

FREQUENTLY ASKED QUESTIONS [FAQ'S]

Implementation of PKB System



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Document Purpose: Guidance
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Description: This document sets out frequently asked questions (FAQs) relating to aid Primacy Care providers implement Patients Know Best [PKB] in practice.
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Questions for Practices about the PKB

Q1: What is Patients Know Best [PKB]?

A1: [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. It will provide a means for patient to send a message or start an online dialogue with their GP practice via a simple online questionnaire.

Q2: Why are we being asked to adopt it?

A2: The NHS [Long Term Plan](#) commits that every patient will have the right to be offered digital-first primary care by 2023-24.

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 preparedness letter (27.3.20) also mandated the implementation of online triage by 30th April, so implementation of PKB has been brought forward.

Q3: Why has the CCG chosen PKB (Patients Know Best)?

A3: In order to secure GP Forward View (GPFV) funding the CCG had to develop a Public Facing Digital Services (PFDS) Strategy in consultation with the public, who said they wanted to have a single Application to access a full range of NHS services. This informed our service specification and the procurement of a system that could fulfil these requirements.

Q4: Won't this increase our practice working?

A4: No, using PKB will not dictate how you run your practice. You still have to work to your GMS/PMS contracts. There is a facility within PKB to schedule video consultations but how this is set up will be determined by your practice and support to do this will be available.

The practice will be given a (practice specific) login to the PKB site and will need to organise a system where by patient messages and queries are picked up and dealt with. It is anticipated that queries will be dealt with in the same way as if the patient phones the practice or sends an email query currently. When the query has been answered or an action decided this is sent back to the patient via PKB and the thread completed.

In simple terms clinicians will continue to receive tasks via TPP in the same way as they do now.

Q5: Why can't we just continue to use SystmOnline instead?

A5: There are a number of reasons why PKB is being adopted:

- NHS app/PKB **provides patients with a single point of access** for their health and social care and will be linking patients with primary and secondary care and social care. (SystmOnline does not link with any other system/health and social care providers)
- PKB is accessible through the NHS app. The NHS app has some additional features over and above SystmOnline including access to self-care advice and nominating a pharmacy.

Q6: How do we set up PKB for our practice?

A6: As a first step you will be visited by a team from Connected Nottinghamshire [CN] / Nottingham Health Informatics Service [NHIS] to explain how the system works and the full 'on-boarding' procedure. This will involve identifying PKB 'leads' in the practice and signing Information Sharing Agreements. It will be necessary to develop an Implementation Plan (which is funded by the CCG) to document clinical pathways/training

requirements, and also to develop communication materials to explain to patients how to register and use the system. Visit <http://www.notts NHS app.nhs.uk> for further information.

Q7: What support can [CN], [NHIS] or the CCG offer to help practices set up PKB online consultation?

A7: This is detailed within this guidance. As well as the initial practice visit, the CCG is offering practices £400 for developing an Implementation Plan and 10p per (weighted) patient to recognise the training and implementation costs at practice level. The PKB system itself is free to use and funding has been secured for at least three years (subject to contract review).

Q8: Is the data in the PKB secure?

A8: Yes. Full assurance and information governance for health information standards are met. The NHS takes the security of patients' personal information very seriously, as discussed here: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/privacy/>

Patient Records and the existing systems and apps

Q1: Why do we have to make the full record available to patients and what does this mean?

A1: It is a requirement of the GP Contract to provide patients with online access to the full record – which includes coded data, and text entries – plus the ability to add their own information. This is subject to existing safeguards for vulnerable groups and third party confidentiality and system functionality.

Q2: Why have you chosen PKB to provide access to this information?

A2: We have chosen a model which links the NHS App with PKB (Patients Know Best) because this provides full record access via the NHS App (apart from correspondence) and the ability for patients to add their own information via PKB. Information added by patients is stored in PKB and **not** the GP clinical system. The patient will gain access via the NHS App, there will be no additional App required.

Q3: Why can't we just continue to use the EMIS/TPP apps?

A3: The EMIS/TPP apps are proprietary, linking only to their own systems. The integration with PKB will enable wider links to secondary care appointments and clinics, and social prescribing, all through a single log-in via the existing NHS App.

Q4: Won't the move across to PKB make more work for already over-stretched practices?

A4: Patients can register with PKB either via the practice or by the NHS App themselves once PKB is live, without any input from the practice. All that practices need to do is to publicise the NHS App. Visit <http://www.nottsnhsapp.nhs.uk> for details or for NHS App help visit: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/>

Information which patients view in the NHS App is directly downloaded from the existing patient record on the clinical system, while the information viewable in PKB is extracted and stored to create a patient held record. That information is encrypted in transit and storage so it cannot be accessed, except by an authorised patient. All PKB encrypted data is held on UK based servers.

Q5: How can we control the quantity of messages patients send to the practice?

