



Royal Berkshire
NHS Foundation Trust

Neurology Patient- Initiated Follow-Up (PIFU)

Information for patients,
relatives and carers

PIFU direct tel: 0118 322 5474

This leaflet explains the Neurology Patient-Initiated Follow-Up (PIFU) service for patients.

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 Neurology 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 deteriorate 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 Neurology Team whether your condition is suitable for a follow-up appointment via PIFU, rather than arranging a scheduled appointment.

The Neurology PIFU pathway can last up to 24 months, depending on your condition. Your clinician will discuss this with you and advise on how long your PIFU period will be. If your condition is not improving, or has worsened within this time period, the PIFU pathway allows you to book a follow-up visit when you need it. You will also be given 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 neurologist, 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 Neurology via your GP.

How to 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.

Just follow the steps below and the team will help you.

Requesting a PIFU appointment:

- You will receive a text message inviting you to register with the Royal Berkshire Connect Patient Portal.
- If you have not already registered, please follow the on-screen instructions to register. If you are already registered, continue to log into the portal.
- Once logged in, review your patient-initiated follow-up 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).

- Our clinical administration team will arrange an appointment for you as soon as possible and you will get a text to confirm the date and time. You can view the status of your request at any time by logging into your patient portal.

When not to use PIFU

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



For more information about Royal Berkshire Connect, visit www.royalberkshire.nhs.uk/royal-berkshire-connect or scan the QR code.

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

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

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