



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# York Sleep and Ventilation Service Patient initiated follow up (PIFU)

Information for patients, relatives and carers

① For more information, please contact:

**York Sleep and Home Ventilation Service**  
LNER Community Stadium, Kathryn Avenue  
Monks Cross Drive, Huntington, York, YO32 9AF

Telephone: 01904 726450

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

Patient Initiated Follow-Up (PIFU for short) puts you in control of making an appointment when you need it the most.

Instead of being offered regular clinic visits and routine check-ups with your sleep specialist, PIFU patients can make their own appointment only when they need it.

The reason we offer follow-up this way is because we want to give you more choice and flexibility and reduce unwanted or unnecessary appointments.

## **How does it work?**

Following your next appointment, you will be advised by your Sleep Specialist if you are now suitable to have your follow-ups as patient initiated instead of the regular appointments scheduled by the hospital.

Your Specialist will have discussed the process with you and your suitability and provided you with this leaflet to consider your options.

## **How do I book a PIFU appointment?**

The service is quick and easy to use. You can call the number on this leaflet and explain to the team that you are on the PIFU pathway and experiencing an issue with your CPAP therapy, CPAP device or equipment and you need an appointment. The team will agree a suitable appointment date and time for you either face to face or over the telephone. Please note that the administrator cannot give any clinical advice but may ask some clinical questions to help deal with your request.

If you're ringing about replacement equipment only, please where possible use the equipment request email providing your name, date of birth and what equipment you are requesting.

## **When should I call for a PIFU appointment?**

You should call the PIFU line if you are experiencing any problems with your therapy; this can include anything related to your treatment including mask/equipment issues, concerns about sleep quality or any other issues you may have.

## **Driving and PIFU appointments**

If you are a driver, the current DVLA guidance is that Group 1 drivers should be reviewed every three years, and group 2 drivers (bus, lorry or taxi) should be reviewed annually. The DVLA stipulates it is your responsibility to arrange this review in a timely manner. If you are a driver and decide to stop CPAP you should refer to the latest DVLA guidance on driving and sleep apnoea

## **When not to use PIFU?**

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.

## **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 team. If you wish to go back to booking regular hospital appointments, just tell us and we will arrange this for you.

## **How to contact the service**

Equipment requests only:

Email: [yhs-tr.sleepequipment@nhs.net](mailto:yhs-tr.sleepequipment@nhs.net)

General enquiries:

Email: [yhs-tr.York.sleepservice@nhs.net](mailto:yhs-tr.York.sleepservice@nhs.net)

Appointment enquiries and requests:

Email: [yhs-tr.sleepadmin@nhs.net](mailto:yhs-tr.sleepadmin@nhs.net)

Telephone number: 01904 726450 Mon to Fri 8-4pm

## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

York Sleep and Home Ventilation Service, LNER  
Community Stadium, Kathryn Avenue, Monks Cross  
Drive, Huntington, YORK, YO32 9AF, telephone: 01904  
726450 or email [yhs-tr.York.sleepservice@nhs.net](mailto:yhs-tr.York.sleepservice@nhs.net).

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

# Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供，電  
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

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Owner	Rachael Tutill, Clinical Nurse Specialist
Date first issued	May 2023
Review Date	May 2025
Version	1 (issued May 2023)
Approved by	Kate Jones, Associate Specialist in Sleep Eleanor King, Senior Operational Manager
Document Reference	PIL1617 v1

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