



Royal Berkshire
NHS Foundation Trust

Cardiology Patient- Initiated Follow-Up (PIFU)

Information for patients,
relatives and carers

PIFU Direct Tel: 0118 322 6676

Royal Berkshire Connect

This leaflet explains what the Cardiology Patient-Initiated Follow-Up (PIFU) service is and how it can help you manage your condition.

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

Patient-initiated follow-up (PIFU) puts you, the patient, in control of when you are seen by the Cardiology Department.

Attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety – e.g. time taken to travel, park and wait for the appointment – if your condition is stable.

Sometimes, regular outpatient appointments may not result in any change to your treatment. In fact, your condition may flare up in between regular booked appointments, and it is during this time that you really do need our input. PIFU will put you in control of making an appointment when you need it the most.

For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.

How does PIFU work?

You will be advised by the Cardiology Team whether your condition is now suitable to have your follow-ups via PIFU, rather than regular appointments scheduled by the hospital.

Your clinician will have advised you about the process and given you this patient information leaflet for you to consider if you want to have your follow-ups in this way; **it is your decision.**

How would I book a PIFU appointment?

Booking an appointment to see the team is a quick and easy process.

If you have an exacerbation of your symptoms and need advice or an appointment, just call the number on the cover of this leaflet, or you can request one via the Royal Berkshire Connect Patient Portal.



Requesting a PIFU appointment:

- Log onto PPUK, Royal Berkshire Connect Patient Portal <https://patients.royalberkshire.nhs.uk/>, review your PIFU appointment request screen and any documentation provided. Complete the attached questionnaires and submit your request for an appointment.
- Alternatively, if you don't have internet access, you can telephone to request a PIFU appointment using the number on the front of this booklet (Mon-Fri 8am-5pm).

Please provide the following information:

- ✓ Your full name and date of birth.
- ✓ Your hospital number and/or NHS number.
- ✓ **Date of your last specialist appointment.**

Our administration team aim to arrange an appointment for you as soon as possible. You can view the status of your request at any time by logging into the portal. Once your care team has reviewed your request, we will send you a text message or email. Follow the link in your message to view an update on your appointment request.

If you do not require a follow-up appointment in the first 24 months of being on the PIFU pathway, we will discharge you back to the care of your GP. We will write to you and your GP if this happens. If you should develop recurrent symptoms after the PIFU pathway has been discharged, you will need to consult your GP as per usual.

If you want any more information about Royal Berkshire Connect, visit <https://www.royalberkshire.nhs.uk/royal-berkshire-connect>

If I do not opt for PIFU, will you still monitor me?

You can discuss the options for ongoing regular hospital follow up with a member of the team.

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

Yes, options for ongoing regular hospital follow up can be discussed with a member of the team.

When should I arrange a PIFU?

Call if you experience an exacerbation of your symptoms and feel you need to be seen in clinic. You may also be offered the opportunity to speak with a specialist nurse for advice, if required.

When not to use PIFU

If you require urgent medical advice, you should contact your GP, NHS 111, your local Walk-in centre or, if you are really unwell, your local Emergency Department (A&E) via NHS 111 or 999.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RBFT Cardiology Department, September 2026.

Next review due: September 2028.