

# Patient Initiated Follow-Up (PIFU)

## Paediatric Allergy

**This leaflet explains more Patient Initiated Follow-Up (PIFU). If you have any further questions, please speak to a doctor or nurse caring for you.**

### **What is Patient Initiated Follow-Up (PIFU) and how can PIFU benefit you?**

PIFU is like having a direct line to your child's healthcare team. It helps you to take charge of your child's care.

When you feel you need to initiate an appointment for your child because symptoms have worsened or you need more advice and information to help you manage your child's condition, you can contact the service through the contact details below.

This system helps to avoid unnecessary trips to the hospital when your child does not need to be seen.

Remember, you are in control. If you want more detailed information, you can explore the official guidance.

### **When should you not contact your healthcare team?**

If your child requires urgent medical attention, you should contact your GP, NHS 111 or attend A&E.

For medical problems that are not related to Allergy, your GP remains your first point of contact.

PIFU for Long Term Conditions*
<input type="checkbox"/> 12 Months
<input type="checkbox"/> 24 Months
<input type="checkbox"/> 36 Months
<input type="checkbox"/> 48 Months

\*Clinician to state time frame

If you have not contacted this service in the timeframe above, your child may be discharged back to your GP from the PIFU pathway. If later you feel your child needs to be referred back into this service you will need to contact your GP practice.

### **When should you contact your healthcare team?**

If you need to see a specialist, you can initiate an appointment based on your child's symptoms and individual circumstances.

Remember, you're in control. If you want more detailed information, you can explore the official NHS guidance on the NHS website.

### **Some of the more common symptoms to contact us about are:**

#### **For children seen with allergic rhinitis / hay fever:**

Please contact the team if the medication prescribed and advice provided does not control symptoms.

#### **For children seen with urticaria:**

Please contact the team if your child's urticaria does not respond to the treatment prescribed, or if his / her symptoms worsen or do not resolve within six months.

## **For children seen with egg allergy:**

Your clinician provided information about reintroduction of egg into your child's diet. Please contact the team if you have been unable to reintroduce egg and / or your child has an allergic reaction to egg.

## **How to book your appointment**

You can call us the following number to request an appointment:  
020 8725 2290 or via email

[Childrens.SecretariesC@stgeorges.nhs.uk](mailto:Childrens.SecretariesC@stgeorges.nhs.uk)

You should give the following details when calling the Healthcare Team:

- Your child's name
- Current telephone number
- Date of birth or NHS number

We will review your request for an appointment and get in touch with you as soon as possible.

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk) or PIFU related Information please scan here:**



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## **Additional services**

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

PALS can offer you advice and information when you have comments or concerns about our services or care. You can contact

the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm

Friday between 10am and 2pm.

The Walk-in and Advisory telephone services are closed on Wednesdays.

Please contact PALS in advance to check if there are any changes to opening times.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough wings.

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

## **NHS UK**

The NHS provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health. **Web:** [www.nhs.uk](http://www.nhs.uk)

## **NHS 111**

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. **Tel:** 111

## **AccessAble**

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website ([www.accessable.co.uk](http://www.accessable.co.uk)).

The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.

