

# Musculoskeletal Health Patient Initiated Follow Up (PIFU)

Physiotherapy



## What is a Patient Initiated Follow Up?

Patient Initiated Follow Up (PIFU) puts **you** in **control** of **making an appointment when you need it** and provides you with **direct access** to **support** related to your care when required. Some people with **stable** or **likely to improve** musculoskeletal conditions or injuries **do not require regular follow-ups** with their physiotherapists, and may have a **better recovery, outcome** and **experience** using this approach.

Instead of being offered regular clinic visits and routine follow-up appointments with your physiotherapist, people on a PIFU pathway can **make their own appointment** when they believe **they need it**. This is most likely to be if you have:

- a 'flare up' of your musculoskeletal symptoms that you are struggling to manage yourself
- your symptoms related to your musculoskeletal condition or injury are worsening
- if you feel that you are not recovering well

Arranging your own follow-up appointments means:

- being in control of your own care and getting help when you need it
- saving you time and money
- reduces the stress of travelling
- a more efficient physiotherapy service and shorter waiting times for people who need an appointment
- better for the environment by reducing the number of unnecessary journeys to our clinics



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## How does it work?

Following your appointment, if your **physiotherapist believes you are suitable**, they will discuss putting you on the **PIFU pathway**. This means that instead of being given a routine follow-up appointment, you will be **able to arrange a follow-up appointment when you need it**.

Your physiotherapist will **discuss the process** with you and your suitability for PIFU and will only put you on the PIFU pathway **if you agree to this decision**. They will also **advise on any symptoms** related to your musculoskeletal condition or injury that **you need to be aware of** and the circumstances for which you should make an appointment.

Your physiotherapist will give you **specific advice** and **guidance** of how to manage your musculoskeletal condition or injury **before you are added to the PIFU pathway**. This will be personal to your needs, including **exercise** and other **self-management strategies** to help you recover. You will also be directed to the **self-help section** of our website and our **NHS Mid and South Essex getUBetter app** to help **support your recovery** from your musculoskeletal problem where appropriate.

**'Managing My Musculoskeletal Health'** information leaflet is available or will be **given to you by your physiotherapist** if you are unable to access our digital self-management resources.

### QR Links:

Self-help section




NHS Mid and South Essex getUBetter app



Managing My Musculoskeletal Health



## What will you need to do to book an appointment?

After being placed on the PIFU pathway, **to book a follow up appointment**, you will need to email our **Care Co-Ordination Centre (CCC)** on  **provide.askus@nhs.net** and include the following information:

- Your full name
- Your NHS Number (if known)
- Your address
- The service you require (eg Physiotherapy)
- Preferred appointment type (eg face-to-face or video)

You will then receive a link via **SMS** or **email** from the **CCC** asking you to **book your PIFU follow up appointment** online with your physiotherapist.

Once you receive the link you will be able to look through the **upcoming free PIFU appointments** and **book one that works for you**, preferably with the **physiotherapist you have previously seen** if available.



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Alternatively, **if you are unable to contact** the CCC via email or access the online booking portal, please call on ☎ **0300 1310 111** to book your PIFU appointment. You will be asked to **confirm which service** your call is regarding so please state that you require the **Physiotherapy service** and need a **PIFU appointment**. You will be able to choose a **face-to-face, video** or **telephone appointment**.

## When should I not use PIFU?

If you experience any symptoms that **require urgent medical advice** you should **contact your GP** or **phone 111**. For all other concerns, or **if you are feeling unwell**, your **GP** remains your **first point of contact**.

