



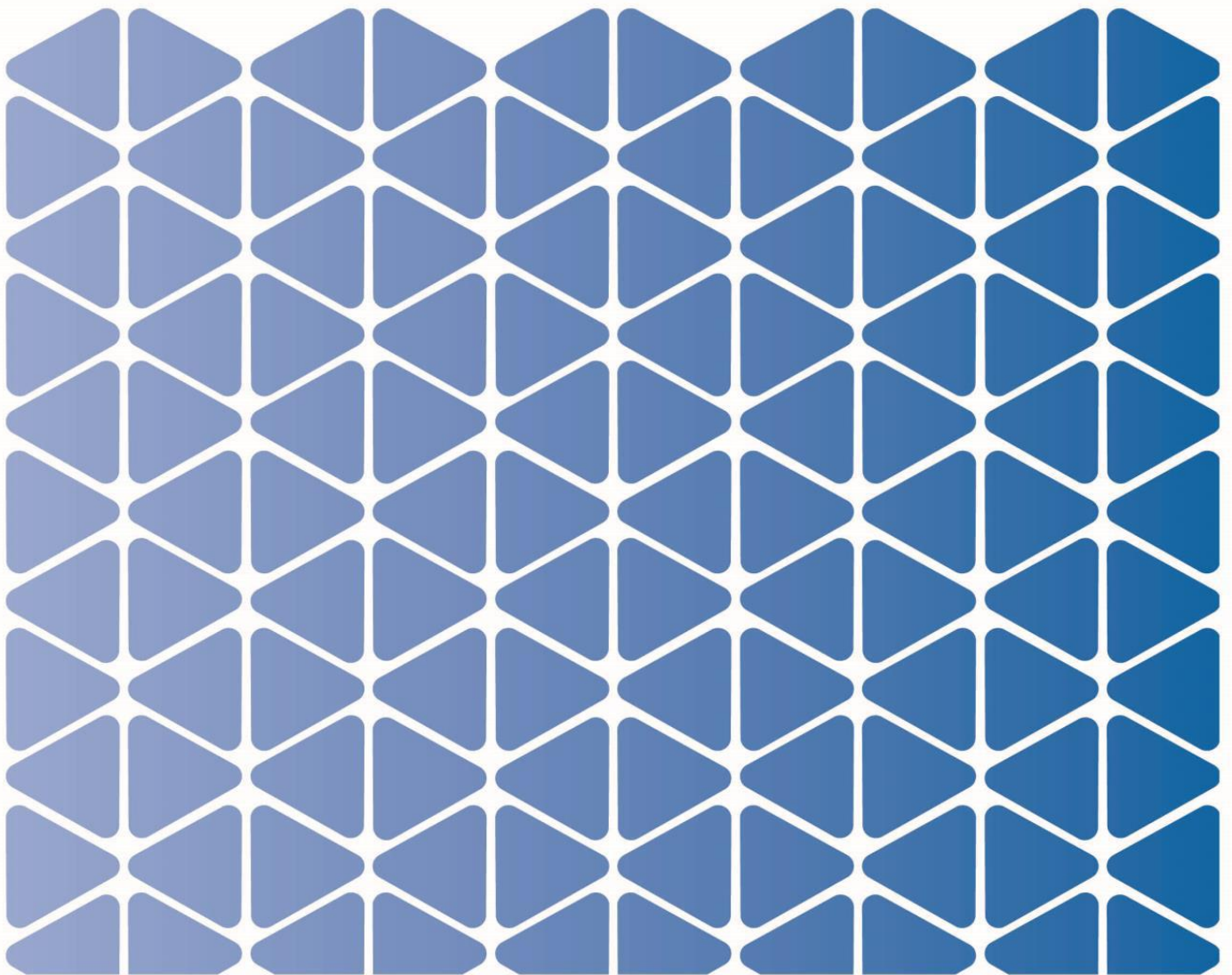
PATIENT INFORMATION



Worcestershire  
Acute Hospitals  
NHS Trust

# Endocrinology Patient Initiated Follow Up (PIFU)

Information for patients, relatives, and carers



 [www.worcsacute.nhs.uk](http://www.worcsacute.nhs.uk)

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## **What is Patient Initiated Follow-Up (PIFU)?**

Patient initiated Follow Up (PIFU) puts you in control of your follow up appointments. You can make an appointment with us when you need one. Most patients do not need regular follow up appointments with the hospital team.

