

Send a message ?

Do not use this for urgent problems as your message may not be read immediately.

To:

If the person you want to message is not listed you can [invite them](#) if you know their email address.

Subject:

Give a brief description of the reason for your message.

Message:

Write a short but complete message including all relevant details.

Attachment:

Up to 10 GB
Attach a document, photograph or video to help explain (e.g. a discharge letter or photograph of a rash).

Choose privacy

Choose privacy setting to determine who has access. For example, changing HIV to "General Health" means that everyone who has access to your general health record can see the diagnosis while changing it to "Sexual Health" means only those who have access to your sexual health record can see it.

<input checked="" type="radio"/> General health Most of your health record is general health and includes information that most health professionals will use to deliver care	<input type="radio"/> Social care Information about the care you receive from your local authority social care team, including disability funding. This is very useful in helping to manage home care services
<input type="radio"/> Mental health Information about mental health conditions, for example diagnoses of anxiety, depression or schizophrenia. It is very useful for your GP to see such information alongside your mental health team	<input type="radio"/> Sexual health Information about sexual health. This includes reproductive health and sexually transmitted infections

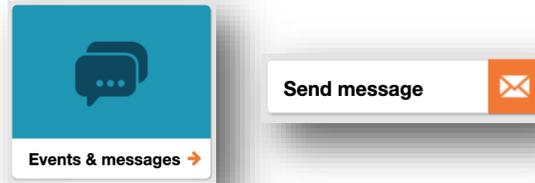
Step 3: Sending a Secure Message

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

Here you can send a secure message to your GP surgery or healthcare provider's administration team:

1. Click **'Send Message'** from either the **Home Screen** or **Events & Messages** button.

(See Home Screen 'Quick-Guide' on the previous page)



2. Choose the person who you would like to send the message to by selecting their name from the **'To'** dropdown menu.
3. Write the **'Subject'** of your message e.g. "Appointment Query" or "My rash is spreading despite the cream!" - try to be descriptive, but short.
4. Write your message in the **'Message'** box. Be brief, but make sure it's detailed enough to save the healthcare professional from replying to ask for more detail.
5. Use the **'Attachment'** option if you have useful files, pictures or discharge letters from hospital. You can upload them within this section.
6. **'Choose Privacy'** setting as PKB is your record—it is your decision on which privacy label you select, the default privacy label is 'general health'.
7. Finally click on **'Send'**



Logging into the PKB System

&

Sending a Secure Message

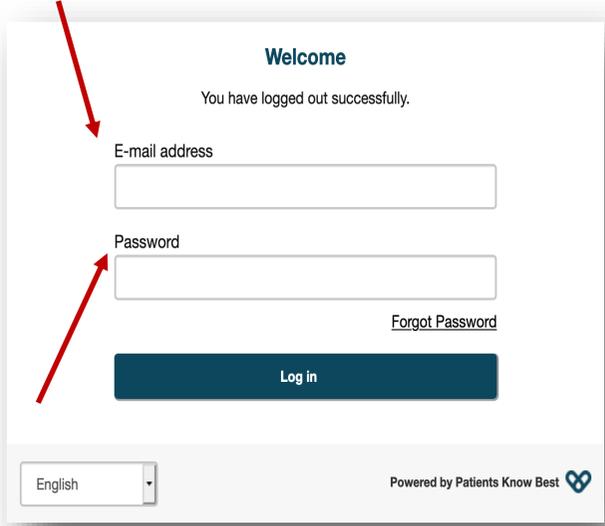
Patient User Guide

Step 1: Logging into PKB

When your practice creates your PKB account they will send you an email containing a link to activate your account. If you have not been invited, please contact your Practice to register.

Once registered, click on the link within your email to log in to PKB.

