



Royal Berkshire
NHS Foundation Trust

Urology

Patient-Initiated

Follow-Up (PIFU)

Information for patients,
relatives and carers

PIFU direct tel: 0118 322 8629

Royal Berkshire Connect

This leaflet explains what the Urology 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 Urology 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 Urologist 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.**

If I do not request a PIFU appointment, will you still monitor me?

If you do not contact us within the PIFU time period outlined by your urologist, you will be automatically discharged, and no further follow-

up appointment will be made. If your symptoms flare up again after this time, you will need to seek re-referral for Urology via your GP.

How would I book a PIFU appointment?

If, within your PIFU time period, your condition deteriorates and need to request an appointment, you can request an appointment via the Royal Berkshire Connect Patient Portal. Once your care team has reviewed your request, we will send you a text message informing you of your new appointment.

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 9am-5pm).

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



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 hospital appointments for you to attend for your review. Please discuss any concerns with a member of the clinical administration team who will be happy to help.

When should I arrange a PIFU?

Call if you experience a flare-up of your symptoms and need to have a telephone consultation with your urologist urgently.

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.