Considerations Regarding PIFU Suitability

**For PIFU to be suitable for a patient, they should meet the following conditions:**

• at low risk of urgent follow-up care and satisfies criteria established by the specialty

• is confident and able to take responsibility for their care for the time they will be on the PIFU pathway, eg they do not have rapidly progressing dementia, severe memory loss or a severe learning disability

• understands which changes in their symptoms or indicators mean they should get in touch with the service, and how to do so

• has the tools to understand the status of their condition (eg devices, leaflets, apps) and understands how to use them

• has the health literacy and knowledge, skills and confidence to manage their follow-up care (patient activation); if they do not, the patient may benefit from support to improve these areas in line with the personalised care approach

• understands how to book their follow-up appointments directly with the service, and how long they will be responsible for doing this; for some patients who are unable to book their appointments directly, administrative staff at their care home or GP surgery may be able to help.

**If any of the following conditions are met, the appropriateness of PIFU for the patient needs to be carefully considered:**

• the patient’s health issues are particularly complex

• there are clinical requirements to see the patient on a fixed timescale (timed follow-ups), although it is important to note that a blend of PIFU and timed follow-ups can also be offered (eg for cancer pathways)

• the clinician has concerns about safeguarding for the patient

• the patient takes medicines that require regular and robust monitoring in secondary care

• the patient is not able to contact the service easily (eg lack of access to a telephone)