

Patient/Parent Initiated Follow Up (PIFU)

Information and advice for young people, parents and carers

Paediatrics

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

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

- Patient-initiated follow-up (PIFU) puts you in control of when you and your child are supported by the paediatrics team. It means spending less time attending hospital appointments, but still having access to specialist clinical input when you need it.
- You can initiate a follow up appointment when you feel your child needs one due to a change in their condition or circumstances, or if their symptoms are causing them trouble.
- You will have direct access to guidance when you need it the most, as opposed to attending a follow up within a set timeframe which may not be needed.
- We will aim to see you within a small number of weeks after you get in touch.

How Does PIFU Work?

- The Paediatric Team will advise you whether your child's condition is suitable to have follow-ups via PIFU, rather than an appointment scheduled by the hospital.
- Your clinician will have spoken to you about the process during your out-patient appointment and given you this patient information letter.
- Your clinician will discuss and agree how long your child should remain on PIFU.
- If an appointment is not required during the duration of your PIFU timeframe, the PIFU will expire and you will be discharged back to the care of your GP.

How do I make a PIFU appointment?

If your child has a flare up of their symptoms/condition and you need advice or an appointment just follow the 4 easy steps as below and the team will help you. We will aim to arrange an appointment for you within 6-8 weeks. If you call regarding a different issue to the one for which your child has been given a PIFU pathway, your query will be forwarded to a consultant for advice, in these circumstances you may be advised to attend your GP or care provider.

1. Call the Paediatric Medical Secretarial Team on the Direct Telephone Number provided on your clinic letter – if you cannot locate this please telephone the main hospital switchboard number (0121 554 3801) and ask to be put through to the Paediatric Secretaries.

Alternatively you may wish to email the Paediatric Medical Secretary Team with regards to booking an appointment (the email address is swbh.paediatricsecretaries@nhs.net)

2. Explain to the team you need to have a PIFU follow-up appointment.
3. Agree an appointment date and time.
4. Please remember to attend your clinic appointment.

When You Should NOT use PIFU

If your child requires urgent medical attention, you should contact your GP, NHS 111 or attend A&E if they are very unwell. For medical problems that are not related to this speciality, your GP remains your first point of contact.

If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email swbh.library@nhs.net.



A Teaching Trust of The University of Birmingham

Incorporating the Midland Metropolitan University Hospital, City Health Campus, Sandwell Health Campus and Rowley Regis Hospital.

© Sandwell and West Birmingham NHS Trust

M8037

Issue Date: February 2025

Review Date: February 2028