

- a rash that does not fade when you roll a glass over it, the same as meningitis
- difficulty breathing, breathlessness or breathing very fast

### What To Do If You Have a Foot Health Problem

If you develop a new foot wound, or your old wound site opens again, you should contact Podiatry Services immediately using the details below.

### What If Your Foot Problem is Not a Wound?

Depending on what problem you have we may or may not be able to help you. If you call us, we will ask you some questions about the issues you are having and from your answers we can tell if you need to be seen by Podiatry Services or whether other sources of help will be best for you.

We may need for the information you give us to be reviewed by a clinical member of staff, so please be aware that we may call you back after a podiatrist has been consulted. Our administration staff cannot make clinical decisions and they cannot give you clinical advice except in very explicit circumstances, so they may not be able to answer all of your concerns when you first call us.

**If you have any questions about the information in this leaflet, please contact Podiatry Services.**

**Further information about the service and how to manage a range of foot health problems yourself, can also be found on our website:**

[www.livewellsouthwest.co.uk/project/podiatry](http://www.livewellsouthwest.co.uk/project/podiatry)

### Contact Details

Podiatry Services  
Beauchamp Centre  
Mount Gould Hospital  
200 Mount Gould Road  
Plymouth  
PL4 7QD

**Tel:** 01752 434855

**Email:** [livewell.podiatrypatients@nhs.net](mailto:livewell.podiatrypatients@nhs.net)

[www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk)

## Podiatry Services Patient Information Leaflet



## Podiatry Patient Initiated Follow-Up Appointments (PIFU)

(March 2023)

**Information about making an appointment  
to see a Podiatrist in the future**

*We support people to lead independent, healthy lives*

## What is Patient Initiated Follow-Up (PIFU)?

Patient-initiated follow-up (PIFU) puts you, the patient, in control of your appointments with Podiatry Services. It means spending less time attending unnecessary routine check-up appointments, but still having access to clinical support and care when you need it. PIFU can help you manage your own foot care and nail care with support from friends and family, whilst being able to seek help from Podiatry Services if you develop a serious foot problem.

## Why Have I Been Given This Leaflet?

Now your episode of care has finished there is no need for you to see us on a regular basis. Therefore, we have placed you on a “PIFU” list. As you may be at a higher risk of developing further foot ulcerations you will have direct access to Podiatry Services for the next twelve months, without the need to get another referral from your doctor or nurse. This leaflet tells you how to access care in the future. If you do not need to see us in the next twelve months, you will be discharged from our care and will need to get another referral from your doctor or nurse for us to see you again.

## When should I contact for a PIFU?

You should contact us if you develop any urgent concerns with your feet such as:

- A cut or open area (ulcer) on your foot
- Blood, pus or discharge coming from your foot
- Your foot becomes red, hot, swollen and painful
- A painful or large lesion on your foot develops that you are concerned about as it seems likely that if left untreated it may lead to a foot ulceration, for example discoloured callus (hard skin) with signs of damage beneath it

If you contact us, we will ask you some questions about your foot problem and your general health. It will be helpful to have a list of

your medicines to hand as we might ask you about them. If you have diabetes we will ask about your blood sugar levels. From your answers we will know what help you need and how best to advise you. Please note that you will not be able to get an appointment for routine nail and footcare or routine foot health checks.

## If You Think You Have an Infected Wound

If you think you have an infection you should contact your doctor's surgery straightaway. This is particularly important if you have diabetes. You will need your doctor or nurse practitioner to help you with any possible infection. Please then also make a PIFU request to Podiatry Services so we can help you with wound care or direct you to someone who can.

If you think you have an infection which starts when services are not open and able to be contacted, you should contact one of the following:

- Your GP practice's “Out of Hours” service
- Contact NHS111 by dialling 111 on your telephone
- Visit the nearest Urgent Care Centre (UTC) or Emergency Department (ED - also known as A&E)

They will assess and treat you for any infection and may be able to help you with some initial wound care, but you may need to see a Podiatrist again for any ongoing wound care.

**Important:** If you start to feel unwell and notice any of the following, you might be developing sepsis. If this happens, dial 999 or ask someone to take you to the nearest A&E Department immediately:

- acting confused, slurred speech or not making sense
- blue, pale or blotchy skin, lips or tongue – on brown or black skin, blueness may be easier to see on the lips, tongue or gums, under the nails or around the eyes