CONTACT US

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.

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NHS Worcestershire Acute Hospitals NHS Trust

PATIENT INITIATED FOLLOW-UP APPOINTMENTS (PIFU)

THYROID EYE DISEASE

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HOW DO I BOOK A FOLLOW-UP APPOINTMENT?

To book an appointment, telephone the number provided below and ask for a "patient initiated follow-up appointment".

01905 733 569

Please note, to arrange a patient initiated follow-up appointment you must:

- Have been told by your healthcare professional that you have been given a PIFU.
- Made contact within the timeframe advised by your clinician.

PATIENT INITIATED FOLLOW UP SYMPTOMS

If you become aware of any of the below symptoms, please follow the instructions for patient initiated follow-up (PIFU) on P5 of this booklet.

- Drop in vision
- Double vision
- Pain around the eye sockets
- Pain with eye movements
- Eyelid swelling
- Grittiness in the eye(s)



PATIENT INITIATED FOLLOW-UP APPOINTMENTS

During your outpatient appointment, your healthcare professional will advise you on the next steps for your treatment.

Some patients may be offered a 'patient initiated follow up' (PIFU for short). This allows you to arrange a follow-up appointment for yourself as and when you need it.

Patient initiated follow up appointments can help reduce unnecessary visits to hospital, reduce patient waiting times and allow healthcare professionals to see more patients in a timely manner.

PIFU means you can arrange an appointment for yourself based on your individual symptoms, and receive guidance when you need it. This is an alternative to a routine follow-up appointment, which can be a source of stress and expense, and which you may not always find helpful unless you have a specific concern you wish to discuss with your healthcare professional.

The majority of patients with long-term conditions, or following a hospital treatment, do not require regular follow up by the hospital team.

HOW DOES IT WORK?

If PIFU is suitable for you, your healthcare professional will discuss your condition with you and offer you a PIFU. This means instead of being given a routine follow-up clinic appointment, you will be able to arrange a follow-up appointment if you feel you need it.

Your healthcare professional will advise on any symptoms you need to watch out for, or the circumstances for which you should make an appointment. This will be documented in the letter you are sent after your appointment, along with how long your PIFU will last.

THERE ARE TWO TYPES OF PIFU:

PIFU WITH FOLLOW-UP

This type of PIFU is suitable for patients who cannot be discharged.

It gives you the choice of booking an appointment within the specified period and if you do not need to see the doctor or nurse about your condition during that time, an appointment will be booked for you by the hospital at the end of a specified period.

PIFU WITH DISCHARGE

With this type of PIFU, if you do not need to see the doctor or nurse about your condition within the specified period, you will be discharged back to your GP who will re-refer you if you need to be seen again in the future.