



**SUPPORTING  
PRACTICES IN  
GETTING STARTED  
WITH  
PATIENTS KNOW BEST**

**QUICK REFERENCE GUIDE FOR PRIMARY CARE PROFESSIONALS**



PATIENTS KNOW BEST®  
MANAGE YOUR HEALTH



Nottinghamshire  
Health Informatics Service  
*Transforming care through technology*

**This guide is aimed at supporting Primary Care staff when helping patients access the Patients Know Best (PKB) system and learning how to navigate its functions.**

## OVERVIEW

**Patients Know Best (PKB)** is a social enterprise and technology platform, designed to bring together patient data from health and social care providers and the patient's own data, into one secure Personal Health and Care Record.

It will provide a means for patients to send a message to start an online dialogue with their GP practice via a simple online questionnaire.

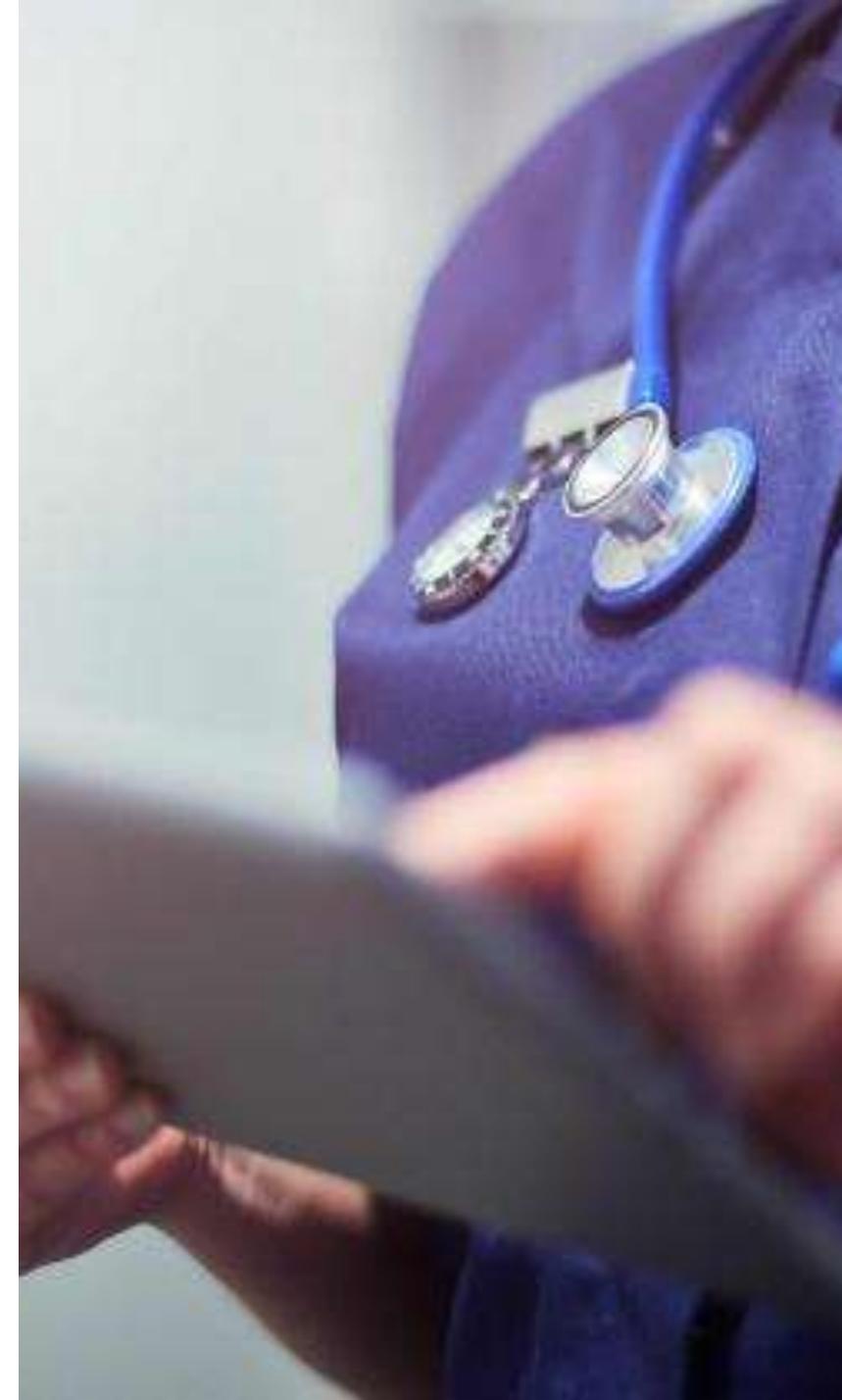
**The NHS Long Term Plan commits that every patient will have the right to be offered digital-first primary care by 2023-24.**

## OUR AIMS

- To achieve this commitment, the GP Contract has set out a number of digital primary care requirements, including:  
*“all patients will have the right to online consultations by April 2020 and video consultation by April 2021”*
- The recent COVID -19 preparedness letter (27.3.20) also mandated the implementation of online triage by 30th April, so implementation of PKB has been brought forward.

