you need to be seen again in the future.

Why are you introducing this new type of follow up?

We are trialling this because it offers a number of benefits. These are as follows:

- Appointments for patients are made based on individual clinical need instead of being at routine intervals. PIFU puts patients in control of their own outpatient follow up. Outpatient visits that do not add any value for patients are a waste of resource.
- Freeing up appointments means that we can reduce our waiting times for patients who need an appointment, so they can be seen more quickly.
- Patients frequently waste time and money attending appointments that are of little benefit.
- We will spend less money on patient transport for unnecessary routine appointments (and patient experience will be improved as they will spend less time waiting for transport to and from the hospital)
- Reducing the number of unnecessary journeys will help reduce our carbon footprint.

What do I need to do?

Please contact us to arrange a consultant outpatient appointment if you experience any problems with your condition. All contact details are listed below.

Frequently asked questions:

- **What if I cannot get through via telephone to make an appointment?**

Please email us at dgft.midlandsorthopaediccentre@nhs.net

- **Why have you set a deadline for me to make an appointment?**

The length of time that you will remain on the PIFU waiting list is determined by your clinician as it depends on your condition and their clinical judgement on how long most patients will need before they can be discharged back to their GP.

How do I book a patient initiated follow up appointment?

The service is quick and easy to use. Please contact one of the secretarial team on the contact details below if you want to initiate your follow up appointment. If no one is available, either leave a voicemail message for the team to return your call or email dgft.midlandsorthopaediccentre@nhs.net and ask for a 'patient-initiated follow-up appointment. Please note that the secretary cannot give clinical advice.

Consultant Secretary Directory

Mr Ahmed – 01384 456111 Ext 2102

Mr Butt – 01384 456111 Ext 2105

Mr Bansal – 01384 456111 Ext 4325

Mr Chaudhry – 01384 456111 Ext 3369

Mr Clare – 01384 456111 Ext 3058

Mr Jain – 01384 456111 Ext 4613

Mr Laugharne – 01384 456111 Ext 3369

Mr Qadri – 01384 456111 Ext 3484

Mr Quraishi – 01384 456111 Ext 3079

Mr Sinha – 01384 456111 Ext 3074

Mr Subzposh & Mr Sajid – 01384 456111 Ext 4674

Mr Waites – 01384 456111 Ext 5294

Dr Gail Parsons & Lisa Tanner – 01384 456111 Ext 4465

Please remember that it is important that you are available for your appointment. If you find you cannot attend, please tell us in advance so we can try to give your appointment to someone else.

Failure to let us know you won't be attending may lead to you being discharged back to your GP.

Further information

For additional information regarding patient-initiated follow-up, please visit our website:

<http://midlandsorthopaediccentre.co.uk/>

For Hospital Staff to Complete

Responsible Consultant	
Patient Unit Number	