

PHYSIOTHERAPY Patient Initiated Follow Up (PIFU) Information for patients / Frequently Asked Questions



PIFU Direct Telephone: 01226 432375

What Is Patient Initiated Follow up (PIFU)?

PIFU puts you, the patient in control of when you are seen by the specialist [Physiotherapy](#) team – for your specific [Physiotherapy](#) condition.

Patients who have attended for [Physiotherapy](#) and are managing their condition may be considered for PIFU prior to being discharged

Attending scheduled outpatient appointments scheduled by the hospital can be inconvenient requiring you to take time away from work, away from home etc. sometimes incurring costs such as travel, parking, taking time off work especially if your condition is stable.

How does PIFU work?

Following your outpatient appointment, the [Physiotherapist](#) may consider you/your condition suitable for PIFU. The [Physiotherapist](#) will:

- Fully discuss this option with you if you/your condition is suitable to have as a PIFU instead of a scheduled appointment arranged by the hospital.
- Advise you about the process and has given you this patient information leaflet for you to consider if you want to have any further follow ups in this way. **It is your decision whether you wish to take up the PIFU option. If you prefer to have a scheduled appointment for review, this can still be arranged instead.**
- Discuss with you the symptoms and signs you need to look out for that might trigger you to call to make an appointment.
- Give you a “patient contact card”, which contains details of your condition and the contact details for the department for you to call to initiate an appointment/consultation.
- Advise when your PIFU period expires as PIFU is only for a set period of time e.g. 3 months. This is the time frame available to you to call to initiate your appointment if needed. After this period, you will automatically be discharged back to the care of your Consultant who referred you to [Physiotherapy](#).
- Review the expiry date each time you use PIFU depending on your condition and the suitability to remain on PIFU.

How will I access a PIFU appointment?

Contacting the team to arrange a PIFU appointment or consultation is a quick and easy process. Please call using the telephone number 01226 432375 to speak to a member of the team. We aim to ensure you have received your appointment or consultation within 10 working days.

Please note, if you have any concerns associated with your condition you can still contact the department PIFU line. They will arrange for an appointment to discuss your query but for advice only, we aim for you to receive a telephone consultation within 10 working days.

What happens if I do not initiate a PIFU?

If you have not needed to use your PIFU during the agreed timeframe you will automatically be discharged back to the care of your Consultant.

However, should your condition become problematic after you have been discharged back to your Consultant, please return to your Consultant or if you have been completely discharged by them, return to your GP.

What if I change my mind about this type of follow up appointment?

If at any time you change your mind about being on PIFU, please just let us know. We will go back to booking regular follow up appointments with the [Physiotherapist](#) for as long as is needed. You are in control of how your appointments are managed.

Can a PIFU appointment be cancelled?

As with any appointment there may be occasions when we need to cancel the appointment e.g. unforeseeable staff absence etc. We will call you and re-arrange. We apologise in advance for any inconvenience caused.

When can I call for a PIFU?

You can call if you experience a flare up of your [Physiotherapy](#) symptoms (a worsening of your condition) or need some additional advice on your condition from the specialist team within the timeframe you have been given.

PIFU is designed to help you access specialist care when you need access to our help and support.

When not to use PIFU

If you require urgent medical advice you should contact your GP, NHS 111, or if you are really unwell your local Emergency Department.

For other medical (non-[Physiotherapy](#)) issues or new concerns (that are unrelated to the condition you have been given PIFU for), please kindly approach your GP who will be able to advise/help you in the first instance.



At Barnsley Hospital we are committed to promoting equality, diversity and inclusion offering open, non-judgmental and inclusive care for children, young people and their families, who identify as LGBT+