



**NHS**

Royal Berkshire  
NHS Foundation Trust

# **Paediatrics Patient-Initiated Follow-Up (PIFU)**

Information for young people,  
parents and carers

PIFU direct tel: 0118 322 7531

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

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

**Patient-initiated follow-up (PIFU) puts the patient (or parent/ carer) in control of when you/your child is seen by the Paediatrics Department.**

Attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety – e.g. time taken to travel, park and wait for the appointment – if your/your child's condition is stable.

Sometimes, regular outpatient appointments may not result in any change to treatment. In fact, the condition may flare up in between regular booked appointments and it is during this time that you really do need our input.

Patient-Initiated Follow-Up (PIFU) will put you in control of making an appointment when you/your child need it the most.

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

## **How does it work?**

You will be advised by the Paediatrics team whether your/your child's condition is now suitable to have follow-ups as patient-initiated, instead of the regular appointments scheduled by the hospital.

Your clinician will have advised you about the process and given you this patient information sheet for you to consider if you want to have your follow-ups in this way; **it is your decision.**

## **How do I book a patient-initiated appointment?**

Booking an appointment to see the team is a quick and easy process. Just call the number on the cover of this leaflet and a member of our administration team will arrange an appointment for you.

## **When not to use PIFU**

If you require urgent medical advice, you should contact your GP, NHS 111, your local Walk-in centre or, if you are really unwell, your local Emergency Department (A&E) via NHS 111 or 999.

## **How do I make a PIFU appointment?**

If you have a flare up of your symptoms and need advice or an appointment, just follow the steps below and the team will help you.

### **Five easy steps:**

- 1 Call the Paediatrics team on 0118 322 7531 (Monday to Friday between 8am and 5pm).**
- 2 Explain to the team you need to have a PIFU follow-up appointment.**
- 3 Agree an appointment date and time.**
- 4 Attend your clinic appointment.**

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

- ✓ Your full name and date of birth.
- ✓ Your hospital number and/or NHS number.
- ✓ A telephone number where we can call you during normal hours between 8am – 5pm.
- ✓ **Date of your last Paediatrics appointment.**

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

RBFT Paediatrics Department, December 2024.  
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