

PATIENT INFORMATION

Take Charge of your Health with Patients Know Best

Patients Know Best (PKB) is a system that allows you and the people supporting your care to share information about your care. It also means you can communicate securely with those involved in your care in any NHS or private hospital or primary and social care. You can access it on your computer, smartphone, tablet or any device that has an internet connection.

How can I join?

The simplest way to join is to discuss this with your doctor who can send you an invitation via email to register with the service if s/he is already using it.

A second option is to go to the South Devon website at <https://my.patientsknowbest.com/registerPatientStart.action?icode=torbay> and click on the link to register as a new user.

Physiotherapy have introduced a new method of communicating electronically with their patients. Any patient registered with a GP in the South Devon area is now invited to create a Patients Know Best account to communicate directly with the Physiotherapy team at Torbay Hospital whilst enabling the patient to access information and store their medical records.

Physiotherapy patients can self-register by following this link <http://www.torbayandsouthdevon.nhs.uk/services/physiotherapy/physiotherapy-appointment-service/>

After you have registered for an account using this second method, the request will be sent to administrators at Torbay Hospital to be verified. This means they have to check that you are the patient who has opened an account before medical information is sent to you. The steps on the right identify how your account application can be verified.

Please note: If you have an account opened for you directly by your doctor, they know you already, so your account will not have to be verified using the steps on the right.

How can my application be verified?

There are 2 areas at Torbay Hospital, which will be able to verify your registration for an account. These are the reception desk at the main entrance on level 4, or the cashier's office near the outpatient reception on level 2.

Please bring your appointment letter with you. You will also need to provide some proof of identification to be verified. They will ask for 2 documents from the list below. One item of photo ID must be seen, along with 1 document containing your address:

- Birth certificate
- Marriage certificate
- Medical card
- Driving licence
- Passport
- Local authority rent card
- Paid utility bills (within the last 3 months)
- Bank/building society cards/statements
- National Insurance number card
- Payslip
- Letter from Benefits Agency/benefit
- Book/signing on card
- Papers from the Home Office
- P45

Once verified, you will be able to confirm the hospital areas that are relevant to your care and start communicating with these staff.

Frequently Asked Questions

1. Is it medically secure?

Yes. Patients Know Best is covered by the Data Protection Act and operates within strict NHS security standards.

2. Who owns the information?

The system operates for your benefit and is a patient-owned medical records and communication system, which enables you to allow others to discuss your health and treatment. This can include medical staff, friends, family and anyone with an email address involved in your health care, such as a social worker or carer.

You can at any time change who has access to your records. This may have an impact on the care you receive, but your doctor will be able to explain this in greater detail.

3. Why can't I use email to communicate with my healthcare team?

The system needs to ensure confidentiality, and because email cannot itself guarantee only the recipient reads the message, we are using PKB to offer a safer way of electronically communicating with you PKB. All information about your health is kept safe in the secure PKB website at all times. This makes it a lot safer and more secure than using your regular email account.

When receiving a message through the PKB system, you will receive a notification into your normal email to look in your PKB account.

This is a similar model to that which banks use when communicating financial information with their customers.

4. How can I learn more about the service?

For help and information about Patients Know Best, including how to send messages to your clinician, email help@patientsknowbest.com

5. Can I communicate with my consultant through this system?

When you register, we will link you with the relevant people who care for you at the hospital and are using the system.

6. Are other hospitals using Patients Know Best?

It is used internationally, and one of the benefits for patients is if you need to seek medical attention when abroad you will be able to access your medical record anywhere in the world through a computer, tablet or smartphone connected to the internet. This will help you share your medical information when abroad or on holiday.

UK hospitals already using Patients Know Best include:

Great Ormond Street Hospital

St Mark's Hospital

Royal Liverpool University Hospital and various GP Practices as well.

Further details can be found by using this link

<https://www.patientsknowbest.com/case-studies.html>

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.