

# Physiotherapy & Occupational Therapy Services (Children's) PIFU

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.



If you wish to access PIFU, please call the team on:

01902 446290

## What is 'Patient Initiated Follow Up' (PIFU)?

- Patient initiated follow up (PIFU) is a set period of time where your child remains open to the physiotherapy and / or occupational therapy team but not actively having appointments
- PIFU is usually suggested / agreed to by your therapist because your child's condition is stable and you / they are self-managing. This stops the need to attend regular follow up appointments scheduled by the therapist. These appointments may not result in any change to their treatment, but you will have spent time and energy arranging to attend
- Your therapist will tell you how long the PIFU will last for. Generally, a PIFU is for a set time and at the end, your child's ongoing care will be with the GP. They can always get referred to the service again if it is necessary
- Sometimes your child may still receive regular follow up appointments but at a reduced frequency whilst they are on PIFU. This may be for an annual surveillance check on your child's condition or an equipment check to make sure everything is okay
- Whilst on PIFU you will have direct access to guidance when your child needs it the most, as opposed to attending a follow up appointment at set time frames which may not be needed
- PIFU puts you in control of when your child is supported. During the PIFU time frame you can initiate a follow-up appointment when you feel your child needs one, e.g. a change in condition or symptoms causing them trouble
- If your child is being looked after by more than one department, they may have separate PIFU plans in place

## The PIFU service offers:

Open access whilst in the PIFU time frame for advice and if necessary, appointments to support the self-management of a condition. These may be via telephone, video call or face to face based on your child's individual needs and circumstances.

## How is PIFU beneficial to your child?

- Reducing stress and costs of attending appointments – you will not need to make unnecessary journeys on behalf of your child to attend an appointment that may not really be needed. Your child will only have an appointment made during the PIFU period if you feel they need one
- Care based on your child's individual needs – You have more control over your child's care and how an appointment is initiated, as opposed to attending follow up appointments at fixed routine intervals. When in a PIFU time frame we will aim to see you within a few weeks of being in contact
- Shorter waiting times – With fewer patients coming in for regularly scheduled follow ups that they do not really need, we can make appointments available more quickly for those that need them more urgently
- Reduced carbon footprint – By lowering the number of unnecessary journeys being made, we can reduce the carbon footprint of our local community

## How do I make an appointment for my child?

Making an appointment is easy; you just need to call the booking team on the number provided at the start and end of this leaflet. Please provide your child's NHS number when you call, which can be found at the top of any hospital letter. Please briefly explain that your child needs some clinical advice and is on PIFU.

The administrator will contact your child's therapist who will then get in touch with you as soon as possible.

Please note, to arrange a patient-initiated follow-up appointment with the team, you must have previously agreed with your child's therapist that this is the right pathway for them. The appointment can only be arranged for the specific condition discussed. Any new issues will need to be discussed with their GP or care provider.

## What symptoms should I get advice about?

Your therapist will outline the most important situations that should prompt you to contact them on behalf of your child. That does not mean you cannot contact them for advice during that time if you think you need to. Some of the most common queries are:

- An increase in symptoms for the condition for which your child was being treated
- An increase in the severity of symptoms for which your child was being treated
- New, different or change in symptom pattern for the condition for which your child was being treated

## When you should NOT use PIFU for your child?

If your child requires urgent medical attention, you should contact their GP, NHS 111 or attend the Emergency Department (ED) also known as Accident & Emergency (A&E) if they are very unwell. For medical problems that are not related to the specialty or pathway for which they are on PIFU, your GP remains your first point of contact.

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01902 446290





## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowałiby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。