

## Patient information

### Oral Medicine - Patient Initiated Follow up (PIFU)

#### Liverpool University Dental Hospital

To give patients and their carers the flexibility to arrange their follow-up appointments as and when they need them, NHS England is supporting hospitals to roll out Patient-Initiated Follow-Up (PIFU).

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

Patient-initiated follow-up puts you, the patient, in control of when you are seen by the Oral Medicine department.

This means you will be spending less time attending hospital appointments when your symptoms are stable or are expected to improve. However, you will still have access to clinical support when you need it.

With PIFU, you can alert your clinical team if symptoms are getting worse. You will initiate the follow-up appointment, instead of the hospital. This is why the process is called patient-initiated follow-up (PIFU).

Your PIFU period will last for a 12-month period. After this, if you have not contacted the department, you will be discharged from the Oral Medicine Department.

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

#### How will I know if I'm suitable for PIFU?

Your clinical team will advise you if your condition is suitable for PIFU. It is your decision if you would like to proceed, or you can continue with regular appointments if you prefer. Your clinician will have advised you about the PIFU process during your appointment.

#### When should I get in touch for a PIFU appointment?

You should call if your symptoms get worse or recur.

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.

#### How will I book a patient-initiated appointment?

This is a quick and easy process. If your symptoms are getting worse and you would like to be seen in clinic, follow the steps below and the team will help you.

1. You will receive a text containing a link when you are first started on the PIFU system. Clicking this link will take you to a website to request an appointment.
2. Alternatively, call the booking team on **0151 706 5996/ 5085** Monday to Friday between 9:00 and 17:00 explaining that you are having a problem and would like to request an appointment.
3. We will try and address your request within five working days. We will aim to book an appointment for you with your team within three weeks.

### **I don't want to come to clinic but I need some advice. What do I do?**

You can contact the secretaries for your named consultant (via the hospital switchboard on 0151 706 2000) and they will let your clinical team know. Depending on your concern, your team may recommend an appointment, either by telephone or in person.

### **What if I am worried and change my mind about this style of follow-up?**

**Contact the booking team on telephone number 0151 706 5996/ 5085 and we will go back to booking regular hospital appointments for you. Our team are happy to discuss any concerns with you.**

### **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**

**For more information please contact the Oral Medicine Department on the number below.**

**Oral Medicine Department  
The department is open Monday to Friday  
9.00 am to 5.00 pm.  
Tel: 0151 706 5083  
Text phone number: 18001 0151 706 5090**

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