

Information on Patient Initiated Follow-Up (PIFU) for Insulin Pump Patients at Royal Alexandra Hospital.




Department of Endocrinology and Diabetes Medicine

Royal Alexandra Hospital

Crossbar Rd

Paisley

PA2 9PN.

Patient Booking Office number:  01389 817562

Monday to Friday 9am – 4pm (excluding public holidays)

Introduction

The Diabetes Department has introduced a system for patients with stable symptoms. This is known as Patient Initiated Follow-Up (PIFU). You have been identified as suitable for this pathway by the Consultant or Specialist Nurse.

What is Patient Initiated Follow-Up (PIFU)?

PIFU is a system designed to give you, the patient, more control over your appointments. Instead of having regular clinic appointments, you will be able to contact us if and when you need to.

Why is the system changing?

Many of our patients manage their diabetes well on a day-to-day basis and don't routinely need involvement from the diabetes consultant. However, the way we organize our clinics at present means that if you do have a question or problem, you need help with, it can take some time for me to see you because of how many "routine" appointments that are booked.

What this means for you:

- Rather than wait for your appointment to be sent, you decide when you would like to be seen. In practice, you will still receive an appointment once every 18 months as a "safety net" but in between times, you decide on how many appointments are needed.
- You no longer have to attend regular routine appointments.
- You do not need your GP to re-refer you to this service, within the agreed timeframe.
- Should you experience a flare-up of symptoms, or your condition has deteriorated, you can contact the telephone number **01389 817562** where we will advise you on the most appropriate course of action for you.

Why are we using PIFU?

Using this system will prevent missed appointments, reduce waiting times and lead to a better service for our patients.

What happens next?

You will need to rebook your appointments as you will not automatically be reappointed.

Please see the options below then phone the telephone number (01389 817562) to book one of the options.


What are the options?

You will have 2 options for clinic appointments:

1. Option 1: A 1:1 virtual appointment as we have been running since 2021
2. Option 2: Face to Face group clinics. Some of you may remember this was the format before Covid. These will be 90-minute sessions for up to 10 patients at a time, run by myself. There will be 30 minutes at the end of the session if there are any specifics that require a one-to-one discussion. One of you specifically said to me that the benefit of the group clinics is that you "don't feel alone".

How do I make an appointment?

You can telephone the Patient Booking Office on:

 01389 817562

Monday to Friday 9am – 4pm (excluding public holidays).

You must tell us whether you want to come to a face-to-face group clinic or a virtual clinic. There will be much more availability for the group clinics.

What about my annual screening?

This will still happen once per year but not necessarily linked to your appointment. After the screening visit has happened, I will look at all the results and review current Libre / Pump / CGM downloads and write to you with results and/or suggestions.

Please note:

- This system for diabetes **does not** apply to any other health conditions you may have.
Please note:
- This does not mean you have been discharged from the service. You will remain a patient of the Endocrinology and Diabetes Service and stay within our system for 18 months
- This will give you access to the system, should you need it.
- If you do not contact the service within 18 months, we will automatically send you an Outpatient appointment.

Up-to-date Contact Details

As you remain a patient of the Endocrinology and Diabetes service, please make sure we have up-to-date contact details for you including:

- Your contact telephone number
- Address
- GP details

Please let us know if any of your details change.

Other sources of diabetic health information are available online at:

- www.nhsinform.scot
- [www. Diabetes org.uk](http://www.Diabetes.org.uk)