



Patient-Initiated Follow-Up (PIFU) Patient Leaflet

Information for Parents and
Guardians.

PIFU Direct Tel: **01695 656680**



Please ask if you need this information in another language or format.

This leaflet explains what the Patient-Initiated Follow-Up (PIFU) service is and how it can help you manage your child's condition.

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

Patient-initiated follow-up (PIFU) puts you, the Parent/Guardian, in control of when your child is seen.

If your child's condition is stable, attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety, for reasons such as taking time to travel, taking time out of work/school or parking and waiting for the appointment. Sometimes, regular outpatient appointments may not result in any change to your child's treatment. In fact, your child's condition may flare up in between regular booked appointments and it is during this time that you really do need our input. PIFU will put you in control of making an appointment when your child needs it the most.

For all other concerns, or if your child is feeling unwell, their GP will remain your first point of contact.

How does PIFU work?

You will be advised whether your child's condition is now suitable to have their follow-ups via PIFU, rather than regular appointments scheduled by the hospital.

Their clinician will have advised you about the process and given you this patient information leaflet for you to consider if you want to have your child's follow-ups in this way; **it is your decision as the Parent/Guardian.**

How would I book a PIFU appointment?

Booking an appointment to see the team is a quick and easy process. If your child has a flare up of their symptoms and need advice or an appointment, just call the number on the cover of this leaflet to access an appointment.

If I do not opt for PIFU, will you still monitor my child?

Yes, if you choose not to opt into PIFU, a follow-up appointment will be arranged based on a clinical decision.

Can I change my mind about this style of follow-up?

Yes, just tell us and we will go back to booking regular hospital appointments to review your child. Please discuss any concerns with a member of the team who will be happy to help.

When should I arrange a PIFU?

You should **call** if your child experiences a flare-up of their symptoms and need to have a **telephone consultation with their consultant urgently.**

When not to use PIFU

If your child requires urgent medical advice, you should contact their GP, NHS 111, your local Walk-in center or, if they are really unwell, your local Emergency Department (A&E) via NHS 111 or 999.

Booking a PIFU in four easy steps:

- 1 Call the Access Team on 01695 656680.**
- 2 Explain to the team you need to have a PIFU appointment.**
- 3 Agree an appointment date and time.**
- 4 Attend and bring your child to their clinic appointment.**

In the event you need to leave a message when you call, please leave the following information:

- ✓ Your Name/relation and child's full name and date of birth.
- ✓ Your child's hospital number and/or NHS number.
- ✓ A telephone number where we can call you during normal hours between 8am – 4pm.
- ✓ **Date of your child's last specialist appointment.**

Find out more about our Trust at www.southportandormskirk.nhs.uk