

Patient Initiated Follow Up (PIFU)

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Specialty: Parkinson's Service

Telephone: 01342 414323

Email: qvh.parkinsons@nhs.net

This leaflet explains how you can access further support and advice from your Parkinson's team if required. If this leaflet does not answer your questions or concerns, please speak to your clinician.

What is Patient Initiated Follow Up?

- Patient Initiated Follow Up (PIFU) is when a patient (or their carer) can request an additional follow up appointment, if required.
- This means if you have worries or concerns following your consultation in the outpatient clinic or home visit, or you have further problems related to your condition, you can contact us and we will make another appointment for you to be seen.
- The reason we offer this service is that we want to give you more confidence, choice and flexibility in your care. It also reduces unnecessary visits to the hospital and helps cut waiting times for appointments.

How does Patient Initiated Follow Up work?

- If PIFU is suitable, your clinician will discuss your condition with you and move your care onto a PIFU pathway.
- Instead of being given a follow up appointment which you may not need, you can contact the service directly to arrange a follow up appointment if you have any concerns or your condition changes.
- You will always remain on a PIFU pathway and will not be discharged from the service unless you request this or move out of area for the service.
- If you do not need to see a clinician about your condition within 12 months of being on a PIFU pathway, you will be contacted by the service by phone to review whether this remains appropriate for you.

More information

Symptoms of Parkinson's typically do not change quickly. If you experience a sudden change in symptoms, please consider other causes, including: medication changes; constipation; infections; stress/anxiety; dehydration; pain; sleep disruption. In this scenario, please contact your GP or call 999 / NHS 111.

What do I need to do?

If you experience any problems with your condition after being moved to the PIFU pathway, please contact us to request a follow up appointment. Examples of reasons to contact us are:

- Increased tremor, stiffness and/or slowness of movement when your next tablets are due
- Poor balance, falls or dizziness
- Freezing when you are walking
- Dyskinesia (additional, involuntary, wriggly movements)

- Confusion
 - Hallucinations
 - Difficulties with swallowing
 - Difficulty controlling urges or compelling feelings to do things repetitively (also known as impulse control disorder).
- Should you have other symptoms that suggest a medical emergency, please do not hesitate to call 111 or 999.

To book an appointment:

1. Call or email the Parkinson's team.
 - *The department opening hours are 8:30am to 4pm Monday – Thursday*
 - *Telephone 01342 414323 or email qvh.parkinsons@nhs.net*
2. Explain that you are on a PIFU pathway.
3. If leaving a voicemail or emailing, please include:
 - Your full name and date of birth
 - Your hospital number and/or NHS number
 - A telephone number where we can call you between 8:30am and 4pm
 - Date of your last appointment (if known)
4. We will then arrange an appointment date and time.
 - *Please note: the administrator may need to liaise with the clinician and call you back to confirm.*
5. Attend your appointment.
 - *Please note: this could be a video, telephone or face-to-face appointment.*

Frequently asked questions

- **How long will I have to wait before I receive an appointment?**

Because you are on the PIFU pathway, we will book you the next available appointment.

- **Could I get lost in the system?**

No. You are on a dedicated PIFU pathway and we check this regularly.

- **When is PIFU not appropriate?**

PIFU is only appropriate for the condition for which we have treated you. For anything else, you will need to contact your GP or NHS 111 for advice.

PIFU is not suitable for providing urgent medical advice. In such a case you should contact your GP, NHS 111, your local walk-in centre or, if you are very unwell, your local Accident and Emergency Department (A&E).

If you'd like to find out how you can support QVH, please visit www.supportqvh.org