## OUR SUPPORT

The information website supporting roll-out and storing all the documents you will need to support your patients can be accessed by yourself and patients via a dedicated website. The website address and links can be found within this document under the various pages.



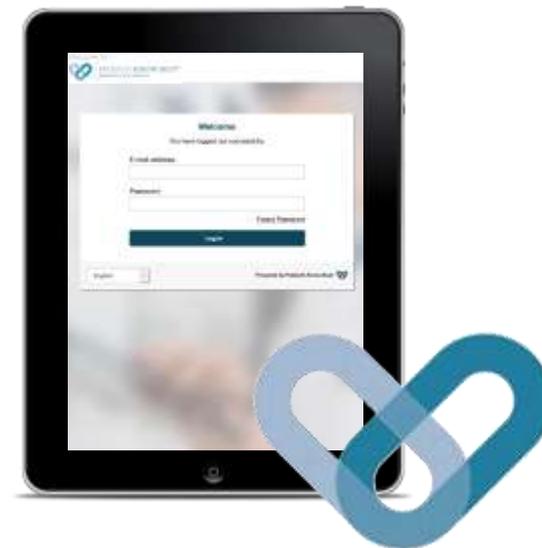


## What information is available to help support you and your patients?

Connected Nottinghamshire have prepared a number of guides all accessible on their website:

<http://www.nottsnhsapp.nhs.uk>

Professional documents are available on the website to help you; here is the quick-link to access:



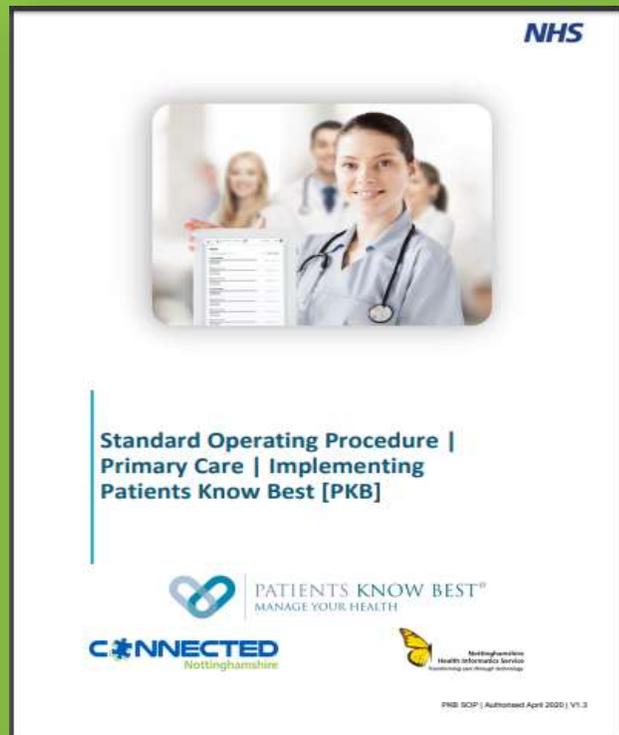
### [Helpful Documents for Professionals](#)

- Aimed at sharing advice and support.
- Functionality explained in step by step online leaflets
- What to expect at go-live / roll-out
- How PKB integrates with the NHS App
- In the first instance direct your patients to the online information guides and FAQs.
- Some patients may however require more help to access the app so may come to you for advice and help



# What to expect when going live with PKB

The Standard Operating Procedures (SOP) is a step by step guide to what will happen.



Clear guidance on what happens in the lead up, during, and after Go Live and an FAQ.



Essential documentation to complete and return in time for Go Live.



How PKB integrates with your patient records and, in June 2020, with the NHS App.



How to select staff within Primary Care to act as lead PKB people.

Click here to access the SOP and FAQs:

<https://nottsnhsapp.nhs.uk/support/helpful-documents-for-professionals/>

# What information will patients have on PKB?

There is a quick reference guide to getting started and several documents you can refer them to on the main website to support each step



## The Connected Nottinghamshire website contains:

- A Quick Reference Guide for Patients getting started with PKB
- A leaflet on starting a consultation online with a healthcare professional
- A leaflet on using the library function– useful support information for managing their own conditions
- A leaflet on secure messaging to healthcare professionals to ask queries
- A leaflet on how to share their Personal Health and Care Record with you and others involved in their care.

Primary Care staff can access all these documents to use themselves to support patients getting online with PKB through this link:

<https://notts NHS app.nhs.uk/support/helpful-documents-for-patients/>

# Organisations involved with the implementation of PKB

If you have any questions with the implementation of PKB please send these to the dedicated mailbox which is monitored regularly by the team [sfh-tr.notts NHS app@nhs.net](mailto:sfh-tr.notts NHS app@nhs.net)





For more information visit:

<http://www.nottsnhsapp.nhs.uk>