

Patient information factsheet

Inflammatory bowel disease (IBD) PIFU service

We have given you this factsheet because your IBD care will now be on our patient initiated follow up (PIFU) service. This means that you can contact the IBD team when you need us via a telephone helpline or the My Medical Record website.

What is the IBD PIFU service?

The IBD PIFU service is a patient initiated follow up (PIFU) service for people with ulcerative colitis, Crohn's disease and other forms of inflammatory bowel disease (IBD).

On the PIFU service you have control over your care. This means you can contact us when you need advice or further care. This may be as well as, or instead of, going to routine follow-up appointments at the hospital.

For example, you can contact us if you need support with your IBD symptoms sooner than your next planned appointment, you are having an IBD symptom flare, the symptoms relating to your condition get worse or you feel that you are not recovering well.

When to contact the IBD PIFU service

Contact us if you are having an IBD symptom flare or a change in your symptoms that you are concerned about such as:

- new abdominal pain or significant change of abdominal pain
- frequent blood in your stools over your normal pattern
- significant increase in bowel frequency per day above your normal pattern
- perineal abscess or fistula
- poor general wellbeing related to your IBD
- significant weight loss related to your IBD
- problems with your IBD-related stoma
- symptoms of joint pains, inflamed eyes or skin rashes related to your IBD

You can also contact us if you have an IBD-related query, such as:

- needing advice about your IBD condition
- appointment queries
- medicine requests or issues
- needing more home testing kits
- needing more blood forms

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How to contact the IBU PIFU service

There are two options for contacting the IBU PIFU service:

IBU PIFU on the My Medical Record (MyMR) website or app

(To sign up for MyMR, please follow the instructions at the end of this factsheet.)

1. Log into your MyMR IBD page on <https://mymedicalrecord.uhs.nhs.uk/> or the app.
2. Leave a direct message about your question, concern or query.
3. A member of the IBD team will respond by message or telephone.

There is also lots of helpful information on the MyMR pages, which may answer your query.

IBD PIFU telephone helpline

1. Telephone the IBD team on **023 8120 5363**.
2. Listen to the recorded message and select the option that best fits your call.
3. If we are unable to take your call, we will respond as soon as possible.

When you leave a message, please include the following information:

- your full name
- your date of birth (example: 24/12/1984)
- your hospital number if possible (you can find this on any of your hospital paperwork)
- your question, concern or query
- a telephone number that we can call you on

The IBD PIFU service is for IBD problems only. Please do not contact the IBD team for any other medical problem.

- If you need urgent medical help that is not related to your IBD, contact your GP or NHS 111, or if you are really unwell, go to your nearest emergency department.
- If you have any other medical problems that are not related to your IBD, contact your GP.

My Medical Record (MyMR)

Developed by University Hospital Southampton, MyMR is a free and secure online platform that is available via a website and as an app for your phone or tablet. It gives you access to information about your healthcare and connects you with your clinical team and other support services. On MyMR you can read IBD PIFU information and contact the IBD team online.

Sign up by visiting <https://mymedicalrecord.uhs.nhs.uk> or by scanning the QR code on this page with your smartphone camera. You will then be prompted to register using your NHS login which you may be using for other NHS apps. To use this service, you must provide an email address and mobile phone number. For more information, please email: MyMRPatientHub@uhs.nhs.uk



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