

Patients Know Best

How do I create a PKB account?

When your GP practice goes live with this service, you will receive an email from them containing instructions.

Please contact your surgery to make sure your GP has your up to date email address.

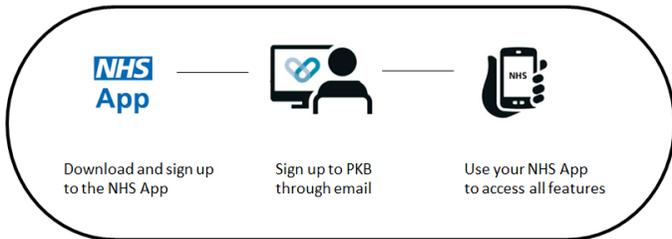
You access the Patients Know Best service using the NHS App so you will only need one log in after you have registered. This will give you more options of services that you can use in your NHS App.

What do I do if I need help?

There are lots of places to access support in the community and online.

Go to the Connected Nottinghamshire website for more details:

<https://www.connectednottinghamshire.nhs.uk/public-services/nhs-app/>



General Questions

How do the NHS App and PKB work together?

Once you have registered for PKB, you can log into your NHS App as normal and you will see the extra buttons that allow you to use the PKB tools.

I already have access to GP online access, why do I need this?

This is different because it allows all of your care providers to access your information if you share it with them. Nottingham and Nottinghamshire chose it for our patients because it is the most secure and advanced system which offers you more services than your GP Online Access.

How do I know my data is secure?

The NHS takes the security of patients' personal information very seriously. Your record is encrypted so that only you and those you choose to share it with can see what's on it.



Welcome to your Personal Health and Care Record

A simple and secure way to access a range of NHS and Care Services on your smartphone or tablet through the NHS app.

Available to all Nottingham and Nottinghamshire residents, paid for by your local NHS.



Your Personal Health and Care Record can be accessed on the NHS App supported by a software provider called Patients Know Best.

The NHS App

What does the NHS App do?

The NHS App gives you more control over your health and care. You can use the NHS App to:

- [Book and cancel appointments](#)
- [View your GP medical record](#)
- [Order repeat prescriptions](#)
- [Check your symptoms](#)
- [Find out what to do when you need help urgently:](#)
- [Register to be an organ donor](#)
- [Choose how the NHS uses your data](#)

How do I create an account on the NHS App?

Download the free NHS App from the App Store or Google Play.



Then set up your NHS login if you have not already got one.

You will need an ID document such as:

- A passport
- A UK driving licence (full or provisional)

Or use the details your GP surgery gave you when you registered for their GP online services.

You will then be asked to record a short video on your device so the NHS can be sure that you are you, and that no one is trying to use your ID to access your medical record.



Patients Know Best

What does PKB do?

Patients Know Best (PKB) allows you to see your information wherever you are, whenever you need to, in one place. You will have access to:

- A library of information to help manage your condition(s)
- A secure messaging facility to contact your GP surgery

Your personal account also allows you to:

- Share your information with your health and care professionals, family members and/ or carers so everyone that you have shared it with has an accurate record of your information
- Keep a journal or track your symptoms to show any changes over time
- Get data from your wearable devices automatically such as Fitbits
- Reduce the need to repeat information to different people, or to redo tests for different