

Patient Initiated Follow Up (PIFU) – Gastroenterology

Phoenix Health Solutions now allows patients to make their own follow up appointments, should they feel that this is necessary. Details on how you can do this can be found below

Contact us:

Email: phoenix.patients@nhs.net

Tel: 01977 655605

What is patient initiated follow-up appointment?

Patient initiated follow up puts you in direct control of your care, following initial treatment. Here, your clinician will:–

- Discuss your condition or procedure with you, as well as any symptoms that are a cause for concern
- Advise you on how to contact the service directly
- Give you a separate period of time to contact the service. After this period, your GP will be informed, and you will need to return to them

Why and when should I contact the service?

You should contact us via email or on the telephone number above to arrange an outpatient appointment if you develop symptoms. Symptoms will be dependant on your condition/treatment and will have been discussed with you, however include:

Condition/Treatment for...	Symptoms to look out for
• IDA (Iron Deficiency Anaemia) and IDWA (Iron Deficiency without Anaemia)	• Prolonged tiredness/dizziness • Unintentional weight loss
• Swallowing Difficulties: ○ Eosinophilic Oesophagitis/ Oesophageal Stricture ○ Oesophageal Dysmotility ○ Dysphagia	• Swallowing difficulties • Unintentional weight loss
• Functional Disorders ○ Irritable Bowel Syndrome ○ Non-Ulcer Dyspepsia ○ Functional Bowel Problems- functional constipation and diarrhoea ○ Bile acid malabsorption ○ Microscopic colitis	• Worsening of existing symptoms • Unintentional weight loss



If you have concerns please get in touch with us via email / telephone as set out above.

Patient initiated follow up gives you direct access for review by a clinician should this be needed. If required, this will be a routine follow up appointment. If no contact has been made within the agreed timeframe you will automatically be discharged back to your GP.