

A stylized graphic on the left side of the slide, composed of several overlapping shapes: a purple circle at the top, a purple curved shape below it, a large cyan curved shape, a cyan circle, and a yellow curved shape at the bottom left.

# Royal Berkshire Connect

**Jacqui Page**  
**Patient Portal Programme Manager**  
**May 2026**

# Royal Berkshire Connect

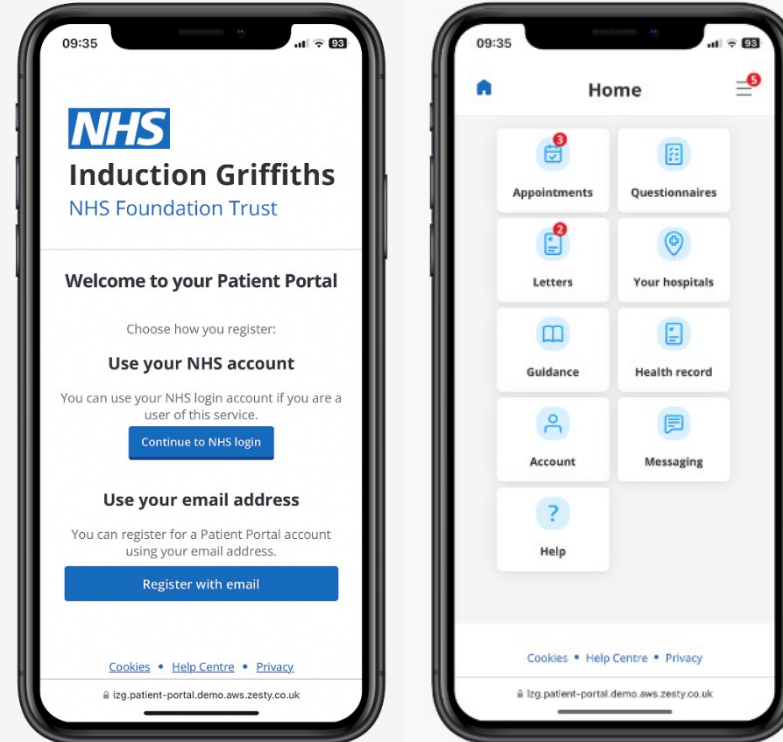
## (Patient Portal PPUK)

### Current features May 2026

- Outpatient Appointment management, including Radiology appointments
  - Confirming, changing and requesting appointments to be changed
- Choosing paperless preferences
- Receiving appointment letters through the portal
- Patient leaflets available through the portal
- Text reminders for appointments - 10 days and 3 days before appointment date
- Sending text messages for validation of waiting lists
- Patient questionnaires to be completed prior to appointments
- Video appointments, peer to peer and group appointments
- Pathology numerical results
- All features available through the NHS App

### New features to be rolled out from June 2026

- Receiving clinical letters through the portal
- Referral notifications, currently available in Physiotherapy
  - Patients receive confirmation through their patient portal that their referral has been accepted at the Hospital. Patients also receive relevant leaflets and questionnaires to be completed prior to appointment, through their portal.
- Patient Initiated Follow Up (PIFU), will be available in Physiotherapy, Neurology and Gynaecology
  - If appropriate using the patient portal, patients are able to request a follow up appointment if they require one rather than have a standard follow up appointment
- Remote Monitoring, will soon be available for ENT for Thyroid patients
  - Patients complete questionnaires through the patient portal and combined with test results this gives the clinicians the ability to monitor the patients condition remotely reducing the need for the patient to attend the hospital.



