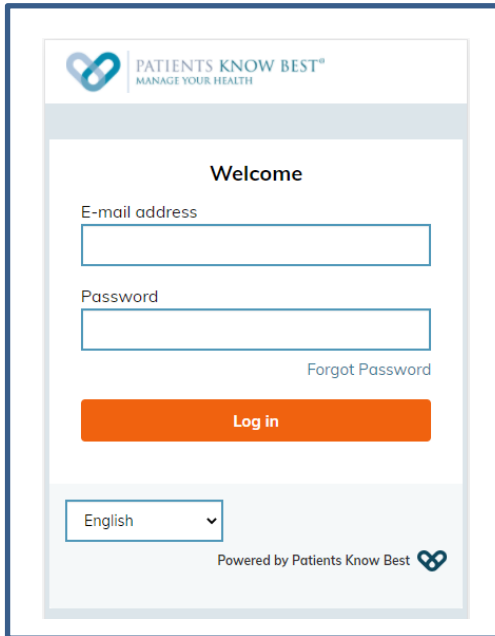


# Completing you Routine Consultation Questionnaire

If you have already registered for Patients Know Best (PKB), you will be able to use it to complete your Routine Consultation Questionnaire.

## 1) Login to PKB (<https://my.patientsknowbest.com/>)

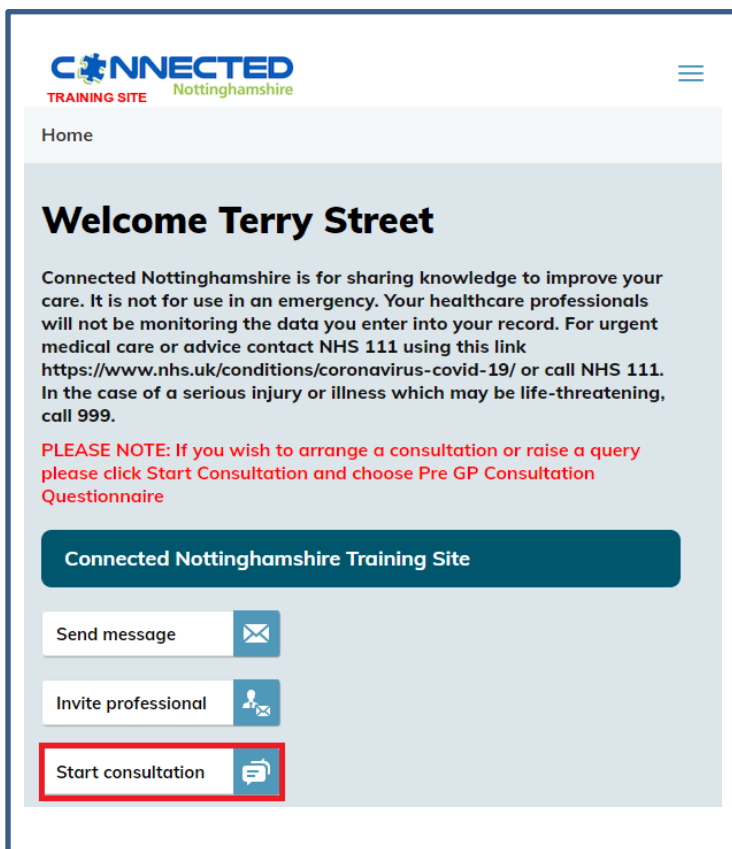


The screenshot shows the Patients Know Best login interface. At the top left is the logo with the text 'PATIENTS KNOW BEST' and 'MANAGE YOUR HEALTH'. Below the logo is a 'Welcome' heading. There are two input fields: 'E-mail address' and 'Password'. To the right of the password field is a 'Forgot Password' link. Below the input fields is an orange 'Log in' button. At the bottom left, there is a language dropdown menu set to 'English'. At the bottom right, it says 'Powered by Patients Know Best' with a small logo.

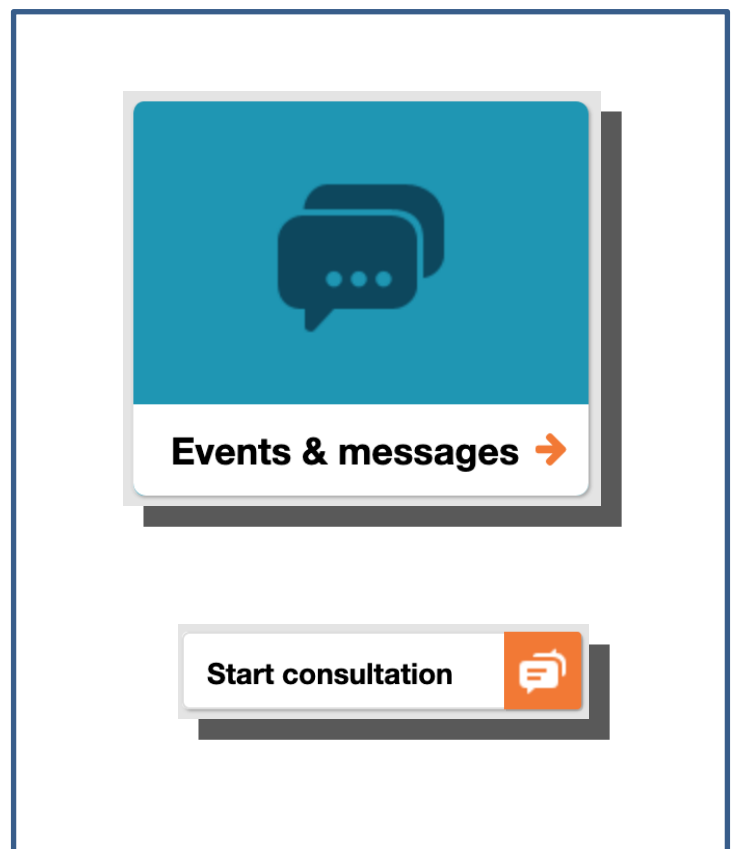
## 2) Click 'Start Consultation' from either:

