

SOP Title	Birmingham and Midland Eye Centre (BMEC) Eye Emergency Department (EED) – Patient Initiated Follow Up (PIFU) Clinics		
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Author's Job Title	Consultant Ophthalmologist Birmingham and Midland Eye Centre (BMEC) Eye Emergency Departmental (EED) Lead		
Approval Body	ED Project Board		
Approval date	TBC		

Document Control			
Version	Date	Author	Comments
1.0	12/09/2025	Mr Soon Ch'ng Ms Fizza Mushtaq	Saved to SharePoint: /Ophth/ED Improvement/PIFU

Objectives	To provide guidance for patients suitable for PIFU and clinical pathways for the management of PIFU patients
Scope	All patients seen in BMEC EED requiring follow up.
Who this SOP is for (job roles)	All medical and non-medical staff working in BMEC EED
Performance Measures	100% clinically indicated patients only on the pathway
The overarching Policy/Guideline this SOP refers to	BMEC Eye Emergency Department (EED) Standard Operating Procedure (SOP) (drafting process)
Related Documents and SOPs	None applicable

BMEC Eye Emergency Department (EED)		
No	OPHTHALMIC Eye Emergency Department	Responsibility
1	Patients requiring PIFU clinic	
	<ul style="list-style-type: none"> a. Clinician to review clinical criteria as attached in this SOP to assess if the patient is suitable for PIFU. b. Any decision to place a patient on a PIFU pathway is ultimately at the discretion of the clinician. c. Clearly document plans on Medisight GP Letter which will be printed out and sent to patient and GP. d. Clinician informs patient of the process and provides relevant leaflet as attached in this SOP which includes details of how to contact the department if they need an appointment at BMEC. e. Clinician completes paper outcome form and also discharges outcome as PIFU on e-outcome. f. Patients who in the clinician's opinion are fit for discharge should not be given a PIFU appointment. 	Clinicians consulting patient
2	Patient will be outcome as 'PIFU'	
	<ul style="list-style-type: none"> a. Patient added to PIFU waiting list for 4 weeks duration on CSS. b. Patient seen in ED - Reception to add patient from paper outcome form to PIFU WL c. Medisight GP Letter will be sent to GP and the patient regarding this plan. 	Discharging clinician
3	Patients requesting a PIFU attendance	
	<ul style="list-style-type: none"> a. Patient has exacerbation or -displays symptoms highlighted on Medisight and requests access to PIFU within the 4 week timeframe b. Patient emails the PIFU email inbox: swbh.bmecpifu@nhs.net c. Admin to coordinate a daily review of the PIFU inbox d. Patients will be added to PIFU clinic code, a PIFU clinic will be created for PIFU patients. Reception/Admin will contact patient offering timeslot in PIFU clinic e. If no slots are available within the required timeframe – reception team to escalate to ED Lead and to email to the Urgent Care inbox for query. f. If patient required further follow-up following their PIFU appointment then patient should be either repatriated to local unit or be booked into a sub-specialty clinic 	Admin & ED Lead
4	Audit	
	<ul style="list-style-type: none"> a. Number of patients added to the PIFU pathway and outcomes. b. Patient satisfaction survey with PIFU. 	BMEC EED Lead Doctor (senior fellow or consultant) Directorate managerial team responsible for EED

PATIENT CLINICAL SELECTION CRITERIA FOR PIFU

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Patient Selection Criteria:

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- Non-granulomatous acute anterior uveitis and no vitreous/retina involvement – known recurrent
- Corneal abrasion (large)
- Corneal foreign body (after removal) – if required
- Conjunctivitis
- Pre-septal cellulitis with unaffected vision
- Episcleritis
- Keratoconjunctivitis (mild)
- Marginal keratitis

* **Any patients outside the postcode area of SWBH/BMEC catchment area have to be referred back to their local hospital for follow up and NOT on the PIFU clinic pathway ***

Exclusion Criteria:

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- Any immediate/urgent sight-threatening condition
- Any raised intraocular pressure
- Any post-operative complication
- Any condition not meeting the selection criteria above
- Any patient who can be safely discharged

Timeframe for patient to stay on PIFU pathway:

- **4 weeks** from initial visit

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Key symptoms that should trigger a follow-up appointment request:

- Worsening vision
- Worsening pain
- No response to topical medications

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Note to be added to MediSight clinic letter to the GP:

This patient has been allocated a patient initiated follow up (PIFU) and can request a follow up appointment by contacting BMEC through the email contact provided. This is a valid for 4 weeks from the date of this clinic visit and if there is no further contact from the patient, the patient will be automatically removed from the PIFU clinic list. Any further eye problem, the patient will have to contact yourself or their local optometrist/optician for advice.

