

Patient Initiated Follow Up (PIFU) Diabetes 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 diabetes clinic.

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

You will be put on a 12 month PIFU pathway and will be able to choose a face to face, video or telephone appointment at 12 months or sooner if needed.

We will inform your GP that you are on a PIFU pathway. You can have your annual review (blood pressure check, foot check, blood and urine tests) at your surgery or when you have your 12 month appointment.

When should I request an appointment?

- Difficult to manage high blood glucose levels
- Difficult to manage low blood glucose levels, especially when awareness of low levels is impaired
- Abnormal test results (HbA1c, kidney function)

e.g. _____

- A condition that impacts on managing diabetes (e.g. requiring steroid treatment, an operation, dementia etc)
- Planning pregnancy

When should I not request an appointment?

- Unwell with high blood glucose levels and ketones (Seek emergency advice/treatment)
- Suspected insulin pump failure (Contact Diabetes Specialist Nurses urgently)
- A new foot problem (Seek emergency advice from your GP/111 and urgent podiatry referral)
- Current pregnancy (Contact Diabetes Specialist Midwife – 07950 842196)
- A problem not related to diabetes (Contact your GP)

How do I contact the Diabetes Team?

- To make a Consultant led clinic appointment please telephone the Booking Coordinators via JPUH Switchboard on 01493 452452 or email generalmedicinecoordinator@jpaget.nhs.uk
- For any other queries relating to the Diabetes Specialist Nurse Service, please contact 01493 453373 or email DSN@jpaget.nhs.uk
- Consultant's secretaries 01493 453020 or email 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
- 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