

# Completing your Routine Consultation Questionnaire

Once you have registered for the NHS App, you will be able to use it to access consultations as long as your practice is using Patients Know Best (PKB) and has made this function available.

## 1 First login to the NHS App

Enter your NHS login details

Email address

Password

[Forgotten your password?](#)

**Continue**

[Set up an NHS login](#)

## 2 Select MORE (at bottom of screen)

Home

Welcome,  
**Sam Smith**

Date of birth:  
**16 November 1989**

NHS number:  
**888 123 4567**

[Check your symptoms](#)

[Book and manage appointments](#)

[Order a repeat prescription](#)

[View your GP medical record](#)

[Manage your organ donation decision](#)

Symptoms Appointments Prescriptions Health records **More**

## 3 Select messages and consultations

Messages

[GP surgery messages](#)

Send or view messages from your GP surgery

**Messages and consultations with a doctor or health professional**

Send or view messages and online consultations with a doctor or health professional

[Health information and updates](#)

View messages from health services and the NHS App

## 4 A warning message will appear, click Continue to proceed.

Messages and online consultations

**This is a connected service**

Your GP surgery or hospital has chosen this personal health record service provided by Patients Know Best.

**Continue**

[Find out more about personal health record services.](#)

**5** An Agree to share screen will appear, click on Agree and continue.

**Agree to share your NHS login information**

Your NHS login is:  
Your NAME here

To continue, you need to agree to share your NHS login information.

'Patients Know Best' will use your:

- NHS number
- date of birth
- last name
- your unique ID for this service
- email address
- mobile phone number
- first names

Before you agree, you should read their terms of use and privacy policy to check how they will use your information.

**Agree and continue**

Feedback

**6** A PKB login screen will appear. Please enter your password and click Confirm.

Your GP surgery or hospital provides this service

**Enter your Patients Know Best password**

You only need to enter your password once.

Password

**Confirm**

[Forgot Password](#)

English

Powered by Patients Know Best

**7** Select Start Consultation in the 'Events & messages' menu.

10:15

**NHS**

< Back

Your GP surgery or hospital provides this service

**Events & messages**

A record of events and communications between you and your teams. This includes events, messages, letters, online consultations and details of visits.

Send message

**Start consultation**

**8** Select the Routine Consultation Questionnaire and click 'Start'

**NHS**

< Back

Your GP surgery or hospital provides this service

**Consultation**

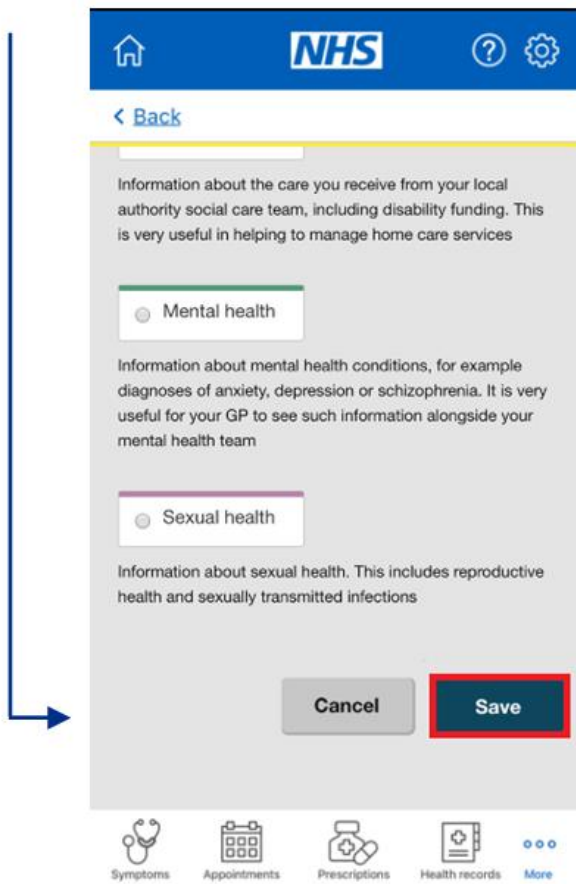
Choose a consultation and answer the questions about your health. Do not use this for urgent messages.

Choose consultation

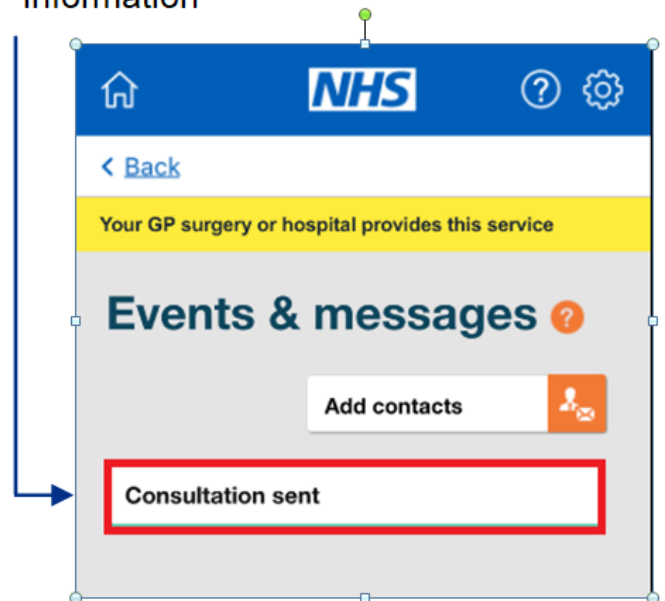
**Routine Consultation Questionnaire**

Close **Start**

**9** Answer the questions and click on 'Save' at the bottom



**10** Your Asthma consultation is now sent to your practice. You will be contacted by a member of the practice via the NHS App / PKB if they require any further information



***Please note:*** Once you've sent this consultation back to your practice, you will receive a response within **two working days**.

***If you require any further support please contact our Digital Support Line:***

***Phone: 0115 883 8873***

***or***

***Email: [sfh-tr.getnottinghamshireconnected@nhs.net](mailto:sfh-tr.getnottinghamshireconnected@nhs.net)***