# FREQUENTLY ASKED QUESTIONS [FAQ'S]

PKB use in Primary Care

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| *Author:* Kalpesh Raithatha | |
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| *Contact details for further information:* Website http://www.nottsnhsapp.nhs.uk E-mail sfh-tr.nottsnhsapp@nhs.net | |
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# Questions from Practices about Functionality

**Q1:** How easy is it to see messages that come through? Is it easy to see if a message has been actioned?

**A1:** [New/unread messages are clearly marked to in green and the most recent messages will appear at the top of the current message list. The message 'flag' changes colour once it has been opened/read.
Once a message has been actioned it can be archived. Thus only messages that require further action will appear in the current message list. There is a 'toggle' on the message list view so it is also possible to review archived messages..

**Q2:** Is it possible to control the amount of messages/queries coming through to PKB once we start to use it?

**A2:** Once a patient is registered to use PKB they can send a message. It is clear from the message interface that this is only intended for non-urgent queries. Unlike some 'online total triage' systems PKB does not require every contact to be preceded by a message.
The number of messages will depend on the number of patients registered. Practices can invite patients to register to use PKB gradually over time.

**Q3:** Can I create a custom consultation/questionnaire that will work for my practice?

**A3:** Yes - PKB are happy to support in the creation of custom templates that practices require. In the first instance, please contact Connected Nottinghamshire (sfh-tr.nottsnhsapp@nhs.net) to discuss this.

**Q4:** Does PKB support video consultations?

**A4:** Video consultation functionality is not offered directly through PKB as video solutions differ across organisations e.g. currently accuRx in Primary Care and Attend Anywhere in secondary care. PKB works with these solutions and links to video appointments can be added to PKB.
We are currently working with Sherwood Forest Hospitals to upload a feed of appointments directly into PKB. This will allow patients to click on the link to their video consultations from the NHS App/PKB, launching the video consultation on whatever device they are using (e.g. phone, tablet, laptop).

**Q5:** Does PKB integrate with SystmOne/EMIS?

**A5:** There is a 'contextual link' within SystmOne and EMIS Web. This means that if you click on the PKB icon from within a patient record in the clinical system this will take you straight to that patient's PKB record. This is a 'Single Sign-On' process, meaning that you can view the record without the need to log in to PKB.
Technical work is continuing to develop a solution that will push data from PKB to clinical systems (e.g. TPP/EMIS) using Fast Healthcare Interoperability Resources (FHIR) technology. This will initially include information collected in pre-consultation/consultation questionnaires on PKB, allowing practices to store and access messages in the TPP/EMIS clinical record.
The first use case that is being delivered is for Asthma consultations completed in PKB to be sent in a message through to SystmOne/EMIS Web: practices will then be able to save this into the patients record. This is expected to be available in December 2020/January 2021.

**Q6:** Does PKB link to the NHS App?

**A6:** Yes - if your 'bulk upload' has been completed and you are 'Live' with PKB, then it is possible for your patients to claim their record and access PKB through the NHS App without needing to log in to another system.
In the near future any patient who is already registered to use online services at a practice via TPP/EMIS will be identified during the NHS App registration process, which will make registration much simpler.

**Q7:** How can a patient access PKB?

**A7:** Patients at practices that are 'Live' with PKB can register for PKB by downloading and registering with the NHS App. This means that patients can access the functionality of PKB within the NHS App without having to login separately.
Alternatively, patients can be invited to register for PKB through an SMS message initiated by the practice. Connected Nottinghamshire are working with practices to arrange for SMS PKB invitations to be sent to all or specific cohorts of patients to register PKB.

If individual patients request a PKB account, practices can add an email address to the patients PKB record, this will automatically trigger a PKB invitation to the patient.

**Q8: What PKB functionality can patients access through the NHS App?**

A8: Patients can access the following PKB functionality through the NHS App if their practice is 'Live':

- Messages (non-urgent message requests)
- Questionnaires/Consultations (e.g. asthma review template)
- Health tracking (patient recorded symptoms and biometrics)
- Library (practice specific leaflets, patient information etc.)

The benefit to patients of accessing via the NHS App is there is a single secure sign-on to view their medical record, see results, order medication, book GP appointments (when this restarts) and view GP & hospital appointments.

Sherwood Forest Hospitals are trialling an initiative to send patients copies of their out-patient appointment letters via PKB.

**Q9: Is PKB being used anywhere else in Nottingham and Nottinghamshire?**

A9: PKB is being rolled out across Nottinghamshire to various organisations/teams including:

- Social Care
- PICS
- Sherwood Forest Hospital
- Link Workers
- Care Homes

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# Questions from Practices about Support and Workload

**Q1:**   Is there any support available to implement PKB at my practice rather than just a generic training session?

**A1:**   Connected Nottinghamshire can work with practices to look at their internal business processes to map out how they might work with PKB. Our Project Manager/Digital Nurse Lead are available for these sessions and the team can walk you through the process of using PKB with SystmOne/EMIS Web.

**Q2:**   Will using PKB increase our workload?

**A2:**   Unlike some 'online total triage' systems PKB does not require every contact to be preceded by a message. Instead, PKB offers patients an alternative to dealing with a non-urgent query over the phone. The aim is for PKB to divert traffic from phone lines to PKB so there will be no net increase in workload.

PKB is closely integrated with the NHS App. Laboratory test results are visible within the NHS App, with the GP's comments attached. This should reduce the number of queries received relating to test results.

A number of Long Term Condition (LTC) templates have been developed. These can be completed and returned prior to review, potentially saving time in the consultation, or even allowing the review to be conducted remotely, reducing the number of unnecessary face-to-face appointments.

A self-referral template for musculoskeletal conditions has been developed in mid-Notts which should facilitate direct access to PCN deployed physiotherapy services.

**Q3:**   Practices are extremely busy at this time and we do not have capacity to support patients in the use of PKB/the NHS App. Is there any support available for patients?

**A3:**   Yes, patients can call the Connected Nottinghamshire Digital Support Line assistance with PKB and the NHS App:

0115 883 8873
sfh-tr.getnottinghamshireconnected@nhs.net