Research has shown that regular appointments do not help to prevent your condition returning or identify new problems. Instead of being offered regular appointments with your healthcare professional, you can make an appointment only when you need it, for example, if your condition gets worse. This will help reduce unnecessary anxiety, travel and time spent waiting for an appointment.

### **How does it work?**

Your healthcare professional will offer you Patient Initiated Follow Up if it is suitable for you. You and your healthcare professional will then talk about this option and decide if this option works for you. Managing your appointments in this way is optional and it is your decision.

For more information, a video is available, please use this link:

<https://www.youtube.com/watch?v=vZILhIAabpU>

### **PIFU Short Term Follow-up**

You and your healthcare professional will discuss and agree an appropriate timeframe. If during this timeframe you have any worries or concerns, you can contact us to make an appointment.

You will be given information to help you know when to contact us for an appointment. This information will be about the type of treatment or operation you have had. Once the agreed timeframe has passed, you will need to see your GP for a new referral.

### **PIFU Long Term Follow-up**

If you have a long-term condition, you can still be offered Patient Initiated Follow Up. Your healthcare professional will agree a timeframe with you. If during this time you have any worries or concerns, you can contact us to make an appointment. You will be given information about the reasons why you should contact us for an appointment. This will be specific to the long-term condition you have.

If you have not contacted us during the agreed timeframe, your healthcare professional will contact you for a review. This is likely to be a telephone appointment where you and your healthcare professional will agree if you can carry on managing your follow up appointments with Patient Initiated Follow Up or if you need regular booked appointments. Your healthcare professional may want to see you in an appointment. The appointments team will book an appointment with you.

### **When should I call for an appointment?**

You should call us if you are experiencing any problems related to your Endocrine condition and feel you need an appointment.

**My Endocrine condition / conditions:**

Adrenal Insufficiency .....

Adrenal Adenoma .....

Hyperthyroid (Overactive thyroid) .....

Hypothyroid (Underactive thyroid) .....

Hyperparathyroid(High levels of calcium in your blood) .....

Hypoparathyroid(low levels of calcium in your blood).....

Pituitary Conditions.....

Other Conditions.....

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**I need to contact my healthcare professional if my condition or symptoms get worse.**

**Examples of your symptoms you need to contact for PIFU appointment:**

- **Adrenal Insufficiency** :

Extreme weakness, dizziness, nausea, or abdominal pain vomiting, diarrhoea, adrenal crisis and hospital admissions.....

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- **Hyperthyroid** :

Nervousness, anxiety, irritability, hyperactivity, mood swings, difficulty sleeping, sensitivity to heat, muscle weakness, increase in perspiration or warm, moist skin, weight loss, shortness of breath, very fast or highly irregular heartbeat.....

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• **Hypothyroid** :

Tiredness, being sensitive to cold, weight gain, constipation, depression, slow movements and thoughts, muscle aches and weakness, muscle cramps.....

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• **Hyperparathyroidism** :

Fatigue, muscle weakness, depression, body aches, severe symptoms, loss of appetite, constipation, vomiting and nausea, excessive thirst and urination, confusion, memory loss,.....

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• **Hypoparathyroidism** :

A tingling sensation (paraesthesia) in your fingertips, toes and lips twitching facial muscles muscle pains or cramps, particularly in your legs, feet, or tummy tiredness mood changes, such as feeling irritable, anxious.....

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• **Other endocrine conditions** :

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**My blood tests and reports review.**

**How can I book this blood test?**

You can have a blood test at your GP surgery or at the hospital. Please call the phlebotomy department to book the blood test.

Phlebotomy department at **Worcester Royal Hospital** phone: 01905 760052 (Sorrel Suite, Level 1).

Opening times: Monday to Friday: 9am – 12pm and 12:30pm – 5:00pm.

Phlebotomy department at **Redditch Alexandra Hospital** phone: 01527 505764. Opening times: Monday to Friday 8:50am - 1pm and 2pm - 4:20pm.

Phlebotomy department at **Kidderminster Treatment Centre** phone: 01562 513047.

Opening times: Monday to Friday 9am - 2:15pm. (Not suitable for time sensitive sample like ACTH.....)

