

Further information is available from:



Feedback

We appreciate and encourage feedback which can be shared in several 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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The Shrewsbury and
Telford Hospital
NHS Trust

Information for Patients

Haematology Thrombosis 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 helps you to be in control and make your own decisions about appointments. This leaflet gives you information about what PIFU is. It helps you decide whether you need to contact the Haematology Department for an appointment.

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 lets you to be in control.
- You or your carer can arrange a follow up appointment when you feel you need one.
- You will have access to support if you need it.
- You can contact us 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 tell us about are:

- Upcoming plans for biopsy or procedure.
- Unusual bleeding.
- Any new symptoms of leg swelling with pain and/or redness or shortness of breath whilst on blood thinners.
- pain with deep breathing.
- coughing up blood.

When you should NOT use PIFU

If you require urgent medical attention (chest pain, numbness, or weakness to one side of your body or sudden change in your mental state) please contact NHS 999. For medical problems which are not related to your Haematology condition please contact your GP or NHS 111.

How do I make contact?

Call the Haematology Department on the number given below. Please give 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.