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Patient Initiated Follow Up (PIFU)

Information for patients and carers

Who is this leaflet for?

This leaflet provides information for patients who have attended the Eye Emergency Department (EED) at the Birmingham and Midlands Eye Centre (BMEC) and who have been offered a Patient Initiated Follow Up (PIFU). It explains what PIFU is along with all the information you need to contact the service to arrange follow up appointments for yourself if required. We hope you find it helps you feel confident in control of your own follow-up.

If you would like further information, or have any particular worries, please do not hesitate to ask your nurse, doctor or healthcare professional before you leave.

What is a Patient Initiated Follow Up (PIFU) appointment?

The Patient Initiated Follow-Up (PIFU for short) allows you to arrange follow-up appointments if you feel you need them. This puts **you** in control of accessing your hospital follow-up and provides you with direct access to guidance when you most need it.

Previously, it has been standard practice for patients seen in an Outpatient clinic to be followed-up after a certain interval. However there is good evidence that, for the majority of patients, these follow-ups are not necessary after treatment has been started.

How does a Patient Initiated Follow Up (PIFU) work?

If PIFU is suitable for you, your clinician will discuss your condition with you and add your name to a PIFU waiting list. Instead of being given a follow-up clinic at a specific interval, you will be able to contact the service directly to arrange a follow-up appointment if you feel you need it. You will stay on this PIFU waiting list for **4 weeks**.

If you do not need to see the doctor or nurse at all within this 4 week period, you will be discharged. If you experience further symptoms after the 4 weeks, please attend your GP or optician who will then refer you back into the EED if required.

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Why are you introducing this new type of follow up?

We are using this system because of the following benefits:

- Appointments for patients are made based on individual clinical needs. PIFU puts patients in control of their own outpatient follow up.
- Freeing up appointments means that we can reduce our waiting times for patients who need an appointment, so they can be seen more quickly.
- Patients frequently spend time and money attending appointments that are of little benefit.
- The cost of travelling to and from the hospital for unnecessary appointments will be reduced and will also will help reduce our carbon footprint.

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What do I need to do?

Please contact us via email to swbh.bmeclipifu@nhs.net to arrange an outpatient appointment if you experience any problems with your condition and please add your RXK number (if known), full name, date of birth and the best telephone number to call you on. We will aim to call you back within 3 working days.

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Frequently Asked Questions:

- **Why have you set a deadline for me to make an appointment?**
Most acute eye conditions will resolve within a month. After this time period – please see your GP or Optician who will review your eye and will refer you to us if they feel they cannot manage your symptoms.
- **How do I book a patient initiated follow up appointment?**
The service is quick and easy to use.
Please email swbh.bmeclipifu@nhs.net Including the information requested above so we can manage your query effectively.

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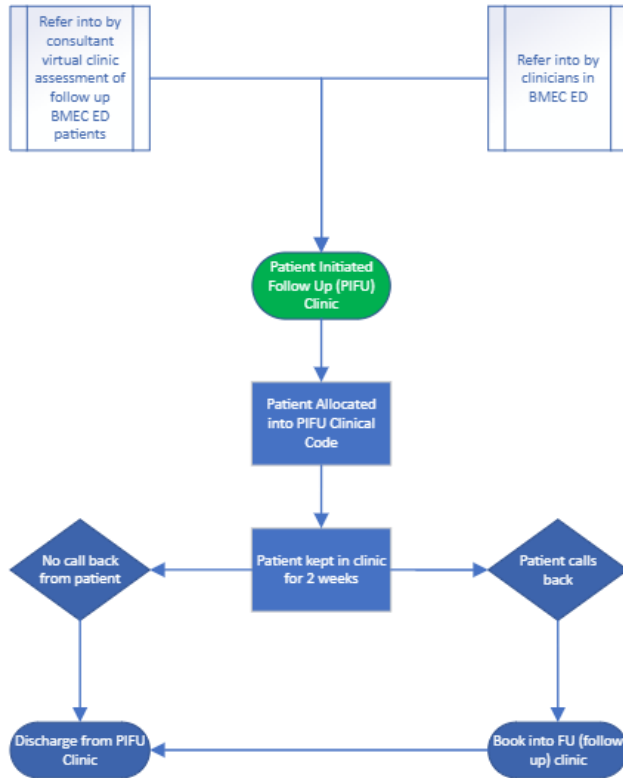
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Please remember that it is important that you are available for your appointment. If you find you cannot attend, please tell us in advance so we can try to give your appointment to someone else who may require it



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