

# Patient Initiated Follow Up (PIFU) Endocrinology Clinic

Author: Jo Randall, Clinical Lead for Diabetes & Endocrinology



James Paget  
University Hospitals  
NHS Foundation Trust

---

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

PIFU is for patients who do not require frequent appointments in the endocrinology clinic.

PIFU is a way of putting you in control of your routine endocrinology clinic appointments. Rather than having a randomly allocated appointment, you can choose an appointment when you need one.

You will be put on a PIFU pathway and will be able to choose a face to face, video or telephone appointment at the end of the PIFU period (which will be determined by the doctor who sees you) or sooner if needed.

We will inform your GP that you are on a PIFU pathway.

## When should I request an appointment?

- Symptoms that could indicate a deterioration in the condition I am being seen for which may include
- 
- 

- Abnormal test results
- Another condition that impacts on managing my endocrine condition (e.g. requiring surgery, steroid treatment)
- Planning pregnancy

## When should I not request an appointment?

- A problem that is not related to my endocrine condition

## How do I contact the Endocrinology Team?

- To make a clinic appointment please telephone the Booking Coordinators via JPUH Switchboard on 01493 452452 or email [generalmedicinecoordinator@jpaget.nhs.uk](mailto:generalmedicinecoordinator@jpaget.nhs.uk)
- Consultant's secretaries 01493 453020 or email [endocrinologysecretaries@jpaget.nhs.uk](mailto:endocrinologysecretaries@jpaget.nhs.uk)

The team are available Monday – Friday 8am-4pm

## Patient Advice and Liaison Service (PALS)

- If you are unhappy with the service you have received you can contact PALS on 01493 453240 or email [PALS@jpaget.nhs.uk](mailto:PALS@jpaget.nhs.uk)
- You can also contact PALS to pass on any compliments about the service you have received

## Your Feedback

We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

**Before leaving please complete a Friends and Family Test feedback card.**

Help us transform NHS services and to support patient choice.

## OUR VALUES

### **Collaboration**

We work positively with others to achieve shared aims

### **Accountability**

We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan

### **Respect**

We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride

### **Empowerment**

We speak out when things don't feel right, we are innovative and make changes to support continuous improvement

### **Support**

We are compassionate, listen attentively and are kind to ourselves and each other



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print  
version of this  
leaflet, contact PALS  
01493 453240**