Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Patient Initiated Follow Up - MSK Physiotherapy

Version number: **1**
Last modified date: **12th November 2026**

Patient Initiated Follow Up

Patient Information

Musculoskeletal (MSK) Physiotherapy

- Author ID: KT
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- Version: 1
- Leaflet title: Patient Initiated Follow Up MSK Physiotherapy

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Introduction

Patient-Initiated Follow-Up (PIFU) will put you in control of making an appointment when you need it the most. If your condition is stable, attending regular outpatient appointments at a hospital or health centre can cause unnecessary anxiety, including time taken to travel, park and wait for the appointment.

Sometimes, regular outpatient appointments may not result in any change to your treatment. In fact, your condition may flare up in between regular booked appointments, and it’s during this time that you really do need our input.

For other concerns and conditions, or if you are feeling unwell, your General Practitioner (GP) will remain your first point of contact.

How does it work?

You have been put on a PIFU pathway. This means you will not be booked a follow up appointment with your clinician, but you can contact us to book one if you need to. PIFU is a way of putting you in control of your own care.

Your Physiotherapist may have indicated how many weeks of your exercise programme to complete before booking your next appointment.

If your condition has flared, or you have symptoms related to your condition, you are able to book an appointment directly with us without needing to speak to your GP, Musculoskeletal Clinical Assessment and Treatment Service (MSK CATS) or First Contact Practitioner for a new referral.

If any changes in your home circumstances affect your ability to manage your condition, please do get in touch with us.

When not to use PIFU

Your PIFU pathway only relates to this specific condition; if you have any concerns relating to a different condition, please make a new self-referral.

If you require urgent medical advice, you should contact your GP, NHS 111, your local pharmacy, Walk-in centre or, if you are really unwell, your local Emergency Department.

How long does this pathway last?

You will be on a PIFU pathway for 4 months. Once the time period has elapsed, you will be discharged from our care. If you have any further concerns after this point, it will be necessary to self-refer to our service. You can self-refer yourself; you do not need to go back to your GP or First Contact Practitioner.

Telephone Number

To book a patient-initiated appointment, please contact the department on -

Physiotherapy Departments

Boston House, Wigan Health Centre, Frog Lane, Wigan, WN6 7LB

TEL: 03007071113

wwl-tr.mskphysio-bostonhouse@nhs.net

Platt Bridge Health Centre, Rivington Ave, Platt Bridge, Wigan, WN2 5NG

TEL: 0300 7071772

wwl-tr.mskphysio-bostonhouse@nhs.net

- **Leigh Health Centre, The Avenue, Leigh, WN7 1HR**

TEL: 0300 707 1595

wwl-tr.leighphysio@nhs.net

When you telephone, an appointment will be made for you as soon as possible, usually the next available appointment.

Can I just turn up at the department?

No. It will not be possible for you to be seen without a prearranged appointment.

Cancelling your appointment

It is important that you keep your appointment. If you cannot attend your appointment, please let us know as soon as possible, as we may be able to offer the

appointment to another patient. To cancel your appointment, please telephone the department.

Interpreter services

The Trust is able to provide telephone interpreting services for patients whose first language is not English and sign language assistance for patients with hearing impairments. The Trust will only use face to face interpreters in exceptional circumstances. Please note that the Trust does not support the use of relatives or friends to provide interpreter services.

Are you an Overseas visitor?

Hospital treatment is free to people who can demonstrate they have lived in the United Kingdom for the last 12 months.

Chaplaincy & spiritual care

Sometimes patients and their relatives appreciate someone to support them and to talk to before or after an appointment. Chaplains are there to support people of all faiths and none. If you would like to speak to one of the chaplains, please phone 01942 822324 or ask a member of staff to contact them.



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