

# Patient-initiated follow-up (PIFU) for diabetes patients

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## Information for patients

This leaflet provides further information for diabetes patients who have been placed on the patient-initiated follow-up (PIFU) pathway. If you have any questions or concerns, please do not hesitate to speak to any member of the team caring for you.

### Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

**If we don't ask these questions, then please ask us to check.**

Ensuring your safety is our primary concern.

## Introduction

At King's College Hospital we are changing the way we organise appointments.

We are introducing a pathway called patient-initiated follow-up (PIFU) for people who do not require frequent scheduled appointments. The Diabetes Team feels that this pathway will be suitable for you as it will create more flexibility in the way you are reviewed.

## What is PIFU?

PIFU puts you in control of making an appointment with the Diabetes Team. This means you do not need to have randomly assigned review appointments. Instead, you can contact us to arrange an appointment when you actually need one.

We will let your GP know that you are on a PIFU pathway and ask them to organise your diabetes annual review (blood, urine, foot and blood pressure checks).

We will review you every 12 to 24 months (either by telephone, email, video or face to face). You or your carer can make an appointment to see us sooner if you have any concerns related to your diabetes. In addition, we will provide material to keep your knowledge and self-management skills up to date.

## When should I contact the team?

If you have:

- difficult to manage high blood sugars with rising ketone levels, but not diabetic ketoacidosis (DKA)
- problematic recurrent non-severe hypoglycaemia or loss of hypoglycaemic awareness
- emergency treatment for DKA or severe hypoglycaemia



- suspected pump failure
- any new or changing medical condition that may impact on your diabetes management (for example, surgery, needing to start high dose steroids, dementia)
- concern about increasing distress or mental health burden associated with managing your diabetes
- deterioration in clinical parameters, for example, HbA1c or time-in-range off target or change in kidney function
- new diabetic foot disease
- plans to become pregnant (within next 6 to 12 months) or a confirmed pregnancy

## **When shouldn't I contact the team?**

If you have:

- a different condition or non-diabetes related symptom(s)
- a diabetic emergency:
  - o if you develop DKA or severe hypoglycaemia please seek urgent medical attention at your local A&E – contact the team after resolution to make them aware of your recent admission

If you require urgent medical advice, you should contact your GP, NHS 111 or 999.

## **How do I contact the Diabetes Team?**

Contacting the Diabetes Team is quick and easy. Whichever method you choose to contact us, you will be asked to complete a series of questions to help us decide the urgency and type of review you need.

The Diabetes Admin Team will review your responses and book you an appointment or deal with your query by forwarding it to the right person in the team. Please note, they are unlikely to answer your query themselves at the time of contact.

Email: [kch-tr.diabetesnurses@nhs.net](mailto:kch-tr.diabetesnurses@nhs.net)

Website: [www.kch.nhs.uk/service/a-z/diabetes](http://www.kch.nhs.uk/service/a-z/diabetes)

Tel: **020 3299 1353**

Telephone lines and emails are monitored Monday to Friday, from 9am to 4pm.

## Sharing your information

We have teamed up with Guy's and St Thomas' Hospitals in a partnership known as King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas'. To make sure everyone you meet always has the most up-to-date information about your health, we may share information about you between the hospitals.

## Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.



## **PALS**

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **[kch-tr.palsdh@nhs.net](mailto:kch-tr.palsdh@nhs.net)**

**If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email [kch-tr.accessibility@nhs.net](mailto:kch-tr.accessibility@nhs.net)**



