

Paediatric bladder and bowel care service

When should I call for a PIFU?

You should call if your child has relapsed with their symptoms.

PIFU is not a replacement for urgent medical advice. If you require urgent medical advice, you should contact your GP, NHS 111, your local walk-in centre or, if your child is really unwell, your local Emergency Department (A&E).

How will I book a PIFU appointment?

This is a quick and easy process.

If your child relapses with their symptoms and you need advice or an appointment, just follow the steps below and the team will help you.

5 easy steps:

1. Call or email the paediatric bladder and bowel care team

PIFU direct Tel: 01392 208044 (9am – 4pm)

Email: rduh.pbbc@nhs.net

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

Your child's full name and date of birth

Your child's hospital number and/or NHS number

A telephone number so we can call you back during our opening hours

2. Explain to the paediatric bladder and bowel care team your child has relapsed and you need some clinical advice.
3. The team will review your concerns and decide whether you need immediate clinical advice for their symptoms or if you need an appointment.
4. If the team think you need an appointment, we will contact you to agree an appointment date and time. This may be a telephone/video appointment or face to face. We will arrange an appointment for you within 10 working days.
5. Attend your clinic appointment.

Will you still be looking after my child if they are on PIFU and don't initiate an appointment?

Yes, your child will still have follow-up appointments with us. We will arrange a follow-up appointment at 6 months to check that your child is continuing to make progress.

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

Just tell us and we will go back to booking regular appointments for you. Our team are happy to discuss any concerns with you.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust is committed to providing high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about