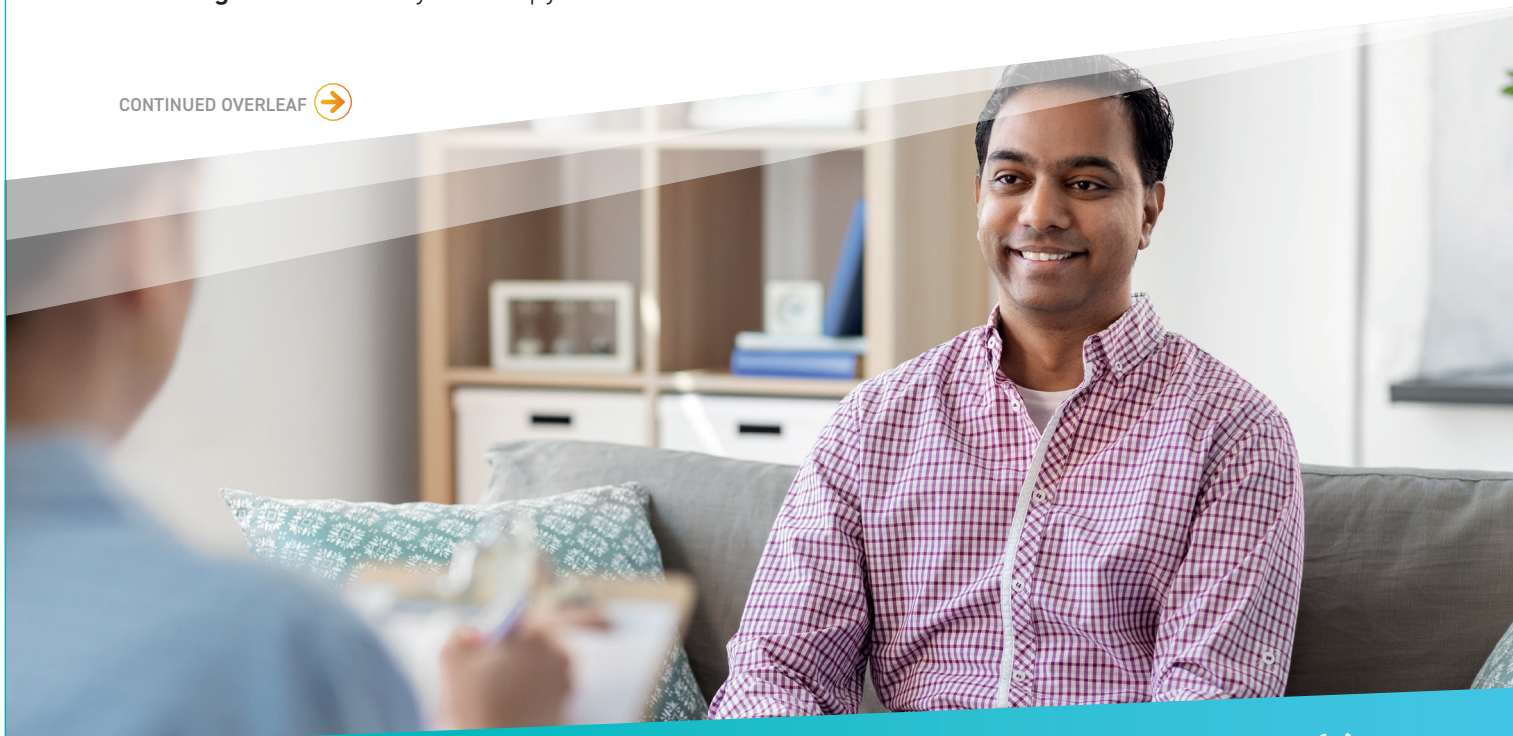
## How long does PIFU last?

Your PIFU plan will last for a **specific amount of time**, which will be **explained to you** by your physiotherapist. During this time, you will be **able to book a PIFU appointment** if you believe you need one.

## What happens if I don't need a follow-up appointment within the agreed PIFU timeframe?

If you feel that **you do not require an appointment** during your PIFU timeframe, then you **do not need to contact the CCC** to book an appointment. **Your physiotherapist** will explain how long your **PIFU timeframe will last** and once this has come to an end, you will be **discharged** from the Physiotherapy service.


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## What if I need an appointment after the agreed PIFU timeframe?

If you feel that you **require any appointment after your PIFU timeframe**, you will need a **new referral** to re-access the Physiotherapy service either via our **online self-referral platform** or from your **GP practice**. If your agreed PIFU timeframe has only just passed, please **call the CCC** on  **0300 1310 111**.

### QR Links:

Online self-referral platform



## How do I provide feedback regarding my experience and outcome of PIFU?

You will receive **two links via SMS or email** from the CCC, just before the end of your PIFU timeframe, asking to **provide feedback** regarding your **experience** and **outcome** of PIFU. This information is important to help us **evaluate the effectiveness** of your care and whether PIFU was an approach that was **beneficial for you**, so that we can **continue to improve** any areas of the pathway.

If you have any **questions** please contact the **Care Co-ordination Centre** on:

 **0300 131 0111**     **provide.askus@nhs.net**

