

10th July 2019

01223 245151

Dear GP colleagues

In order to give patients more control over their own care, free up capacity to see patients when they most need to be seen and reduce the number of appointments which do not add clinical benefit for patients, CUH has launched Patient Initiated Follow Up (PIFU).

This means that instead of routinely booking a follow up appointment for the patient at a specified point in the future, the patient is asked to contact the hospital to request an appointment if they need one.

This type of follow up will only be suitable for certain groups of patients and the ordering clinician will need to assess on a case by case basis whether a patient is suitable (eg safeguarding/mental capacity etc).

The patient will receive their PIFU order in the form of a letter from the specialty clinician.

Each specialty is asked to provide a patient information leaflet with disease and/or specialty specific information, along with instructions for patients wishing to activate their PIFU and book an appointment.

Booking processes will differ between the specialties, depending on the patient's condition and the services the specialties offer. For example, some specialties are asking patients to contact a nurse advice line in the first instance. The nurses will speak to the patients and then advise booking staff of which patients to book into which clinics. A number of surgical services will discharge patients with a PIFU following a routine surgical procedure, advising them to phone to directly book a follow up appointment should they need one.

The letter and leaflet given to patients will specify the process for the patient to follow in order to book their PIFU appointment.

We hope there will also be some benefits to the patients' GPs, freeing up your time by reducing the workload created by chasing up follow up appointments on behalf of your patients. There is no intention to shift work from CUH to primary care in this, but if this is found to be the case we would like to get feedback.

Yours faithfully



Ashley Shaw
Medical Director



Christof Kastner
Outpatients Clinical Lead