



NHS 24
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Hillington Park
GLASGOW
G52 4RU

NHS24.FOI@nhs24.scot.nhs.uk

Our Ref **FOI No. 00119-2025-26**

25 November 2025

Dear Applicant,

Information request: Full Disclosure

Thank you for your request dated 04 November 2025, made pursuant to the Freedom of Information (Scotland) Act 2002 (FOISA) for information relating to PANS PANDAS steering Group.

In this Request, you asked:

1. Recognition of Updated Guidance

Does NHS 24 recognise that the 2023 PANS PANDAS Steering Group Statement supersedes the 2021 BPNA Consensus Statement?

2. Actions Taken in Response to the PPSG Letter

Has information about PANS and PANDAS been shared with frontline services?

NHS 24 has considered your request and is pleased to provide the information requested.

NHS 24 has responded as follows:

Question 1 – Yes

Question 2 – No direct action required by NHS 24 (see below)

Parents who notice the sudden onset of symptoms such as those associated with PANS and PANDAS and want to seek a diagnosis and effective care for their child as quickly as possible, will normally have to do so through their own GP, and most likely be referred into pathways/services provided by their own territorial health board where available.

The PANS PANDAS Working Group Statement says 'it [the statement] is relevant to Primary and Secondary Care physical and mental health NHS services that may come into contact with children and young people presenting with acute onset neuropsychiatric symptoms' which is mainly referring to territorial board care provision, with the PANS PANDAS Steering Group (PPSG) recommending that all NHS Trusts to develop multidisciplinary team services to review and treat children with these presentations.

Although NHS 24 (through the 111 service in Scotland) may handle 3rd party calls from parents who believe their child is experiencing a sudden onset of symptoms such as those associated with PANS and PANDAS, the child will be triaged by the 111 service in accordance with their presenting symptoms to an appropriate clinician or clinical setting for immediate care at that time.

No formal assessment or diagnosis of PANS/PANDAS would be given by NHS 24 as this is the role of the child's own GP and relevant local NHS Board services.

Therefore, there is no impact of the updated guidance on the delivery of NHS 24 frontline services.

However, on reviewing our NHS inform platform we note that there is no specific information on PANS/PANDAS, and therefore we plan to review this at our next Clinical Change Governance

Group meeting in December 2025. We can decide at that meeting whether clinical content needs to be added. Also, we would be grateful if you could share your clinical guideline once published so we can review it against any clinical content NHS inform may have and update as appropriate.

This is a full release of all the information you requested.

Under FOISA, you have the right to ask NHS 24 to review this response. If you wish to do this, you should make a request for review to the:

Head of Information Governance & Security & DPO
NHS 24
Lumina
40 Ainslie Road
Hillington Park
Glasgow
G52 4RU

or by email to NHS24.FOI@nhs24.scot.nhs.uk quoting the relevant reference number at the top of this email within 40 working days of receiving this letter. Your request for a review must be in permanent form (letter, email, audio tape, etc.), and should state:

- That you are asking for a review of this decision and
- Why you are dissatisfied with the response you have received.

We will respond to your request for a review within 20 working days.

If you remain dissatisfied following the outcome of the internal review, it is your right to ask for advice and assistance from the Scottish Information Commissioner, and you can write to the Commissioner at:

Kinburn Castle
Doubledykes Road
St. Andrews
Fife
KY16 9DS

or by using the Commissioners online appeal service which can be found at:

[Appeal to the Commissioner | Scottish Information Commissioner \(foi.scot\)](https://www.foi.scot/appeal) (www.foi.scot/appeal)

You also have the subsequent right of appeal to the Court of Session, on a point of law only, if dissatisfied with a decision issued by the Commissioner. Any such appeal must be made within 42 days of the date of intimation of the Commissioner's decision notice.

Yours faithfully

NHS 24