

Patient Initiated Follow-up (PIFU) Cardiology Department

Patient Information



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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What is Patient Initiated Follow-up (PIFU)?

It means you will not be given a further appointment when leaving the Cardiology outpatient clinic; you will be put on a PIFU list.

If you need an appointment because you are experiencing a change in your Cardiology condition, you can do so by contacting the dedicated telephone number **0300 555 4567**: you do not need to contact your GP for a new referral.

Why is the booking of Cardiology appointments changing?

The service has a long waiting list for follow-up appointments. During this waiting time, you may feel you require a sooner appointment, or you may feel you don't need an appointment at all. The PIFU appointment gives you the flexibility to manage your own appointments.

How long will a PIFU appointment last?

Depending on your discussions in your outpatient appointment, your PIFU appointment could last either 6 or 12 months.

If you feel you need an appointment within this time period, please telephone the appointment centre and an appointment will be made for you as soon as possible, usually the next available appointment.

When the PIFU time period elapses, you will either be discharged back to the care of your GP, or it will trigger an appointment for a check-up. This will be discussed with you in clinic, and you should have a full understanding of which path applies to you. If you are unsure, please ask.

Any discharge will only occur following instruction from your Cardiology Consultant; a letter will be sent to yourself and your GP. If you become unwell after discharge, please contact your GP and a new referral to an appropriate service can be made.

The PIFU appointment time period starts from the date you last attended the Cardiology outpatient clinic.

Can I just turn up at the department?

You should not attend the department without a pre-arranged appointment.

If you are unwell, please make an appointment for the Cardiology clinic and contact your GP if you are unable to wait. Please contact the trust via **0300 555 4567**

Can I decline a PIFU appointment?

This will be discussed in the clinic consultation when an informed decision will be made. Not all patients will be suitable for PIFU.

Contact Details

Appointments: **0300 555 4567**

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request.

For more information, please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



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