

# Paediatric bladder and bowel care service – Patient Initiated Follow-Up (PIFU)

PIFU Direct Tel: 01392 208044  
Email: [rduh.pbbs@nhs.net](mailto:rduh.pbbs@nhs.net)

## Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net).

## What is patient-initiated follow-up (PIFU)?

Patient-initiated follow-up (PIFU) puts you and your child, the patient, in control of when they are seen by the paediatric bladder and bowel care service. It means spending less time attending hospital appointments, but still having access to clinical support when you need it.

If your child's condition is stable, you may not find it helpful to attend regular outpatient appointments scheduled by the service. Sometimes, these appointments may not result in any change to your child's treatment, but you'll have spent time and energy putting arrangements in place to attend your appointment. Your child's difficulty may relapse in between regular booked appointments and it's at this point that you really do need our input. With PIFU, you can get advice from your child's clinical team, who may suggest an appointment is required.

You initiate the follow-up appointment, instead of the service. Which is why this process is called patient-initiated follow-up (PIFU).

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

## How will I know if my child is suitable for PIFU?

You and your child's specialist nurse will decide if your child's difficulty is now suitable for PIFU, instead of regular appointments scheduled by the service.

It is entirely your decision. You can continue with regular appointments if you want to. Your child's specialist nurse will have advised you about the PIFU process and given you this patient leaflet to support you.

## When should I call for a PIFU?

You should call if your child has relapsed with their symptoms.

PIFU is not a replacement for urgent medical advice. If you require urgent medical advice, you should contact your GP, NHS 111, your local walk-in centre or, if your child is really unwell, your local Emergency Department (A&E).

## How will I book a PIFU appointment?

This is a quick and easy process.

If your child relapses with their symptoms and you need advice or an appointment, just follow the steps below and the team will help you.

5 easy steps:

1. Call or email the paediatric bladder and bowel care team

PIFU direct Tel: 01392 208044 (9am – 4pm)

Email: rduh.pbbc@nhs.net

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

- Your child's full name and date of birth
  - Your child's hospital number and/or NHS number
  - A telephone number so we can call you back during our opening hours
2. Explain to the paediatric bladder and bowel care team your child has relapsed and you need some clinical advice.
  3. The team will review your concerns and decide whether you need immediate clinical advice for their symptoms or if you need an appointment.
  4. If the team think you need an appointment, we will contact you to agree an appointment date and time. This may be a telephone/video appointment or face to face. We will arrange an appointment for you within 10 working days.
  5. Attend your child's clinic appointment.

## Will you still be looking after my child if they are on PIFU and don't initiate an appointment?

Yes, your child will still have follow-up appointments with us. We will arrange a follow-up appointment at 6 months to check that your child is continuing to make progress.

## What if I am worried and change my mind about this style of follow-up?

Just tell us and we will go back to booking regular appointments for you. Our team are happy to discuss any concerns with you.

## **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## **Have your say**

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website [www.careopinion.org.uk](http://www.careopinion.org.uk).

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