

Patient Initiated Follow-Up

PIFU | YOU CHOOSE WHEN YOU NEED SUPPORT

Your PIFU journey



1 What is PIFU?

Patient Initiated Follow-Up (PIFU) allows you to request a follow-up appointment when you need one, rather than attending routine appointments. It may be suitable if your musculoskeletal condition is stable or likely to improve.

2 When might you contact us?

- You have a flare-up of symptoms that is difficult to manage yourself.
- Your symptoms related to your condition or injury are getting worse.
- You feel that your recovery is not progressing well.

3 Why use PIFU?

More control over your care, with help when you need it. Fewer unnecessary appointments, journeys and travel costs. More appointment capacity for people who need treatment.

How PIFU works?



A shared decision with your physiotherapist

Following your appointment, your physiotherapist will discuss whether PIFU is suitable. You will only join the pathway if you agree. They will explain which symptoms to monitor, when to request help, and the specific period during which you can contact the service for a PIFU appointment.

Your self-management plan

Before joining PIFU, you will receive personalised advice about your condition, exercises and other ways to manage symptoms. Your physiotherapist may direct you to the B-Well website, NHS self-help information and the Managing My Musculoskeletal Health booklet.

Your PIFU timeframe

Your physiotherapist will tell you how long your PIFU pathway lasts. You can request a follow-up appointment during this agreed period if you need one. If you do not need an appointment, you do not need to contact us. At the end of the agreed timeframe, you will be discharged from the physiotherapy service.

To download
Manage my MSK Health Booklet
Scan the QR code



Accessing your care



How to request an appointment?

Contact the B-Well team:

☎ 0300 303 4811

✉ bwell.mskberkshire@nhs.net

When contacting us, provide your full name and address, registered Berkshire West GP surgery, NHS number (if known), the service you need, and whether you prefer a face-to-face or virtual appointment.

What happens next?

The B-Well care navigator team will contact you by telephone, text message or email to arrange your follow-up, or ask you to contact the team. You may choose a face-to-face, virtual or telephone appointment.

Missed our call?

If you missed our call or email, contact the team and confirm your details with our care navigators to arrange your appointment.

Important information

When not to use PIFU

PIFU is not for urgent MSK problems. If you need urgent MSK or medical advice, contact your GP or NHS 111. For other concerns or if you feel unwell, your GP remains your first point of contact.

After your agreed PIFU timeframe

You will usually need a new referral through online self-referral or your GP practice to re-access physiotherapy services. If your PIFU period has only just ended, call 0300 303 4811.

Tell us about your experience

Before your PIFU period ends, B-Well will send two links by text or email asking about your experience and outcomes. Your feedback helps improve the services.

To download
PIFU (Patient Initiated Follow-Up) leaflet
Scan the QR code:



B-Well Physiotherapy Services



0300 303 4811



bwell.mskberkshire@nhs.net



bwellberkshire.co.uk



We are here to support your MSK recovery.