

Further information is available from:



Feedback

We appreciate and encourage feedback which can be shared in a number of ways through the hospital website. Scan the QR code to give feedback. <https://sath.nhs.uk/patients-visitors/feedback/>

Patient Advice and Liaison Service (PALS)

PALS will act on your behalf when handling patient and family concerns, they can also help you get support from other local or national agencies. PALS, is a confidential service.

Royal Shrewsbury Hospital, Tel: 0800 783 0057 or 01743 261691

Princess Royal Hospital, Tel: 01952 282888

Other Sources of Information

NHS 111

A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.

111 (free from a landline or mobile)

www.nhs.uk

Self Help & Support Groups

A selection of websites providing access to good quality health information, local organisations and community groups is available from the library. www.library.sath.nhs.uk/find/patients/

Information in Other Languages or Formats

If you require this information in a different way such as easy read, a different language, larger print, audio or braille please tell a member of staff or contact the Patient Experience Team;

sath.patientexperience@nhs.net or 01743 261000 ext. 2503

Website: www.sath.nhs.net

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|-------------------------------------|
| Patient name: |
| Hospital number: |
| Date when the PIFU access will end: |



The Shrewsbury and
Telford Hospital
NHS Trust

Information for Patients

Haematology ITP/Haemolysis Patient Initiated Follow up (PIFU)



Our Vision: To provide excellent care for the communities we serve



What is 'Patient Initiated Follow Up' (PIFU)?

Patient initiated follow-up (PIFU) is a service which enables you to be in control, initiate and make your own decisions about appointments.



This leaflet will provide you with useful information about what PIFU is and help you with deciding whether you need to contact the Haematology Department for an appointment. You would normally have a routine follow up but research has shown that this is not effective.

How PIFU benefits you

Your follow up appointment if required, could be face to face, by telephone or a video consultation.

- Patient initiated follow up allows you to be in control.
- You or your carer can arrange a follow up appointment when you feel you need one.
- You will have direct access to support if you need it.
- There will be a finite period where you can access the Haematology Department up until the date indicated on the front of this leaflet, without needing to be referred by your GP.
- You are in control of your follow up appointments.
- No unnecessary journeys to the hospital.

What symptoms should I get advice about?

Some of the more common symptoms to advise us about are listed below:

- Spontaneous bruising or bleeding.
- Pinprick red spots on legs, tummy or chest (petechiae)
- Profound tiredness or lethargy
- Looking very pale, feeling short of breath or headache.

When you should NOT use PIFU

If you require urgent medical attention, you should contact NHS 111. For medical problems which are not related to your Haematology condition please contact your GP or NHS 111.

How do I make contact?

Making contact is easy, you just need to call the Haematology Department on the number provided below. Please provide your hospital number which can be found on the front of this leaflet

If you wish to access PIFU, please call the Hospital on:

01743 261000 ext 2463 for the Haematology Navigator Sarah Lane

You can telephone from 9am to 5pm Monday to Friday, outside of these times there will be an option to leave a message.