On the login screen - enter your **email address** and **password** :



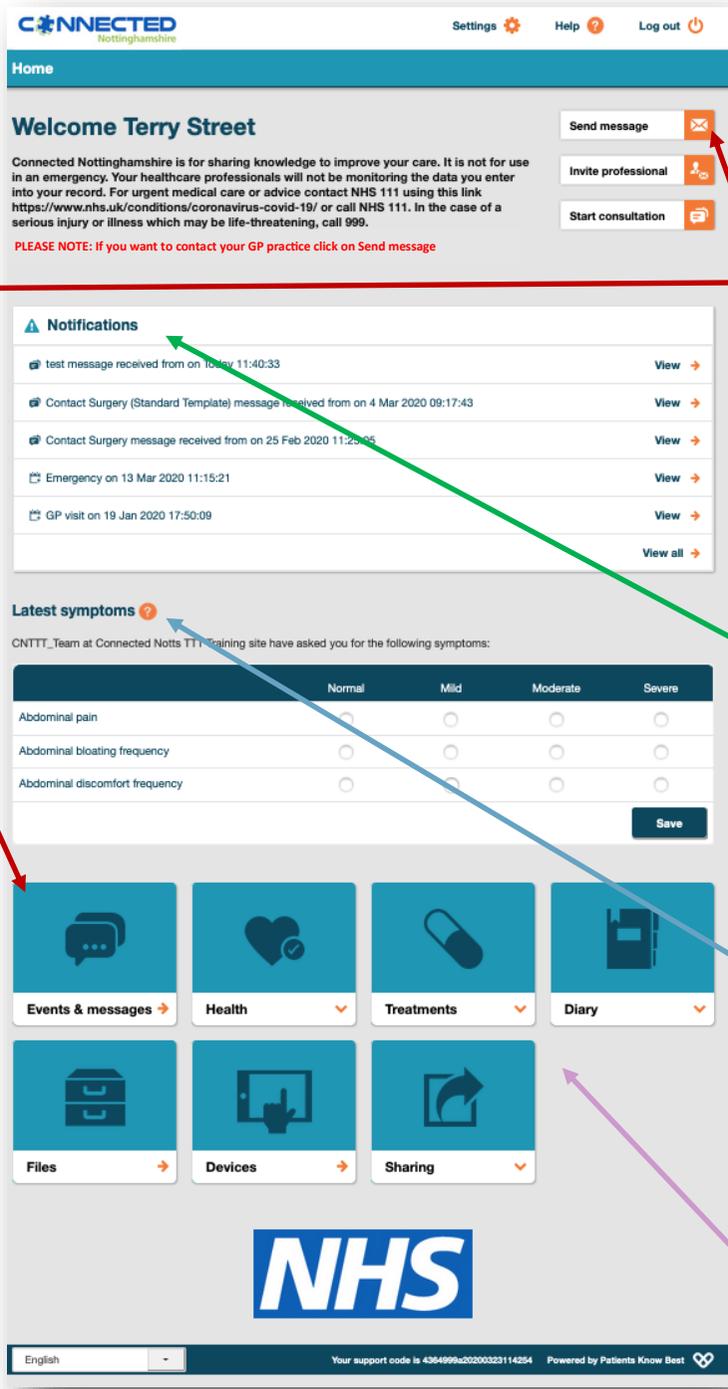
Once you have entered your details click on the 'Log in' button to access your record.

Step 2: Navigating the Home Screen

Here you can view, browse and access a variety of options within your Personal Health Record. This includes:

- ◇ Sending secure messages to your healthcare providers
- ◇ Monitor your symptoms
- ◇ Invite other healthcare professionals to view your record
- ◇ Link other health devices to your record

and much more...



The Home Screen 'Quick-Guide'

The home screen is split into sections. These sections are split into the following four areas:

◇ **'Send Message'**: is used to send a secure message to your healthcare provider—this can be accessed from either the Home Screen or Events & Messages button.

(Please turn over this leaflet for more information)



◇ **'Notifications'**: appear when a message has been created/ received or when you have received an update to your record, results, letters etc.

This can accessed from either the Home Screen or Events & Messages button.



◇ **'Latest Symptoms'**: Your healthcare provider may ask you to monitor your symptoms, this area is where you can self-monitor and record your symptoms.



◇ **'Quick Access Buttons'**: are where you can access the different sections of your record. The various buttons enable you to view results, self-register allergies, access medical leaflets and link you to various NHS websites.

