

Rheumatology Occupational Therapy Patient Initiated Follow-Up (PIFU)

Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are seen by the occupational therapy department. It means spending less time attending hospital appointments, but still having access to clinical support when you need it.

PIFU enables you to make an appointment if you develop an urgent problem.

Yes. If we haven't heard from you within your timeframe, the occupational therapy department will make contact with you to check that you and your hand are doing all right.

There are some helpful hand healthcare information leaflets and videos on how to manage and look after your hand on Versus Arthritis website www.versusarthritis.org.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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