

## Patient information

### Escape Pain Programme Patient Initiated Follow-up (PIFU)

#### Therapies Department

#### What is Patient-Initiated Follow-Up (PIFU)?

After your recent assessment or treatment, you have agreed to be placed on a Patient Initiated Follow-Up pathway (PIFU). PIFU puts you, the patient, in control of booking your physiotherapy appointment. You initiate the follow-up appointment, instead of the hospital.

Your clinician will have advised you about the PIFU process and given you this information leaflet to support you.

#### Why are we using PIFU?

You have been referred to the Escape Pain Programme. The PIFU process will allow you the time to complete the ESCAPE pain programme, combined with your home exercise programme and self-management advice.

#### When should I call for a PIFU?

It may be that on completion of the Escape Pain Programme and home exercise programme that you no longer require further input from our service. If this is the case, you do not need to do anything more.

However, should you require a further appointment, you will be given **twelve weeks** from today (Date ..... ) to contact us to book your follow-up appointment. Ideally, this would be on completion of the Escape Pain Programme unless you require a sooner appointment.

PIFU is **not** a replacement for urgent medical advice. If you require urgent medical advice, you should contact your GP, NHS 111, your local walk-in centre or, if you are very unwell, your local Emergency Department (A&E).

#### How will I book an appointment?

This is a quick and easy process.

You will receive a text message (from +447860 039092) which will include a link to a secure patient portal. Here you can request a follow-up appointment.  
Alternatively call:

**Aintree Site** 0151 529 3335 (09.00-16.00 Monday to Friday).

**Royal/ Broadgreen Site** 0151 7062760 (09.00-16.00 Monday to Friday).

If you have any concerns or queries, please do not hesitate to contact our department.

### **What happens if I don't initiate an appointment?**

If we do not hear from you within **twelve weeks**, we will assume that you no longer require physiotherapy, and you will be discharged back to the care of your G.P.

### **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt-out at any point. Your co-operation is greatly appreciated.

### **Further information**

**Therapies Department  
Aintree Hospital  
Telephone: 0151 529 3335  
Text phone number: 18001 0151 529 3335**

**Therapies Department  
Royal and Broadgreen Hospitals  
Telephone: 0151 706 2760  
Text phone number: 18001 0151 706 2760**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوهنیدار بهو نهخوشانهی له لایهن تراستهوه پسهند کراون، نهگهر داوا بکریت له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نهلیکترونیکی همیه.

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