

# Patient information

## Patient initiated follow up (PIFU) For patients seen in trauma and orthopaedics - fracture clinic

Following your appointment in the fracture clinic you have been placed on a patient initiated follow up, sometimes referred to as PIFU. This information sheet explains what this means and how to contact the department if you need advice or would like to request a follow up appointment.

### Why PIFU?

In the past patients were often given a routine follow up appointment which was arranged at a standard interval. This 'one size fits all' approach is not always appropriate and can lead to unnecessary appointments for patients who do not need them, which then causes delays in seeing those patients that have more pressing needs. With PIFU, **you** are more in control of **your** follow up.

### How does PIFU work?

The doctor you will see in clinic or talk over the phone may suggest a period of PIFU. They will agree with you how long the period of the PIFU will last. During this time, you can request another appointment, this can be either a face to face or by telephone - whichever is appropriate. You can call your consultant's secretary or fracture clinic to book the appointment.

### When should you contact the department?

You can arrange a follow up appointment:

- 1) Call fracture clinic for advice first.
- 2) If you feel your treatment plan is not working.
- 3) Your symptoms have not improved as expected.

If you would like any information regarding access to the West Suffolk Hospital and its facilities, please visit the website for AccessAble (formerly DisabledGo) <https://www.accessable.co.uk>