a) The Home Screen

b) Events & Messages button



The screenshot shows the 'Connected Nottinghamshire' home screen. At the top left is the logo 'CONNECTED TRAINING SITE Nottinghamshire'. Below the logo is the text 'Home'. The main heading is 'Welcome Terry Street'. Below this is a paragraph of text: 'Connected Nottinghamshire is for sharing knowledge to improve your care. It is not for use in an emergency. Your healthcare professionals will not be monitoring the data you enter into your record. For urgent medical care or advice contact NHS 111 using this link <https://www.nhs.uk/conditions/coronavirus-covid-19/> or call NHS 111. In the case of a serious injury or illness which may be life-threatening, call 999.' Below this is a red 'PLEASE NOTE' section: 'PLEASE NOTE: If you wish to arrange a consultation or raise a query please click Start Consultation and choose Pre GP Consultation Questionnaire'. At the bottom, there is a dark blue bar with the text 'Connected Nottinghamshire Training Site'. Below this are three buttons: 'Send message' with an envelope icon, 'Invite professional' with a person icon, and 'Start consultation' with a speech bubble icon. The 'Start consultation' button is highlighted with a red border.



The screenshot shows a large blue button with a white speech bubble icon. Below the button is the text 'Events & messages' with an orange arrow pointing to the right. Below this is another button with the text 'Start consultation' and an orange speech bubble icon.

3) Select the 'Routine Consultation Questionnaire' from the drop down menu and then click on 'Start'.

**Consultation**  
Choose a consultation and answer the questions about your health. Do not use this for urgent messages.

Choose consultation

**Routine Consultation Questionnaire** ▾

Close Start

4) Complete the Routine Consultation Questionnaire and click on 'Submit' at the bottom.

Most of your health record is general health and includes information that most health professionals will use to deliver care

Social care

Information about the care you receive from your local authority social care team, including disability funding. This is very useful in helping to manage home care services

Mental health

Information about mental health conditions, for example diagnoses of anxiety, depression or schizophrenia. It is very useful for your GP to see such information alongside your mental health team

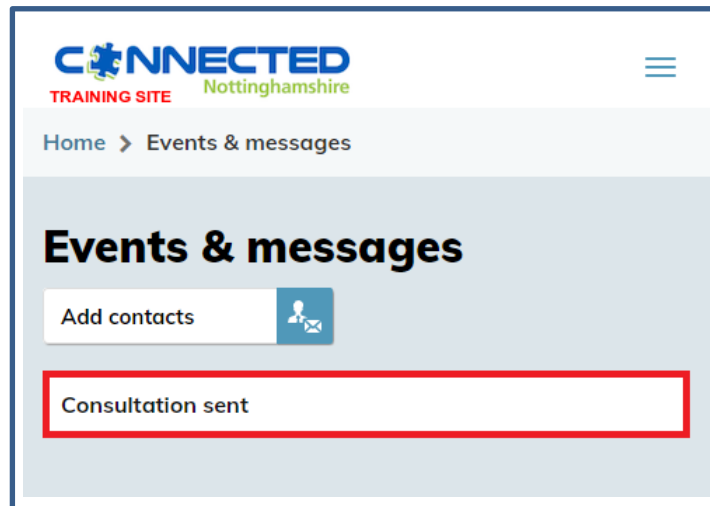
Sexual health

Information about sexual health. This includes reproductive health and sexually transmitted infections

Cancel Submit

**CONNECTED** | **NHS**  
Nottinghamshire

5) Your Routine Consultation Questionnaire is now sent to your practice. You will be contacted by a member of the practice via the PKB (and an email notification) if they require any further information.



*Please note: Once you've sent this consultation back to your practice, you will receive a response within **two working days**.*

*If you require any further support please contact our Digital Support Line:*

**Phone: 0115 883 8873**

*or*

**Email: [sfh-tr.getnottinghamshireconnected@nhs.net](mailto:sfh-tr.getnottinghamshireconnected@nhs.net)**