

Haematology Patient-Initiated Follow-Up (PIFU)

Mild Bleeding Disorder

What is Patient Initiated Follow-Up (PIFU)?

Not all patients with mild bleeding disorders need regular follow-up with their hospital team. Many patients will never require treatment. Regular clinic visits do not prevent bleeding problems. Instead, it is more important that patients can access care when they need it. This is the purpose of PIFU. Rather than being offered regular clinic appointments with a doctor or specialist nurse at fixed time points, PIFU patients can contact the team to arrange an appointment if/when required.

What are the benefits?

PIFU puts patients in control of their own care and provides direct access to the hospital team when needed. This is often more convenient for patients; it reduces unnecessary travel to the hospital and time spent waiting in clinic for routine follow-up appointments. It means any concerns you have can be acted on quickly, rather than waiting to discuss them in a planned appointment.

How does PIFU work?

Once a patient has been identified as suitable for PIFU by their consultant, a member of the Haematology team will discuss it with them. Patients being transferred to PIFU will receive this information leaflet and a contact details card for the specialist nursing team. We will write to your GP to explain that you will be managing your appointments using PIFU.

Are all patients with mild bleeding disorders suitable for PIFU?

No. Our bleeding disorders specialist nurse or consultant will assess your case to ensure PIFU is appropriate for you as an individual.

When should I contact the specialist nursing team?

You should call the haematology specialist nursing team in the following circumstances:

1. New or increased unexplained bruising or bleeding from any part of the body.
2. Planned operation/procedure. This includes dental extractions and root canal treatment (but not cleaning or fillings).
3. If you are planning to start a new medication known to increase the risk of bleeding (for example anti-platelet or anti-coagulant medications). Please check with the doctor who is planning to prescribe this that they are aware of your bleeding disorder and that this needs to be discussed with the bleeding disorders team.

How do I contact the specialist nursing team?

The specialist nurses are available Monday-Friday 08:30-17:00 (excluding bank holidays) on the following numbers: 01904 72 1931 (York). If you get an answerphone, please leave a message with your name, contact number and ideally hospital number and your call will be returned. If you need to contact us outside of normal working hours because you are bleeding, please call Ward 31 on 01904 72 6031.

What will happen when I contact the specialist nursing team?

A specialist nurse will discuss your concerns and symptoms with you. They will assess how urgently you need to be seen. If the specialist nurse is concerned you are experiencing heavy bleeding or bleeding in a critical site, they may ask you to attend A&E. If not, they may discuss with the bleeding disorders consultant if the query can be dealt with by telephone, or otherwise arrange a face-to-face review in an appropriate timescale.

When is it not appropriate to contact the specialist nurses?

If you require urgent medical advice, you should either contact your GP, or call NHS 111. If it is an emergency, you should dial 999 or attend your local Emergency Department (A&E). For all other medical concerns, your GP remains your first point of contact.

What will happen if I do not need to contact the team?

We are only using the PIFU service for patients who do not require regular follow up, we will contact you to arrange an appointment if you have not contacted us requiring a PIFU appointment after a fixed period of time, usually 10 years.

Feedback

We appreciate and encourage feedback. Please note we may be in touch in the future to ask about your experience.

① If you have further concerns about your condition, please contact:
Outpatient Services, York Hospital, Wigginton Road, York, YO31 8HE
Telephone: (01904) 726400.

Patient Advice and Liaison Service (PALS)

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 yhs-tr.PatientExperienceTeam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you require this information in a different language or format, for example Braille, large print, Easy Read or audio, please ask the staff who are looking after you.

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