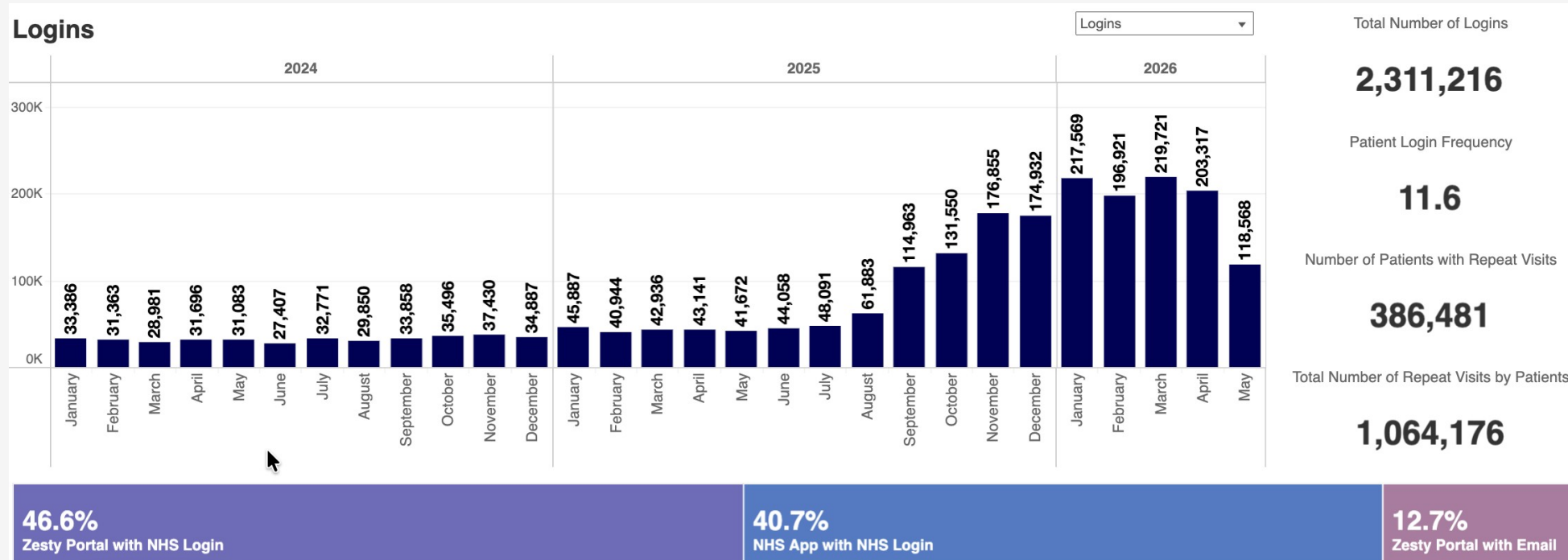
# Royal Berkshire Connect:

All time – 2022 – 9<sup>th</sup>  
February 2026

- 279,264 first invites sent (unique patients)
- 186,296 patients registered on the portal (66.7% adoption rate)



# Patient Logins to Royal Berkshire Connect Portal



# Current developments next 6-9 months

Clinical letters  
available in the portal

Referral notification roll  
out including indication  
of wait times and  
departmental  
information

Ability to cancel a  
referral digitally

Have a follow up  
appointment when I  
need it rather than time  
based follow up,  
(PIFU) roll out

Ability to reschedule or  
cancel appointments  
digitally

Digitally completing  
information prior to my  
procedure, pre op  
assessment.



## Possible future developments

The ask was to develop a 1, 3, 5 year roadmap



Reviewed the NHS 10 Year Plan and Trust Strategic Programmes



Looked at a patient journey and thinking about what needs they should be able to meet in 5 years time



Staff came up with the following:



# Appointment / Care Process using the portal

*“I want to access my information easily — without needing to register on the portal.”*

*“Can I attend all related appointments on the same day?”*

*“Help me find exactly where to go in the hospital — like Google Maps.”*

*“Let me check in digitally on my portal when I arrive.”*

*“I’d prefer more remote (virtual) appointments.”*

*“I want all my condition and care pathway information in one place on my portal”*

*“Notify me on my portal when it’s my turn to be seen in clinic.”*

*“I should be able to book a parking space in advance.”*

*“If I’m staying in hospital, let me choose my meals online.”*

*“Allow me to share my inpatient location with my loved ones.”*

*“I want to track my discharge progress.”*

*“Let me give consent for procedures digitally.”*



# After My Care

*“I want to message my care team easily”*

*“Let me report my condition and be monitored remotely”*

*“I need quick support if my conditions worsens.”*

*“Give me a simple way to provide feedback on my care.”*





# Thoughts/Priorities/What's missing

Take away:

What have we missed?

What would be useful that has not been mentioned



# Thank you

Contact Details:

[jacqui.page@royalberkshire.nhs.uk](mailto:jacqui.page@royalberkshire.nhs.uk)