A5: PKB will be configured so that messages are sent to the 'practice admin team', rather than individual clinicians. It will be possible through this route to determine the practice's response to anxious/persistent repeat messages – in the same way that practices deal with other types of 'frequent callers/attendance'.

Q6: What happens if a message is sent to the practice when it is closed?

A6: The secure message screen is configurable so it is possible to leave a very clear message to the effect that messages are only read 1-2 times a day when the practice is open and indicating what patients should do in the event of an emergency (See below). Currently the default response time is within 48 hours (core working hours).

IMPORTANT: DO NOT use message/consultation for urgent medical problems. Your message/consultation will be answered within 48 hours. If you think you have a medical problem that requires attention, please call 111 or 999 as appropriate.

Q7: What if we miss an urgent patient message which means that the patient does not have access to urgent care when needed?

A7: There are safeguards built into the system which highlight clearly to patients that this is not a means of communicating with the practice if they have an urgent clinical problem.

Q8: Is this instead of SystemOnline communications?

A8: No, the 2 systems can run in parallel. We think it will be sensible to use the same online questionnaires in both systems to make it easier for staff.

Q9: Does it link with SystmOne?

A9: Unfortunately not at the moment, which means data will need to be cut and pasted (as with emails) or attached to a patient record as a PDF in the short term. In in medium to long term (6-12 months) it is anticipated that this will be resolved and the systems will integrate with each other.

Q10: How do we record message exchanges in the patient's clinical record?

10: Initially, it is suggested that the practice admin team will triage incoming messages, in the same way that they currently do with incoming phone messages, creating a 'task' for the GP if there is a clinical problem requiring a response. The GP response can be copied into the GP record. We are working with PKB to develop a way of automatically recording this transaction in the GP system record.

Q11: Isn't this just going to make more work for practices?

A11: No. If a patient messages with a query, e.g. about a prescription, or an ongoing condition, they would have previously made that same query via a different route – either by telephone, in person at the surgery or making an appointment. Being able to respond quickly and directly to the patient via a secure message may actually reduce the need for tracking down patients by return telephone call. Online consultation will provide an alternative, not an additional, route for patients to consult with primary care.

In addition, because of the use of a questionnaire, it will require patients to provide certain information which will enable decisions to be made without the need to get additional information. It has the potential to be a more efficient way of dealing with queries and signposting patients.

Practices that have been piloting the system have reported very little increase in work (average practice currently getting 2-3 messages/day).

Q12: Can I use other Apps instead of NHS App/PKB?

A12: As independent contractors GP practices can choose to use to use another system if they wish. However, funding for GP online consultation has only been agreed by NHSE following our PFDS Strategy submission and subsequent procurement process. So alternative systems would need to be directly funded by practices choosing to implement them.

Q13: How does this all work for patients who don't have access to a computer or phone?

A13: Most of your patients have an Android or iPhone. The fastest growing age group accessing online services are the over-65s. However, online access remains an issue for many and Connected Notts has recognised this by developing a programme to promote digital inclusion. Also, it should be noted that this form of access is intended to supplement, **not replace**, current access methods.

Q14: What is the cost of this to practices?

A14: There is a recognised cost in developing an implementation plan and in changing systems and training staff. The NHS App and PKB are free to use at practice level, with funding secured for three years (subject to contract review).

Questions from Patients – please use this FAQ if needed to support their understanding

Q1: What devices can I use to log in?

A1: You can access your PKB record from any smartphone, tablet, or desktop device. There's no need to update your device or install new software. Simply use your web browser to log in at my.patientsknowbest.com. However, either you (or your carer) will need regular internet access to receive your correspondence and to access all the features.

Q2: Is the system secure; and how can I be sure my information won't be shared or sold?

A2: Patients Know Best is hosted within the NHS network, so it's just as secure as the information we as a hospital hold about you. We chose this system because it meets the stringent NHS requirements for health record systems and is fully compliant with the Data Protection Legislation 2018. All personal and health information is encrypted (or coded), with PKB only having access to your NHS number. This means only you and the people you choose can access your health information.

Q3: Does it cost me anything?

A3: No, there are no costs to you as a Practice as the service is funded by Nottingham and Nottinghamshire CCG.

Q4: I'm having technical problems. Who should I contact?

A4: Please email PKB directly at help@patientsknowbest.com. You only need to provide your name, the name of the organisation that created your account (i.e. Your Practice or Primary Care Provider) and a summary of the problem(s) you have encountered.

Q5: How easy is it to use PKB?

A5: Learning how to use a new online platform may seem overwhelming at first, but don't worry - Patients Know Best is designed to be simple, straightforward and secure. You are fully supported by CN, NHIS and PKB in the use and management of the system.

For more information how PKB can work for you, please visit their website at:

<https://patientsknowbest.com/healthcare-professionals/>

Alternately, visit the official Notts NHS App website at:

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