

Patient Frequently Asked Questions

I haven't been seen in the service for a long time, why am I receiving this letter now and do I need to do anything?

We are writing to patients to ensure they are aware of our ongoing work to keep our waiting lists for patients waiting to see a consultant up to date. This may mean you have received a letter regarding care which you received a while ago. If you have previously been discharged from this service you do not need to do anything. If you have not been discharged from the service and continue to see a health professional, this will not change.

I have regular follow-up appointments with a nurse in this service, I am worried that this means these will stop and I will be discharged completely?

Please be assured if you are under the ongoing care of a nurse or another healthcare professional in this service this will be unaffected. We are contacting you because we believe you are no longer waiting to see a consultant in this service at this time and have updated our records to reflect this.

If you believe you are waiting for a consultant-led follow-up appointment, please contact us using the details in your letter and we will ensure you remain on the waiting list to see a consultant if appropriate.

What is meant by 'other' healthcare professionals?

In addition to medical staff such as consultants and registrars, there are other specialist clinical staff who deliver care to patients including specialist nurses, pharmacists, dieticians and therapists. They are often responsible for short and long-term care of patients once discharged from consultant-led care.

I have an upcoming appointment in this service, will this be cancelled?

No, any future appointments to see a healthcare professional in this service will be not affected. Please attend your future appointment(s) as planned or let us know if you are unable to attend.

Why have I received this type of letter multiple times?

You may receive multiple letters if you have previously been under the care of more than one team or department. Each letter will provide information on which service it relates to.

I have previously been discharged, but now I have a separate problem I would like to speak to a healthcare professional about, can I book an appointment using the contact details on the letter?

If you are experiencing symptoms and have previously been discharged, please contact your GP and they will be able to advise on the care you need.

I have been informed I have been placed on a 'patient initiated follow-up' (PIFU) pathway but am unsure what this means?

As a patient on a patient initiated follow-up (PIFU) pathway you can contact the service and request advice or a follow-up appointment if you feel you need support. You can make contact using the details provided in your letter.

If you are already under the ongoing care of any health professionals in the team this may not be relevant to you, and you should have already been advised who to contact if you need support. More information on patient initiated follow-up can be found on our website, www.uhd.nhs.uk