



PKB Communications Toolkit

Sample website content for Patients and Carers

We've provided below example content to explain PKB and how you intend to use it with your patients.

Key points:

- It helps patients navigate easily to the information if you signpost to the webpage from your website homepage.
- It should include details of how patients contact the Trust if there is wrong, missing or inconsistent data in their record. *NOTE: PKB doesn't have access to the data.*
- For areas where you have switched on the PKB/NHS App integration make sure you include the correct details for registration - see more below.

Access your health record securely online



Add images to make it more visual and interesting.

New Online Portal – Patients Know Best (PKB)

A single place for your health information

Access via the NHS App using your NHS login - [for areas that have switched this on]

Patients Know Best is [insert name of Trust]'s free online patient portal which provides you with access to your personal health information and designed to improve your patient experience. PKB will enable you to access NHS services and information via a website you can access from any device, and the NHS App using your NHS login and give you more choice and control over your care. All your information is securely stored in one place with instant notifications when new information is made available.

You will receive an invitation to register for PKB via email, SMS text message or posted letter [make it clear how patients will receive invites to register for PKB].

If you have not received an invitation but you have been a patient recently, you can register via the link below, once registered you can access PKB via the NHS App.



Login button to link to your login homepage

Register button to link to <https://my.patientsknowbest.com/nhs-login/login>

For a step by step guide to help you register using NHS login click [here](#).

After registering you can access PKB via the [NHS App](#).

The benefits of using PKB are: [Include the specifics of what data you will be sending into patient records straight away so they know what to expect when they register. Make sure to keep this up to date as more data is sent in]

- Accessing your appointment information digitally; including your outpatient or inpatient appointment letters.

- Accessing other types of letters including appointment booking letter invites, referral acknowledgements, DNAs & other clinic letters.
- Pathology and radiology results will be available in the future including messaging, questionnaires and care planning.
- You can view your medical information which will include emergency department, inpatient and outpatient visits.
- Access resources specific to you added by your healthcare team.
 - Personal information can be shared with your family, carers and health professionals including pharmacy. This will be your choice and can be amended at any time.
 - You can record your medical information such as any allergies or medication you are taking.
 - Record information relating to devices you are using such as fitbits.
 - Record information relating to devices you are using such as fitbits.
 - Track and monitor symptoms.
 - Add resources into your own healthcare library.
 - Access your information whenever and wherever you are - home or abroad.
 - Option to keep a health journal.

You may want to include your own FAQs about your own implementation of PKB for your patients. You can also link to our main FAQs on our website [here](#)

[ENDS]
