



# Physiotherapy Patient-Initiated Follow-Up (PIFU)

---

**This leaflet is for patients, relatives and carers and explains what the Physiotherapy Patient-Initiated Follow-Up (PIFU) service is and how it can help you manage your condition.**

---

**PIFU direct tel: 0118 322 7811 / 0118 322 7812**

**Email: [rbft.physiotherapy@nhs.net](mailto:rbft.physiotherapy@nhs.net)**

## **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 Physiotherapy Department.

Attending outpatient appointments scheduled by the hospital can cause unnecessary hassle – e.g. time taken to travel, park and wait for the appointment – which may not be needed if your physio condition has improved. PIFU will put you in control of making an appointment if you need it.

## **How does PIFU work?**

You will be advised by the Physiotherapy Team whether your condition is suitable for follow-up via PIFU, rather than arranging a scheduled appointment.

The Physiotherapy PIFU pathway can last anywhere from 4 weeks to 6 months, depending on your condition and how long it takes for your symptoms to improve. Your physiotherapist 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.

## **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 physiotherapist, 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 physiotherapy via your GP.

## **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.

## **How to book a PIFU appointment**

If, within your PIFU time period, your symptoms are not improving as expected or your condition has worsened following your visit to the Physiotherapy Department, you can request an appointment via your Royal Berkshire Connect Patient Portal (see below). 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 using Royal Berkshire Connect:**

- Click the link in your welcome text message, or visit [nhs.my/rbh](https://nhs.uk/my/berkshire).
- Read the information on the welcome page and select 'start'.
- Enter your last name, date of birth and postcode, to login to your patient portal.
- A security code will be sent to your mobile number. Enter this and select 'let's go'.
- Fill out any details of why you are making the request, type of appointment preferred and select date and time preferences. Once you are ready, click 'submit'.

Our clinical administration team aim to arrange an appointment for you as soon as possible – 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.

To find out more about our Trust visit [www.royalberkshire.nhs.uk](https://www.royalberkshire.nhs.uk)

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

RBFT Physiotherapy, March 2026

Next review due: March 2028