



Royal Berkshire
NHS Foundation Trust

UNIVERSITY DEPARTMENT OF
STROKE MEDICINE

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Stroke Patient- Initiated Follow-Up (PIFU)

Information for patients,
relatives and carers

PIFU Direct Tel: 0118 322 6676

This leaflet explains what the Stroke Patient-Initiated Follow-Up (PIFU) service is and how it can help you manage your condition.

What is Patient Initiated Follow-Up (PIFU)?

Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are seen by the Stroke Team.

Regular outpatient appointments scheduled by the hospital can be inconvenient, with time taken to travel, park and wait for the appointment. But they may not be necessary if your condition is stable and might not result in any change to your treatment.

On the other hand, your stroke related symptoms may get worse between booked appointments, and that is when you really need help from the Stroke Team.

PIFU puts you in control of making an appointment when you need it the most.

How does it work?

Your condition is now suitable for follow-up appointments via PIFU, rather than regular appointments scheduled by the hospital.

You will not routinely be scheduled for an appointment, but whenever you want to consult a stroke clinician regarding your stroke, we will arrange an appointment for you.

You may choose not to have a follow up if you feel well; **it is your decision.**

For concerns other than stroke symptoms, or if you are feeling unwell, your GP will remain your first point of contact.

How do I book a PIFU appointment?

Booking an appointment is a quick and easy process. If your symptoms are worse and you need advice or an appointment, just call the number on the cover of this leaflet. We will arrange an appointment for you as soon as possible.

You can view the status of your appointment at any time by logging into your patient portal. Simply follow the link in your message to view any updates.

If you do not require a follow-up appointment within 12 months of being on the PIFU pathway, we will discharge you back to the care of your GP. We will write to you and your GP to let you know if this happens.

If I do not opt for PIFU, will you still monitor me?

You can discuss the option of carrying on with regular hospital follow-ups with a member of the team, if that is your choice.

Can I change my mind about this style of follow-up?

Yes. If you decide PIFU is not for you, you can discuss it with a member of the team and opt out.

How do I make a PIFU appointment?

If you have a flare up of your symptoms and need advice or an appointment, just follow the steps below and the team will help you.

When should I arrange a PIFU?

Call the PIFU number if you experience an exacerbation (worsening) of your symptoms and feel you need to be seen in clinic. You may also be offered the opportunity to speak with a specialist nurse for advice on the telephone, if required.

When not to use PIFU

If you require urgent medical advice, you should contact your GP, NHS 111 or your local urgent care centre. If you are really unwell or experience new stroke symptoms, call 999.

Booking a PIFU in five easy steps:

- 1 Call the Stroke Team on 0118 322 6676 (Monday to Friday, 8am to 5pm).**
- 2 Explain that you need a PIFU appointment.**
- 3 Agree an appointment date and time.**
- 4 Decide whether you need immediate clinical advice from the specialist for your symptoms.**
- 5 Attend your clinic appointment.**

In the event you need to leave a message when you call, please leave the following information:

- ✓ Your full name and date of birth.
- ✓ Your hospital number and/or NHS number.
- ✓ A telephone number where we can call you during normal hours between Monday to Friday 8am and 5pm.
- ✓ **Date of your last specialist appointment.**

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

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