



Oxford Health
NHS Foundation Trust



Childrens Bladder and Bowel Service CBABS

Patient Initiated Follow Up (PIFU) plan for:

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Information for patients

Children's Bladder and Bowel Service

This leaflet covers what you need to know if you have decided with your clinician to be placed onto PIFU.

It explains when to get in touch and who to contact at Children's Bladder and Bowel Service.

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

Patient Initiated Follow-Up (PIFU) puts you, the patient, in control of when you are seen by your clinician.

This means you might have fewer regular appointments, but you can get in touch with us when you need one and we'll arrange one for you so you can be seen quickly.

It can save you time and money and puts you in charge of your outpatient care.

When should I get in touch?

You should call if you feel there has been a change in your child's condition and you need further advice and support. This should be within 6 months of the last appointment you had with your Clinical Nurse Specialist.

How do I get in touch?

If you need advice or an appointment, use the contact details below and the team will help you.

If you need to leave a message when you call, please include:

- Your child's full name and date of birth.
- Your child's NHS number (if known).
- Your telephone number.

Easy Steps to make contact:

- 1 Call us on 01865 904467 or childrensbladderandbowelservice@oxfordhealth.nhs.uk
- 2 Explain to the team you would like to make a follow-up appointment and that you are on a PIFU pathway.
- 3 Agree an appointment date and time.

When not to use PIFU

If you require urgent medical advice, you should dial 999 or go to your local hospital emergency department.

For all other advice please contact your GP, or relevant hospital department.

What if I change my mind about this style of follow-up?

Providing this is within 6 months of your last appointment, simply contact us and we will go back to booking regular clinic appointments for you to attend for your follow-up review.

Please discuss any concerns with a member of the team who will be happy to help.

What happens if the time passed is more than 6 months?

If the time frame of 6 months has already passed, then you will need to seek a GP appointment and possible new referral to CBABS.

Treatment plan/summary

CBABS feedback link/QR code:

We would love to hear your feedback about the Children's Bladder & Bowel Service!

Please go to https://www.iwantgreatcare.org/hospitals/witney-community-hospital/reviews/new/1599?q_87=472331&qh_87=1&subtype=parent



Bladder and Bowel Service -
Children's

Accessibility

An accessible version of this leaflet can be found on our website: www.oxfordhealth.nhs.uk/leaflets

Get in touch

Address Oxford Health NHS Foundation Trust
 Trust Headquarters
 Littlemore Mental Health Centre
 Sandford Road, Oxford OX4 4XN

Phone 01865 901 000

Email enquiries@oxfordhealth.nhs.uk

Website www.oxfordhealth.nhs.uk

Feedback

Our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone 0800 328 7971

Email PALS@oxfordhealth.nhs.uk

Become a member of our foundation trust: www.ohftnhs.uk/membership

Support Oxford Health Charity, making a difference to patients, their families and staff who care for them: www.oxfordhealth.charity