



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# Child Health Patient- Initiated Follow-Up (PIFU)

Information for patients, relatives and carers

① For more information, please contact:

Child Development Centre  
York Hospital, Wigginton Road, York, YO31 8HE  
Telephone: 01904 726539

Or

Childrens Clinic  
Scarborough Hospital, Woodlands Drive,  
Scarborough, YO12 6QL  
Telephone: 01723 342281

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

PIFU puts you in control of making an appointment when your child needs it and provides you with direct access to guidance as required. The majority of patients with stable long-term conditions do not require regular follow up by the hospital team. Research has shown that regular visits do not help to prevent your child's condition returning or identify new problems.

Instead of being offered regular clinic visits and routine check-ups with your child's clinician, PIFU patients can make their own appointment only when they need it e.g., when they experience a flare-up of their condition – reducing the unnecessary anxiety, travel and time spent waiting for a routine follow-up.

## **How does it work?**

You will be advised by your child's clinician if their condition is suitable to have their follow-ups as patient initiated instead of the regular appointments scheduled by the hospital.

The clinician will discuss the process with you and your child's suitability and provide you with this leaflet to consider your options. Managing your appointments in this way is optional and it is your decision.

## **How do I book a patient initiated follow up appointment?**

The service is quick and easy to use. If your child experiences a problem related to their health condition, call the number on this leaflet, and explain to the team that your child is experiencing a problem and you need advice. The team will agree a suitable appointment date and time over the phone with you, within the next 28 days. Please note that the operator cannot give any clinical advice.

Following your appointment, your Clinician will discuss with you whether to remain on Patient Initiated Follow-Up or have regular appointments – again, it is your decision.

Please remember, it is important that you are available for your appointment. If you find you are unable to attend, please tell us in advance, so we can try to give your appointment to someone else who needs it.

## **When should I call for a PIFU?**

You should call the PIFU line if your child is experiencing a problem related to their health condition and needs to be seen.

## **When not to use PIFU**

If you require urgent medical advice, you should contact your GP or NHS 111, or if your child is really unwell, your local Emergency Department (A&E). For all other concerns, or if your child is feeling unwell, your GP remains your first point of contact.

## **Will you still be looking after my child if I do not call for a PIFU?**

Yes, we will contact you to arrange a follow-up appointment if you have not contacted us after a set timescale, this will be between six months to two years (depending on your child's health condition). Your clinician will agree and set this timescale during your clinic appointment depending on your child's condition.

If you have any concerns associated with your child's health condition, you can contact the Child Development Centre/Childrens Clinic on:

York: 01904 726539

Scarborough: 01723 342281

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

Some patients express concern about losing regular contact with the hospital. Everyone has different feelings when they no longer need to be seen regularly by their medical team. If you wish to go back to booking regular hospital appointments, just tell us and we will arrange this for you.

## **Feedback**

We appreciate and encourage feedback. Please note we may be in touch in the future to ask about your experience.

## **Tell us what you think of this leaflet.**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Child Development Centre, York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726539.

or,

Childrens Clinic, Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL or telephone 01723 342281.

## **Teaching, training, and research**

Our Trust is committed to teaching, training, and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [yhs-tr.PatientExperienceTeam@nhs.net](mailto:yhs-tr.PatientExperienceTeam@nhs.net). An answer phone is available out of hours.

# Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供 , 電  
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: [yhs-tr.FacilitiesmanagementHelpdesk@nhs.net](mailto:yhs-tr.FacilitiesmanagementHelpdesk@nhs.net)

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