

Information for patients, relatives, and carers after attending the Bowel and Bladder Education Workshop

Bowel and Bladder Education Workshop Patient-Initiated Follow-Up (PIFU)

What is Patient Initiated Follow-Up (PIFU)?

PIFU puts you in control of making an appointment when your child needs it.

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?

Following your attendance at the Bowel and Bladder Education Workshop your child will now be placed on our PIFU list. Should your child not improve, or further issues arise, you are able to initiate an appointment by contacting us. We will then offer you an appointment as soon as possible.

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 you need further advice and support. The team will agree a suitable appointment date and time over the phone with you. Please note that the operator cannot give any clinical advice.

Following your child's appointment, your clinician will discuss with you whether to remain on Patient Initiated Follow-Up or if your child requires regular appointments.

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 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, you can contact us at any time during the period your child is on our PIFU list, and we will arrange an appointment with a clinician as soon as possible.

At the end of the PIFU term, we will contact you to inform you that your child will be discharged back to their GP and that any further issues should be discussed with them. Your GP can re-refer you to our service should the need arise.

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

York: 01904 726539

Feedback

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

① If you have further concerns about your condition, please contact:
Child Development Centre, The York Hospital, Wigginton Road, York, YO31 8HE
Telephone: 01904 726539.

Patient Advice and Liaison Service (PALS)

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.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you require this information in a different language or format, for example Braille, large print, Easy Read or audio, please ask the staff who are looking after you.

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