

## Cancelling your appointment

It is important that you keep your appointment. If you cannot attend your appointment, please let us know as soon as possible, as we may be able to offer the appointment to another patient. To cancel your appointment, please telephone the department.

## Interpreter services

The Trust is able to provide telephone interpreting services for patients whose first language is not English and sign language assistance for patients with hearing impairments. The Trust will only use face to face interpreters in exceptional circumstances. Please note that the Trust does not support the use of relatives or friends to provide interpreter services.

## 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 until 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 positives and negatives 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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# Patient Initiated Follow Up - MSK Physiotherapy

## Patient Information

The Patient Information Leaflets page on the Trust website is available on the link:  
[https:// www.wvl.nhs.uk/patient-information-leaflets](https://www.wvl.nhs.uk/patient-information-leaflets)  
or scan the QR code.



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## Introduction

Patient-Initiated Follow Up (PIFU) will put you in control of making an appointment when you need it the most. If your condition is stable, attending regular outpatient appointments at a hospital or health centre can cause unnecessary anxiety, including time taken to travel, park and wait for the appointment.

Sometimes, regular outpatient appointments may not result in any change to your treatment. In fact, your condition may flare up in between regular booked appointments, and it is during this time that you really do need our input.

For other concerns and conditions, or if you are feeling unwell, your General Practitioner (GP) will remain your first point of contact.

## How does it work?

You have been put on a PIFU pathway. This means you will not be booked a follow up appointment with your clinician, but you can contact us to book one if or when you need to.

PIFU is a way of putting you in control of your own care.

Your Physiotherapist may have indicated how many weeks of your exercise programme to complete before booking your next appointment.

If your condition has flared, or you have symptoms related to your condition, you are able to book an appointment directly with us without needing to speak to your GP, Musculoskeletal Clinical Assessment and Treatment Service (MSK CATS) or First Contact Practitioner for a new referral.

If any changes in your home circumstances affect your ability to manage your condition, please do get in touch with us.

## When not to use PIFU?

Your PIFU pathway only relates to this specific condition; if you have any concerns relating to a different condition, please make a new self-referral. If you require urgent medical advice, you should contact your GP, NHS 111, your local pharmacy, Walk-in centre or, if you are really unwell, your local Emergency Department.

## How long does this pathway last?

You will be on a PIFU pathway for 4 months. Once the time period has elapsed, you will be discharged from our care. If you have any further concerns after this point, it will be necessary to self-refer to our service. You can self-refer yourself; you do not need to go back to your GP or First Contact Practitioner

## Telephone Number

To book a patient-initiated appointment, please contact the department on -

## Physiotherapy Departments

- **Boston House, Wigan Health Centre, Frog Lane, Wigan, WN6 7LB, TEL: 03007071113**  
[wwl-tr.mskphysio-bostonhouse@nhs.net](mailto:wwl-tr.mskphysio-bostonhouse@nhs.net)
- **Platt Bridge Health Centre, Rivington Ave, Platt Bridge, Wigan, WN2 5NG, TEL: 0300 7071772**  
[wwl-tr.mskphysio-bostonhouse@nhs.net](mailto:wwl-tr.mskphysio-bostonhouse@nhs.net)
- **Leigh Health Centre, The Avenue, Leigh, WN7 1HR, TEL: 0300 707 1595**  
[wwl-tr.leighphysio@nhs.net](mailto:wwl-tr.leighphysio@nhs.net)

When you telephone, an appointment will be made for you as soon as possible, usually the next available appointment.

## Can I just turn up at the department?

No. It will not be possible for you to be seen without a prearranged appointment.