



Royal Berkshire
NHS Foundation Trust

Cardiology Patient- Initiated Follow-Up (PIFU)

Information for patients,
relatives and carers

PIFU Direct Tel: 0118 322 6676

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. 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 your patient 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 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.

Booking a PIFU in five easy steps:

- 1 Call the Cardiology Team on 0118 322 6676 (between 08:00 am and 5.00 pm).
- 2 Explain to the Team you need to have a PIFU appointment.
- 3 Agree an appointment date and time.
- 4 Decide whether you need immediate clinical advice from the specialist nurse for your symptoms.
- 5 Attend your clinic appointment.

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

- ✓ Your full name and date of birth.
- ✓ Your hospital number and/or NHS number.
- ✓ A telephone number where we can call you during normal hours between 8am – 4pm.
- ✓ **Date of your last specialist appointment.**

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 2025.

Next review due: September 2027.