

- 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
- 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

Contact Details

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

Tel: 01752 434855

Email: livewell.podiatrypatients@nhs.net

Podiatry Services Patient Information Leaflet



Podiatry Patient Initiated Follow-Up Appointments (PIFU): For Patients with Diabetes

(March 2024)

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

What is Patient Initiated Follow-Up (PIFU)?

Patient-initiated follow-up (PIFU) puts you, the patient, in control of your appointments with Podiatry Services. As a person with diabetes, 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 and for a regular check of your foot health.

Why Have I Been Given This Leaflet?

Now your episode of care has finished we are offering you the opportunity to have a check-up of your foot health approximately every eight weeks. 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 access to Podiatry Services for an assessment of your foot health and to discuss any concerns you may have. At these appointments we will for example, check your foot pulses and the sensations in your feet. We will not be able to offer you any footcare such as cutting your toenails in these appointments.

When should I contact for a PIFU?

There are two reasons when you should contact us:

1. To arrange an 8-week foot health check:

You will need to contact us to make these appointments. When you contact us please tell the person you speak to that you are seeking a foot health check-up. If we do not hear from you in the next 12 months we will send you a reminder invitation to make an appointment. You will then have 14 days to contact us to arrange an appointment. If we do not hear from you after 14 days you will be discharged – this will be explained in the letter we send you.

2. 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 because if left untreated it may lead to a foot ulcer, for example discoloured callus (hard skin) which may or may not be painful

If you contact us, we will ask you some questions about your foot problem and your general health such as your blood sugar levels. 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 Infection

If you think you have an infection you should contact your doctor's surgery straightaway. This is particularly important as 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 when services are not open, such as at the weekend, 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: