

Welcome to PITU

(planned investigation and treatment unit)

Information for patients

This leaflet answers frequently asked questions about the planned investigation and treatment unit (PITU). If you would like further information, or have any particular worries, please do not hesitate to ask your nurse or doctor.

In all cases a doctor or nurse will explain the procedure or treatment that you are having while staying on PITU and answer any questions you may have.

In most cases it will be possible for a friend or relative to accompany you for all or part of the procedure. Please ask your nurse or doctor.

What is PITU?

PITU, also known as the planned investigation and treatment unit, is a relaxed and friendly environment at the Royal Free Hospital where patients can have their treatments or procedures in a day care setting.

Opening times

The opening hours of the unit are 8am-8pm, Monday to Friday. We are closed on Bank holidays and weekends.

How to find us

PITU is located on the 2nd floor of the Royal Free Hospital.

Please take the clinic lifts or stairs located to the right of the main hospital reception desk to the 2nd floor. Turn right when you come out of the lift, through the double doors and follow the signs to 2 North.

On arrival, please check in at our reception desk.

Please note there is no access to PITU via the main hospital lifts.

When to arrive

You will be given an appointment time, so please arrive at the allocated time.

Late arrival of more than 30 minutes may result in you not being seen on time or being rescheduled to another day.

If you are running late for your appointment, please contact us as early as possible on **020 7317 7507** or by email: rf.PITU@nhs.net.

What to expect

When you first arrive, you will be directed to a treatment area by a member of the PITU team. You may have a recliner chair, trolley, side room or procedure room depending on the type of treatment you are having.

You will have a named nurse who will look after you during your stay, and you may see a doctor or a clinical nurse specialist (CNS) during your stay.

Please note:

- If you need to have a blood test you may need to wait for results before treatment can be started, or your appointment may need to be rescheduled if you are unfit for treatment.
- Leaflets on certain treatments are available on PITU if required. Please ask your nurse for further information.

Future appointments

Some treatments require follow-up appointments. If this is the case, it is advisable to book one with the reception team before you leave the unit. Appointments can also be booked via rf.PITU@nhs.net.

What happens if I am unable to attend my appointment?

Please contact us on: **020 7317 7507** or email rf.PITU@nhs.net with as much notice as possible. We will then re-schedule your appointment for you.

Some treatments are dependent on funding, if you are unable to attend please contact us as soon as possible to minimise the risk of losing funding.

What to wear

Please wear comfortable, loose fitting clothes.

You may have to change into a gown if you are having a procedure. This will be provided to you.

What to bring

As you may be on the unit for several hours please ensure you have things to do.

Lots of our patients bring reading material, crosswords, Sudoku etc. WiFi is also available, so you are welcome to bring your iPad, laptop or tablet.

Please be aware we cannot be responsible for any valuables you bring in with you.

Medications

Please bring a list of all recent medications you take with you.

Please also bring along any medications you are currently taking, as we may not be able to supply these during your stay.

Refreshments

We offer free tea, coffee and biscuits and there is a cold water dispenser on the unit.

A light lunch will be provided if you are staying for the whole day.

There are also coffee shops and a canteen on the ground and lower ground floors of the hospital.

What happens if I live a long way away?

Hotel stays are available for patients who are receiving several days of consecutive treatment and/or live outside the M25.

To see if you are eligible please contact us on: **020 7317 7507**. If you are eligible for a hotel stay please ensure you book with our reception team on your departure from the unit.

Can I get hospital transport?

The hospital provides a non-emergency transport service for patients who meet the eligibility criteria set by the Department of Health and Social Care.

If you would like to know whether you are eligible for hospital transport, please contact the transport department: **033 3240 4909**.

For more information, please visit our website:

www.royalfree.nhs.uk/services/services-a-z/non-emergency-patient-transport

Patient feedback

Your feedback is important to us. Please complete a PITU experience questionnaire while you are on the unit. Copies can be found at reception or you can ask a member of staff for one.

Contact us

If you have any queries about your appointment time or need to change your appointment please contact us on **020 7317 7507** or email rf.PITU@nhs.net.

Our phone lines are open Monday to Friday, 8am-5pm.

If you have any queries about your treatment, please contact the specialist team who referred you to us.

More information

For more information about PITU at the Royal Free London visit our website: www.royalfree.nhs.uk/services/services-a-z/pitu.

Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email: rf.communications@nhs.net.

Alternative formats

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please speak to a member of staff.

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