Phlebotomy department **Princess of Wales Hospital**, Bromsgrove phone: 01527 488086.

Opening times: Tuesday 9:00am – 12:45pm, Wednesday and Thursday 9:00am – 12:45pm and 2:00pm to 4:30pm. (Not suitable for time sensitive sample like ACTH.....)

**My blood tests list**

(please tick or write the required blood tests)

**Thyroid:**

TSH  FT4  FT3

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**Parathyroid:**

Bone profile  Magnesium  U&E  .....

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**Adrenal:**

Aldosterone Renin Ratio  24hrs Urine Catecholamine

Dexamethasone Suppression test  24hrs Urine Cortisol  Salivary Cortisol

09.00hrs Cortisol  09.00hrsACTH

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**Pituitary:**

09.00hrs ACTH       09.00hrsCortisol       IGF-1       GH   
Prolactin       TSH       FT4       FSH       LH       Oestradiol   
Insulin       Progesterone       Testosterone       DHEAS       SHBG   
U&E       Serum Osmolality       Urine Osmolality

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Other blood and urine tests:.....  
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**How often should I get blood tests?**  
(Please tick or write the blood test date)

1 week       2 weeks       3 weeks       4 weeks       6  
weeks   
2 months       3 months       6 months       9 months       once a  
year

Other Specific.....  
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**My report**

Normal      range   
Date.....  
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Above normal range  .....  
Date.....

Below normal range   
Date.....

**My medication dose and time:**

Hydrocortisone.....

Carbimazole

Levothyroxine.....

Adcal  Adcal D3  Calcichew.....

Alfacalcidol.....

Cabergoline

Testosterone replacement.....  
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Desmopressin.....  
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Other medications for endocrine conditions:  
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**How do I book an appointment?**

The service is quick and easy to use. If you experience a problem related to your Endocrine condition, please call the telephone number on this leaflet, and tell us you are having problems and you need help. The team will agree an appointment date and time over the telephone with you, within the next 28 days. Please note that the operator cannot give any clinical advice.

Please remember, it is important that you are available for your appointment. If you find you are unable to attend, please tell us in advance, so we can try to give your appointment to someone else who needs it.

If you have any concerns associated with your condition, you can contact the Diabetes & Endocrine Centre – **Monday to Friday between 08.30 am to 3.30pm (not on bank holidays, weekend, and evening and overnight).**

**Worcester Royal Hospital Endocrine secretaries 01905 733039 or 01905 760671.**

**Alexandra Hospital Redditch Endocrine secretaries 01527 503890 or 01527 503030 or Ext 44282.**

**When you contact us, you will need to tell us your:**

**Name**



- Date of birth**
- NHS/hospital number (please see your appointment letter)**
- The clinic or service you need to book the appointment with**
- Please make sure to say you are on a PIFU pathway when you contact the service.**

You or your parent/ guardian/carer can make an appointment to see us if you have any concerns related to your Endocrine condition or symptoms until or before the date:

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<b>MY</b>	<b>PIFU</b>	<b>PATHWAY</b>	<b>IS:</b>
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.....			
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**Tick the patient pathway currently on:**

YOUR CLINIC APPOINTMENT PATHWAY IS PIFU TRANSFER PATHWAY(LONG TERM) AND FOLLOW-UP DATE:

- From date:
  
- Last date:
  
- New date:

YOUR CLINIC APPOINTMENT PATHWAY IS PIFU DISCHARGE PATHWAY (SHORT TERM)FOLLOW-UP DATE:

- From date:
  
- Last date/ discharge date:
  
- New date:

**What I need urgent help?**

If you require urgent medical advice, you should contact your GP or NHS 111, or if you are unwell, your local Emergency Department (A&E). For all other concerns, or if you are feeling unwell, your GP remains your first point of contact.

**Will you still be looking after me if I do not contact you for an appointment?**

Yes, we will contact you to arrange a follow-up appointment if you are on PIFU long term pathway and have not contacted us after a set timescale, this will be between one to two years (depending on your condition). Your healthcare professional will agree and set this timescale during your clinic appointment depending on your condition.

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

Some patients express concern about losing regular contact with the hospital. Everyone has different feelings when they no longer need to be seen regularly by their medical team. If you wish to go back to booking regular hospital appointments, just tell us and we will arrange this for you.

**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](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

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