PKB Communications Toolkit

**Sample intranet content for health and care teams**

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# One patient, one record - health and care fit for the future of [region]

**We're pleased to introduce a NEW system designed to share a more complete record of care between healthcare teams and their patients.**

Patients Know Best (or 'PKB') is an online personal health records system that brings together patient data from health and social care providers and the patient's own recorded data into one secure health record.

This can help us to deliver high-quality, person-centred integrated care while empowering patients to better manage their health at home, or wherever they may be.

**How does PKB work?**

Patients Know Best is designed to give patients and everyone involved in their care easy access to a more complete health record. This includes the latest information on treatments, medications, allergies and care plans. The patient can share this information with their GP, pharmacist, family members, carers, or anyone else that is supporting them. This reduces duplication and improves patient care and experience.

**How does it help me?**

The system offers our clinical teams the ability to access a holistic real-time health record to help you make important clinical decisions based on accurate information from all the different health and care providers involved in the patient's care.

With secure messaging and the ability to conduct online questionnaires, it also means we can create the capacity to focus on patients that most need face-to-face care.

**How do patients benefit?**

The system gives patients and their health and care teams the peace of mind that wherever a patient goes, whenever they need care, everyone involved will have the full picture from the start. With PKB, patients can:

- see their appointments, medical letters, test results, care plans, allergies and record their medications.
- book appointments, record observations in a journal and access resources created by you.
- use secure messaging, shared care planning and symptom tracking in real-time.
- access self-management tools to make it easier and safer to monitor or track their health condition so they can quickly get help and support when needed.

**Improving care and outcomes**

This is an exciting opportunity to change ways of working to further improve patient care, outcomes and experience. Evidence from other trusts shows this is not only transformative for patients but it can also reduce demand and create capacity for our services. This is essential as we continue to manage the pandemic.

The new system will also help us to reduce our carbon footprint and support our ambitions for a 'greener NHS' by moving to digital services.

**Next steps**

As we implement the new system, we will provide training and support to help you learn how it works and equip you with the information needed to talk to patients.

We will also need your support to encourage our patients to register. This will be supported by an ongoing communications campaign.

Patients will be invited to register from [month] by [letter/ email/ SMS/ using the check-in system in outpatient waiting rooms].

[They will be able to log in to their Patients Know Best account using the NHS App, where they will be able to access their entire medical history, view test results and book appointments – all in one place.]

A dedicated webpage will also be available on our website which explains more about PKB, the benefits and how patients can sign up or get more information [add link when available].

**More about PKB**

Patients Know Best is a certified B Corporation, ethically and environmentally driven by a social purpose - to empower patients and those looking after them to 'know best' so that together we can sustain our health and care services for future generations.

To learn more about the benefits of PKB for professionals, visit patientsknowbest.com/healthcare-professionals.

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**Logo and icon**

- Patients Know Best logo (high-res PNG)
- PKB icon - this can be used on your website footer and alongside other social icons on the homepage to direct patients to the login page: my.patientsknowbest.com