

Your personal health record

2nd July 2020

Digital footprint in Sussex



We want to be able to provide each person in Sussex with the opportunity access to their personal health record to enable them to self manage and support any long term conditions they have.

Who is “Patients Know Best”

- ▼ Patients Know Best or ‘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 record.
- ▼ Patients can login to access everything from appointment letters and test results, to their multi-disciplinary care plans. To empower patients to play an active role in their health and wellbeing, they can also use specially designed tools to monitor and track their health condition.
- ▼ Patients Know Best works with local digital transformation programmes within the national infrastructure of the NHS App and NHS Login.

<https://patientsknowbest.com/>

What is a personal health record (PHR)

Examples of when a record is created

- ▼ When you are born you are provided with an NHS number
- ▼ When you register with your GP or dentist
- ▼ When you are referred to an outpatient clinic
- ▼ When you are admitted to hospital
- ▼ When working with a specialist team e.g. diabetes, cancer

Where is your PHR stored?

- ▼ Your GP uses a system called EMIS to capture and store your information
- ▼ Patients Know Best lives behind the NHS network, so it's just as secure as the information your healthcare providers already holds on you. Patient information is encrypted (or coded) so that only those people with consent to view your information can do so.

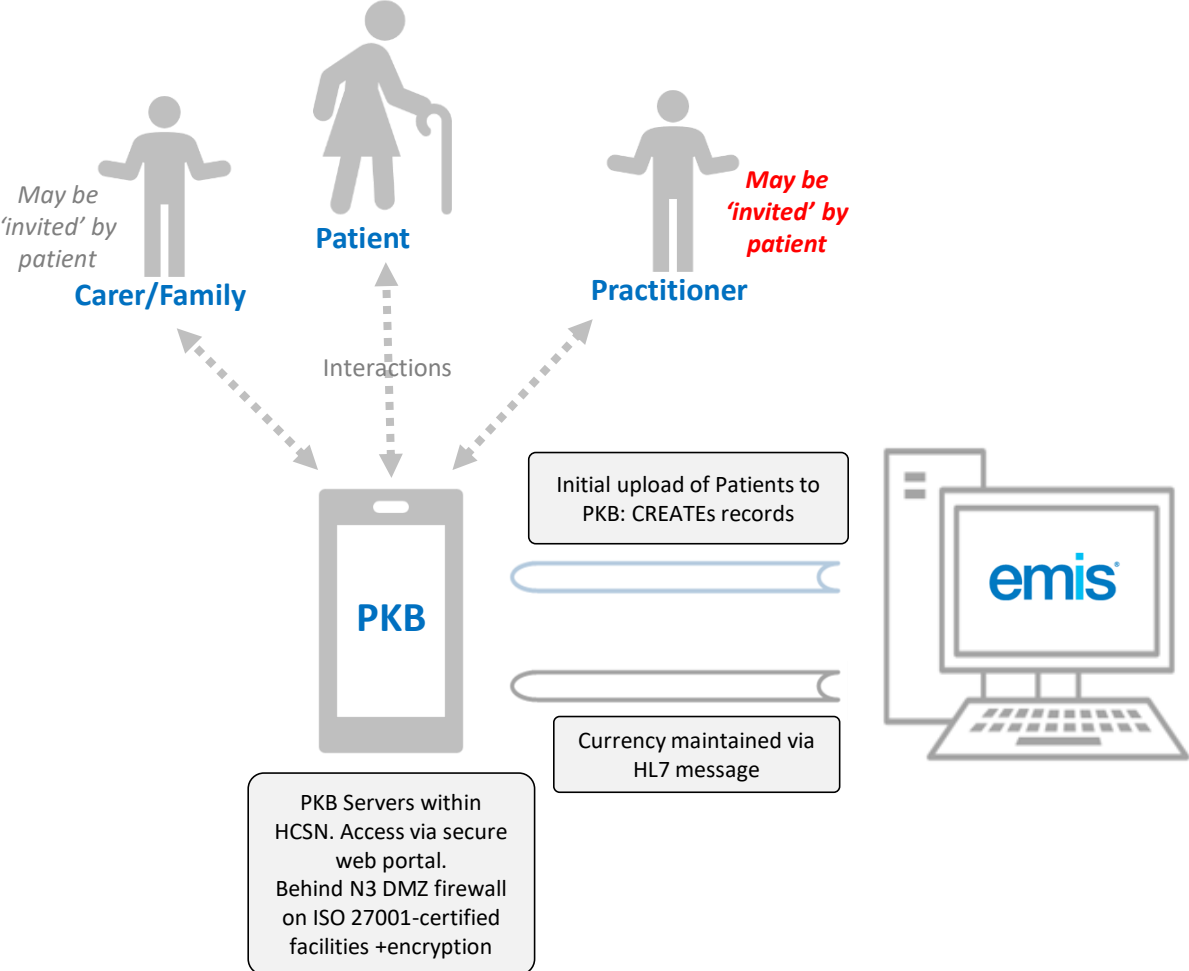
How will you benefit from sharing your personal health record

