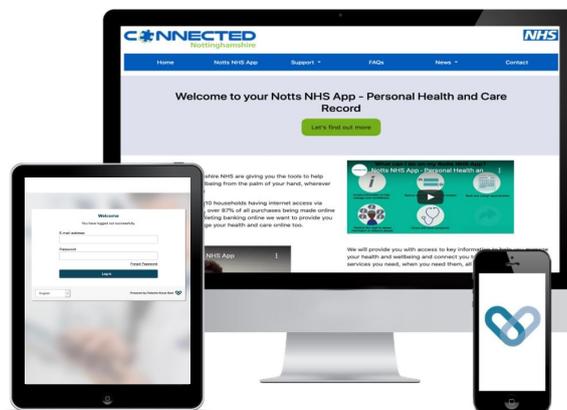


Emails you might receive from Patients Know Best [PKB]

When your account is created by your GP practice, PKB will send you an email asking you to complete registration.

NOTE: Which email is sent to you depends on whether you already have an existing record, or belonged to another team within your practice. Here are some examples to show you what they may look like:



If you receive an email and you are not sure that it is from either your healthcare provider or PKB, please either visit the Connected Nottinghamshire Website or contact their email address for help and advice.

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

 sfh-tr.nottsnhsapp@nhs.net

Example 1 - If your GP Practice has created your record and added you to their team

If you do not already have a PKB record, one will be created for you within PKB by your GP Practice and you will receive the following email:

Dear Andrew,

A team at St. Augustine Mental Health Trust wants to share your health information with you.

They will not see any other information in your record.

To accept this request, click on this link: <https://sandbox.patientsknowbest.com/patient/accept.action?invitationId=7498476&e=maxpain%40pkbtest.com>

If you have any questions, please contact St. Augustine Mental Health Trust.

Please do not reply to this email; this address is not monitored. [Log into your record](#) to see your medical information and manage your care.

Yours,

Patients Know Best Help Team



w: <http://www.patientsknowbest.com/contact-us>

e: help@pkbtest.com

Example 2 - What if you already have a PKB record and are invited to join the Healthcare team

If your record already exists, and your GP Practice invites you then you will receive the following email. This usually happens when your GP Practice invites the patients on an individual basis. However if you have already registered this will not happen.

Dear Melissa,

St. Augustine Mental Health Trust has invited you to access your medical information to help you manage your health.

To complete your registration click on this link:

https://sandbox.patientsknowbest.com/go/samht_crisis/4526555/87JZcjp3OG

Please do not reply to this email; this address is not monitored. [Log into your record](#) to see your medical information and manage your care.

Yours,

Patients Know Best Help Team



PATIENTS KNOW BEST®
MANAGE YOUR HEALTH

w: <http://www.patientsknowbest.com/contact-us>

e: help@pkbtest.com

Example 3 - Your record has been created and you have now been invited by a team/professional (GP Practice)

If you already have a registered PKB record, and your record already exists, PKB will send the following email:

Dear Mr Simon Smith,

Dr. Kate McNulty at St. Augustine Mental Health Trust allowed a new team to see your record to help manage your health.

To change who can see your record, please click on this link:

<https://sandbox.patientsknowbest.com/patient/myConsentTeam.action?tab=invitations&subTab=myClinicians>

Please do not reply to this email; this address is not monitored. [Log into your record](#) to see your medical information and manage your care.

Yours,

Patients Know Best Help Team



PATIENTS KNOW BEST®
MANAGE YOUR HEALTH

w: <http://www.patientsknowbest.com/contact-us>

e: help@pkbtest.com

Example 4 - If you already have a PKB record but it is outside of your GP practice (e.g. Hospital or Private healthcare)

If you already have a record created but you have not registered then you will receive the following email to register with the GP Practice.

Dear Andrew,

A team at St. Augustine Mental Health Trust wants to share your health information with you.

They will see other information in your record marked with general and mental privacy. They will not be able to see information marked with social and sexual privacy.

To accept this request, click on this link: <https://sandbox.patientsknowbest.com/patient/accept.action?invitationId=7498476&e=maxpain%40pkbtest.com>

If you have any questions, please contact St. Augustine Mental Health Trust.

Please do not reply to this email; this address is not monitored. [Log into your record](#) to see your medical information and manage your care.

Yours,

Patients Know Best Help Team



PATIENTS KNOW BEST®
MANAGE YOUR HEALTH

w: <http://www.patientsknowbest.com/contact-us>

e: help@pkbtest.com

⚠ **Privacy Labels:** are controls in who can view/access your record information. These can be changed within your PKB account settings at anytime.

Privacy Labels within PKB

Your GP Practice is defaulted to 'General health' however these can be changed. 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. The following options are available within your PKB account.:

General health

Most of your health record is general health and includes information that most health professionals will use to deliver care

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

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

Sexual health

Information about sexual health. This includes reproductive health and sexually transmitted infections