



Royal Berkshire  
NHS Foundation Trust

A decorative graphic in the top left corner featuring several overlapping, curved shapes and circles in green, purple, red, yellow, and blue.

# Gynaecology Patient-Initiated Follow-Up (PIFU)

Information for patients,  
relatives and carers

PIFU direct no: 0118 322 8964  
*option 2*

---

**This leaflet explains what the Gynaecology Patient-Initiated Follow-Up (PIFU) service for patients with heavy menstrual bleeding 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 Gynaecology Department.**

Attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety – e.g., time taken to travel, park and wait for the appointment – if your condition is stable.

Sometimes, regular outpatient appointments may not result in any change to your treatment. In fact, your condition may flare up in between regular booked appointments and it is during this time that you really do need our input.

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

**For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.**

## **How does PIFU work?**

You will be advised by the Gynaecology Team whether your condition is now suitable to have your follow-ups via PIFU, rather than regular appointments scheduled by the hospital.

Your clinician will have informed you about the process and given you this patient information leaflet for you to consider if you want to have your follow-ups in this way; **it is your decision.**

## **How would I book a PIFU appointment?**

Booking an appointment to see the team is a quick and easy process. Just call the number on the cover of this leaflet or access

your profile on the DrDoctor portal and a member of our administration team will arrange an appointment for you depending on availability and urgency of nature of problem.

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

Yes, we will arrange a follow-up appointment, if considered necessary.

OR

If you do not require a follow-up appointment in the first six months of being on the PIFU pathway, then we will discharge you back to the care of your GP. We will write to you and your GP in our first consultation letter.

### **What if I am worried and change my mind about this style of follow-up?**

Just tell us and we will go back to booking hospital appointment for you to attend for your review. Please discuss any concerns with a member of the team who will be happy to help.

### **When should I arrange a PIFU?**

You should call if you feel that your symptoms are not responding to prescribed treatment, or you wish to start certain treatment that was recommended in the clinic which you initially declined but now changed your mind. Your case will be triaged by Gynaecology team, and you will be given appointment based on advice by team.

### **When not to use PIFU**

If you need urgent medical advice, you should contact your GP, NHS 111, your local Walk-in centre or, if you are really unwell, your local Emergency Department (A&E) via NHS 111 or 999.

## 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.

### Five easy steps:

- 1 **Call the Gynaecology Team on 0118 322 8964 option 2 (between 8am and 4pm).**
- 2 **Explain to the Team you need to have a PIFU follow-up appointment.**
- 3 **Your details will be passed on to the Gynaecology Team looking after you.**
- 4 **Depending on their advice, you will be sent an appointment, if appropriate.**
- 5 **If you need urgent advice, please contact your GP.**

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 8am – 4pm.
- ✓ **Date of your last specialist appointment.**

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

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

Gynaecology Admin Services manager, October 2021

Reviewed: January 2024

Next review due: January 2026