

Solihull Community Speech and Language Therapy patient initiated follow-ups (PIFU):

What is patient initiated follow-up (PIFU)

PIFU stands for patient initiated follow-up.

This means that you contact the Speech and Language Therapy (SLT) service when you would like a follow up appointment or phone call with your speech and language therapist.

This puts you in control, so if you have other things going on in your life, you can contact us when the time is right for you.

The SLT PIFU service offers a six-month period for you to contact us to make your appointment.

How is PIFU beneficial to you?

PIFU helps people to have more control in their appointment planning.

You contact us when:

- Your symptoms have changed or are affecting you differently
- you would like further advice and information to improve your confidence
- you are ready to focus on your SLT goals because other priorities in your life have changed

What symptoms should I get advice about?

Your speech and language therapist will explain any signs or symptoms that you should watch out for.

These will be different for different people, so the information will be specific to you.

When should I not use PIFU?

If you require **urgent medical attention**, you should contact your GP, NHS 111 or attend A&E. For **medical problems that are not related to why you are receiving SLT**, your GP remains your first point of contact.

If after six months you have not contacted this service, you will be discharged. If you later feel you need to be referred back into the service, you will need a new referral.

How to let us know you want a follow up appointment

To make your appointment, please call **0121 424 5700**

Or email: SolihullAdultSLT.email@uhb.nhs.uk

What details should you give:

- Your name
- Current telephone number
- Reason for contact

We will aim to get in touch within six weeks of you contacting us.

Your follow up could be over the telephone or face-to-face depending on your personal needs.

Accessibility

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How did we do? 😊 😐 😞

If you have recently used our services we'd love to hear about your experience. Please scan the QR code or follow the link to share your feedback to help us improve our services. **Thank you.** www.uhb.nhs.uk/fft