- ▼ You and those providing you with health and care services will have access to one single record
- ▼ Duplication and errors reduced
- ▼ You can tell us who you don't want to share your record with
- ▼ You will feel more in control of your health
- ▼ You will have secure access to your information (e.g. appointment and clinical letters) in one secure space
- ▼ The ability for you to share your information with family, carers and other clinicians providing your care
- ▼ You are able to take more responsibility for your health

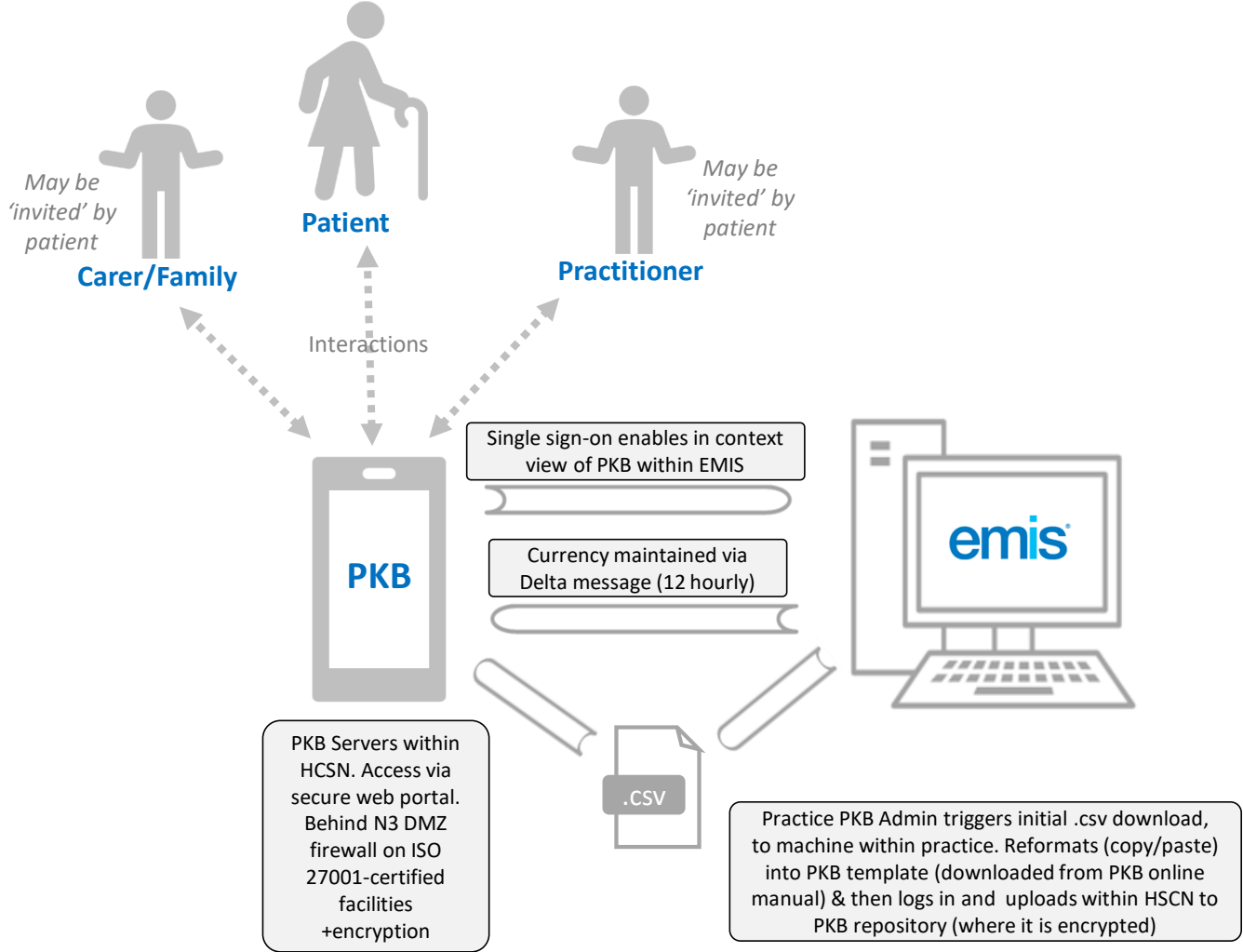
What are we doing with Preston Park Community PCN

