

Patient initiated follow up

Community MSK Assessment & Physiotherapy Service (CMAPS)

Patient Information Leaflet

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 worries, please do not hesitate to ask your physiotherapist.

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 when you need them. This puts you in control of your 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 the clinician. There is also good evidence that, for most patients, routine follow up at regular intervals does not benefit them and they do not actually need it.

Why are you introducing this new type of follow up?

We are trialling this because it offers several 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.
- 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.

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.

If you do not need a review within **3 months** of 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.

Please be aware that the physiotherapists can only see you again for the condition you were originally referred for. If you have a new condition, please see your First Contact Physiotherapist or GP for a new referral.

How do I book a Patient initiated follow up appointment?

Please contact one of the administrative team on **01384 321605** if you want to initiate your follow up appointment. Please quote your patient unit number below and ask for a 'patient-initiated follow up appointment.'

If no one is available, please call back at another time.

Please note that the administrative team cannot give clinical advice.

Missed appointments

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 inform us may lead to you being discharged back to your GP.

For clinical staff to Complete

Responsible physiotherapist	
Patient Unit Number	
Date PIFU ends	

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Russells Hall Hospital switchboard number: 01384 456111

This leaflet can be downloaded or printed from:

<http://dgft.nhs.uk/services-and-wards/>

If you have any feedback on this patient information leaflet, please email dgft.patient.information@nhs.net

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta brosură poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