

Information for patients and carers

Patient Initiated Follow Up
(PIFU)
Allergy & Clinical Immunology

A decorative graphic at the bottom of the page consisting of three overlapping, wavy bands of blue color, transitioning from a lighter blue at the top to a darker blue at the bottom.

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 Allergy and Clinical Immunology Department. It means spending less time attending hospital appointments but still having access to clinical support when you need it.

If your condition is stable, you may not find it helpful to attend regular outpatient appointments scheduled by the hospital. Sometimes, these appointments may not result in any change to your treatment, but you will have spent time and energy putting arrangements in place to attend your appointment.

With PIFU, you can contact the team if your condition changes and a relevant intervention will be arranged. This may include advice, a follow up appointment or being booked for a further intervention.

The need for follow-up is initiated by you the patient instead of the hospital. Which is why this process is called patient-initiated follow-up (PIFU).

My Follow-Up Plan

After discussion with the clinician today, we do not plan to see you again, unless you decide you need to be seen. This means you are in control of when you want to be seen next. If you do not contact the team, within the timescales discussed with your clinician, you will be discharged to your GP practice for any further advice.

How do I book an appointment?

This is a quick and straightforward process:

1. Call the Allergy & Clinical Immunology department on 01772 522130, Monday-Friday 8am – 4pm, excluding Bank Holidays. If you need to leave a message when you call, please leave the following information.

- Your full name and date of birth
 - Your hospital number or NHS number
 - A telephone number we can call you back on during opening hours
2. Explain to the team that you are experiencing symptoms and that you need clinical advice.
 3. The team will ask the clinician to review your concerns and decide if you need immediate advice or an appointment.
 4. If the team think you need an appointment, we will contact you to agree an appointment date and time.

FAQs

What if I need to be seen?

If you feel that you need to be seen, please call the department and talk to our team. We may need to pass a message to the clinical team. If the clinical team decide that they do need to see you, an appointment will be made for you.

PIFU is not a replacement for urgent medical advice. If you require urgent medical advice, you should contact your GP, NHS 111, your local walk-in centre or, if you are unwell, your local Emergency Department (A&E)

Will I still have regular appointments?

No. This pathway means that we are not planning to see you routinely unless **you** decide you need to be seen. We are confident that you know enough about your condition to know if you need to be seen.

Does this mean that I will not see my usual clinician?

This depends on which specialty you are being seen by. If you have a preference, ask when you contact us, and we will try to accommodate this.

How long will I have to wait before I receive an appointment?

We will aim to have organised booking and let you know the date of your face to face or telephone appointment within 2 weeks. Please inform us if your contact details change during this time to help us to respond promptly.

Contact details

Should you require further advice or information please contact Allergy & Clinical Immunology Department – **01772 522130**.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

www.lancsteachinghospitals.nhs.uk/veteran-aware

<https://bepartofresearch.nihr.ac.uk/>

<https://www.lancsteachinghospitals.nhs.uk/adult-allergy-and-clinical-immunology>

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All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

patientexperienceandinvolem@LTHTR.nhs.uk

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