- ▼ Starting with Preston Park Community PCN EMIS practices
 - ▼ Warmdene Surgery
 - ▼ The Haven Practice
 - ▼ Stanford Medical Centre

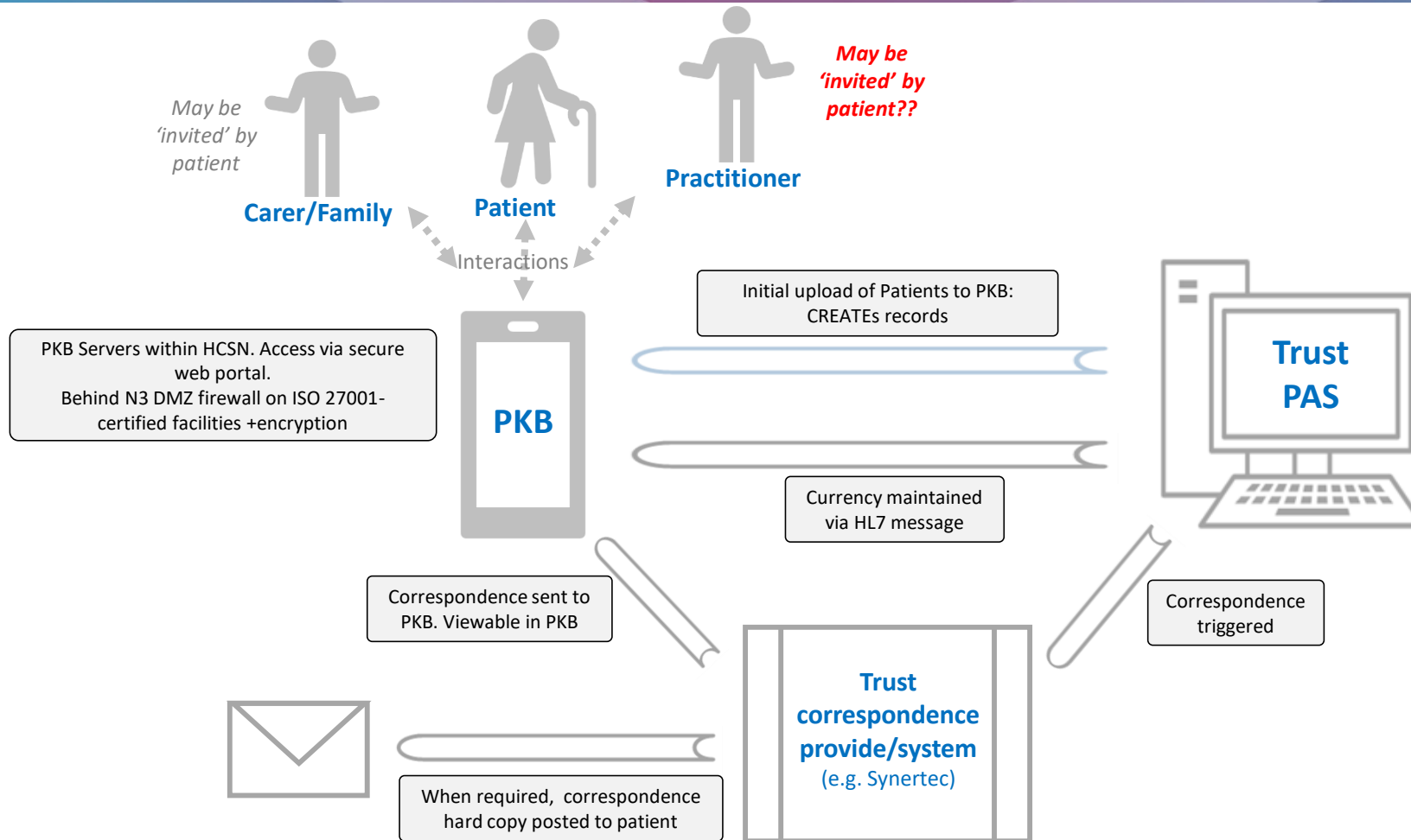
Basic PKB Implementation for Personal Health Record using automated upload



Basic PKB Implementation for Personal Health Record (using .csv upload)



Basic PKB Implementation for Personal Health Record Acute (with correspondence)



Next steps

- ▼ Next meeting
- ▼ Co-design of some of the patient-facing elements
 - ▼ Website
 - ▼ Quick reference guides
- ▼ PPG reps to reach people – training them to do this
- ▼ Use screens/monitors in surgeries – videos
- ▼ When appointment confirmation text is sent out can also add information about PKB
- ▼ Knock on doors with leaflet– F2F
- ▼ Television ads – Budget????