

Patient information

Inflammatory Bowel Disease (IBD) Patient Initiated Follow Up (PIFU)

Gastroenterology Department

PIFU: To give patients and their carers the flexibility to arrange their follow-up appointments as and when they need them, NHS England and NHS Improvement are supporting IBD Services to roll out patient initiated follow-up (PIFU).

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

Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are seen by the IBD/Gastroenterology department. It means spending less time attending hospital appointments when your condition is stable, but still having access to clinical support when you need it. With PIFU, you can get prompt advice from your clinical team, who may suggest an appointment is required.

You initiate the follow-up appointment, instead of the hospital. Which is why this process is called patient-initiated follow-up (PIFU).

This approach helps to empower you, the patient, to manage your own care and play a key role in enabling shared decision making.

For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.

When should I call for a PIFU?

Our IBD Service is in the process of being redesigned. You should call if you experience a **flare-up of your symptoms**. 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 really unwell, your local Emergency Department (A&E).

How will I book a patient-initiated appointment?

We are now changing the way we manage our IBD helpline. We have an admin team in place to screen our calls. This is a quick and easy process. If you have a flare of your symptoms and need advice or an appointment, just follow the steps below and the team will help you.

1. Call the IBD admin team on Tel: 0151 706 2659 between 8.00 am – 4.00 pm explaining that you are having a flare-up and want to request an appointment.
2. You will be sent a quick and easy questionnaire to complete to determine the urgency and priority of your call.

3. You may be asked to have some bloods taken and provide stool samples ahead of your nurse-led appointment.
4. If the team think you need an appointment they will arrange an appointment for you within three working days.

Another way you can contact the team will be through the patient engagement platform **DrDoctor**. You can access the patient portal using any smartphone, computer or tablet. There's no need to sign up for an account or download any software, all you need to do is follow the secure link sent by your care provider or visit drdoctor.thirdparty.nhs.uk and you can start managing your care online.

Patients with Stable Inflammatory Bowel Disease and Biologic Monitoring

For patients with very stable disease, we can move towards remote monitoring, only initiating a follow up if clinically indicated or requested by the patient. This allows for a more personalised and proactive approach.

Stable patients/biologic monitoring on the PIFU pathway will be sent an IBD control questionnaire along with blood forms and a stool sample kit at the clinician's agreed intervals. Should all investigations and questionnaire be satisfactory, the patient will be initiated a follow-up accordingly.

If for any reason stable patients flare during this time frame, they can initiate a nurse-led review via the new helpline system.

Will you still be looking after me if I'm on PIFU and don't initiate an appointment?

Yes, you will still remain under our care. If you require ongoing tests, diagnostics or monitoring they will continue as normal where applicable. This will just replace hospital mandated follow-ups that do not relate to any clinical activity that is required to monitor your health.

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.

Thank you

The IBD Team

Further information

- **Endoscopy**

For any queries regarding endoscopy procedures please contact the endoscopy booking office / endoscopy reception

Tel: 0151 706 2720 / 0151 706 2726

Text phone number: 18001 0151 706 2720/18001 0151 706 2726

- **Appointments line**

If you would like to change the date of your clinic appointment, please contact the appointments line

Tel: 0151 706 5555

Text phone number: 18001 0151 706 5555

- **General questions**

If you have any general questions regarding your IBD please visit www.crohnsandcolitis.org.uk. Crohns and Colitis UK have a wealth of information available on their website. If your questions can not be answered with the resources on the website, please contact the IBD help line and your query will be answered as and when a nurse is available.

- **Home care prescriptions**

For home care queries please visit:

Ustekinumab and Adalimumab www.sciensus.com

Vedolizumab and Infliximab Tel: 08000 833 060

- **Day unit**

For day unit queries please contact our day unit coordinator on contact number

Tel: 0151 706 3850

Text phone number: 18001 0151 706 3850

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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.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعة الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

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體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

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 پنیوندیدار بهو نهخوشانهی له‌لایمن تراستهوه پسمند کراون، نه‌گمر داوا بکریت له فورمات‌هکانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گموره، شریتی دمنگ، هیلی موون و نئلیکترونیکی هیه.

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