

Patient Initiated Follow Up - Orthotics

Information for orthotics patients

What is PIFU?

Patient Initiated Follow Up (or PIFU for short) puts you, the patient, in control of when you are seen by the service.

This means that you get in touch with the department, when you feel you are in need of advice/treatment. This is available within a pre-determined timeframe, which will be decided upon by the clinician who treats you.

By doing this, you avoid unnecessary appointments, saving you time, money, causing less stress and anxiety. Research has shown that having a regular outpatient follow up does not help to prevent conditions returning or identify new problems. In fact, many people find that follow up visits to the hospital cause a lot of unnecessary anxiety.

What does PIFU mean for me?

If PIFU is suitable for you, your clinician will discuss this with you and can add your name to the PIFU appointment list. Instead of being given routine follow-up clinic appointments, you will be able to contact the service directly to arrange a follow-up appointment, should you feel you need it. Appointments can be telephone calls, video calls or face to face.

Your clinician will advise on the symptoms you need to watch out for to help you decide whether you need to make an appointment if your symptoms have returned or get worse. If you experience any problems with your condition, or complications after treatment, please use the information on the PIFU card to contact the service to arrange an appointment.

You will also be advised how long you will stay on the PIFU waiting list and this will be determined by your clinical presentation.

How does PIFU work?

At your appointment if your clinician feels you are appropriate for PIFU they will add you to the list. They will inform you that you are going on the list and talk through how it works.

You will be on the PIFU list for a predetermined length of time, for example 12 weeks. After your PIFU time is up you will automatically be discharged. This does not mean that you cannot re-access the service if you need to. Please see below to find out how to re-engage with the service:

- If you contact within the PIFU time you will be appointed as soon as we are able. If it is for repeats or repairs, then this will be arranged straight away.
- If you contact after your PIFU time but within 3 years, then we need you to fill in a self referral form – available at reception or electronically. Your referral will be reviewed and you will be added to the waiting list. If it is for repeats or repairs, this will be arranged as soon as we can.
- If you contact after your PIFU time and after 3 years you will need a new referral from a healthcare professional. This will be reviewed and you will be added to the waiting list.

What contact information do I need?

You can get in touch with the department in a few different ways, which are outlined below:

- Call us on 0131 537 9177 (option 2)
- Write to us, Orthotics Department, SMART Centre, Astley Ainsley Hospital, **133 Grange Loan, Edinburgh EH9 2HL**
- Visit our website, www.smart.scot.nhs.uk, or scan the QR code below to take you straight to the Orthotic page.



Your clinician should also supply you with a PIFU card with all the appropriate contact information at your appointment.

Self referral forms will be available as a hard copy in reception at the SMART centre, or electronically filled in on our webpage.

