



# A guide to...

# Paediatrics Patient Initiated Follow-up

## *Patient Information*

### How to contact us:

Paediatrics

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If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 198** or email **[westherts.pals@nhs.net](mailto:westherts.pals@nhs.net)**.



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## **WHAT IS PIFU?**

PIFU stands for Patient-Initiated Follow-Up. The goal is to empower our patients and have them take greater control over their healthcare and appointments. The traditional approach is that we book 'routine' or 'urgent' follow-up appointments for our patients at a set timeframe in the future.

## **HOW DOES PIFU WORK AND WHEN CAN IT HELP ME?**

PIFU allows patients greater control over their appointments. Instead of a fixed appointment date and time, patients are able to arrange their own appointments when they are having a flare-up of the disease. Your child will remain under the care of the team during the agreed PIFU timeframe. If your doctor deems your child is suitable for the PIFU project, you will be sent this leaflet. PIFU is useful for helping patients when they most need help during times of an emergency or flare-up of symptoms related to their paediatric condition. Travelling to hospital is not convenient for many patients and places an unnecessary burden on patients if they are well and do not need an appointment. This aims to give more autonomy to patients over their treatment.

**Your doctor will provide you with an outline of the symptoms and signs to look for and when PIFU can help you.**

**If you change your mind about being on this programme, contact your Paediatric Consultant through the secretaries who will be able to advise you further.**

## **HOW DO I GET IN TOUCH WITH THE PIFU TEAM?**

To arrange a PIFU appointment, call **07974 847 643**.

The PIFU line is open Monday to Friday between 10.00am-11.00am and 3.00pm to 4.00pm. If no-one is available to take your call, please leave a message including your name, DOB, NHS or hospital number and a contact number and a member of the team will be in touch as soon as possible. Alternatively, you can email the team including the above details on [westherts.paediatrics.pifu@nhs.net](mailto:westherts.paediatrics.pifu@nhs.net).

The team will triage your symptoms and confirm whether a PIFU appointment is the right choice for you. We aim to book patients in for an appointment within 10 working days.

## **WHEN NOT TO USE PIFU**

**PIFU does not replace help for other conditions or emergencies; you may have PIFUs for other specialties.**

**For urgent medical attention, call your GP or 111. If you are very unwell, you should attend A&E or your local walk-in centre.**

We appreciate your feedback on our service and hope to meet our patients' needs. We may send you a questionnaire for feedback and to have your say.