



A guide to...

Rheumatology Patient initiated follow-up

Patient Information

How to contact us

Rheumatology

Watford General Hospital

West Hertfordshire Teaching Hospitals NHS Trust

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Tel: 01923 217520

Email: westherts.rheumatology@nhs.net

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 198** or email westherts.pals@nhs.net



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What is PIFU?

PIFU stands for Patient Initiated Follow-Up. The goal is to empower our patients and have them take greater control over their healthcare and appointments. The traditional approach is that we book 'routine' or 'urgent' follow-up appointments for our patients at a set timeframe in the future.

How does PIFU work and when can it help me?

PIFU allows patients greater control over their appointments. Instead of a fixed appointment date and time, patients are able to arrange their own appointments when they are having a flare-up of the disease. You will remain under the care of the team even if you have not used the service. If your doctor deems you are suitable for the PIFU project, you will be sent this leaflet. You may also be asked to sign a consent form. PIFU is useful for helping patients when they most need help during times of an emergency or flare-up of symptoms related to their rheumatological disease. Travelling to hospital is not convenient for many patients and places an unnecessary burden on patients if they are well and do not need an appointment. This aims to give more autonomy to patients over their treatment.

Your doctor will provide you with an outline of the symptoms and signs to look for and when PIFU can help you.

If you change your mind about being on this programme, contact your Rheumatologist through the secretaries who will be able to advise you further.

More information about PIFU can be found [here](#) in this short video that we have produced for staff and patients.

How do I get in touch with the PIFU team?

To arrange a PIFU appointment, call 01923 436554

The team will triage your symptoms and confirm whether a PIFU appointment is the right choice for you. We aim to book patients in for an appointment within 10 working days

When not to use PIFU

PIFU does not replace help for other conditions or emergencies; you may have PIFUs for other specialties.

For non-urgent queries about your condition, contact the Rheumatology team as usual on the numbers below. For urgent medical attention, call your GP or 111. If you are very unwell, you should attend A&E or your local walk-in centre.

How to contact us

For urgent flare-ups of your Rheumatological condition call: 01923 436325

If no-one is available to take your call, please leave your name, date of birth, NHS or hospital number and a contact number and a member of the team will be in touch as soon as possible.

For non-urgent queries related to your Rheumatological condition call:

Rheumatology Nurse: 01923 217798.

We appreciate your feedback on our service and hope to meet our patients' needs. We may send you a questionnaire for feedback and to have your say.