



General Frequently Asked Questions (FAQs)

Who can view my record?

With your consent, other care providers will be able to access this information so that everyone who looks after you understands the type of care and support you need and want.

Both you and your healthcare providers can input information, and you can choose the information you want to share and who you want to share it with.

Will this affect my care?

No, this will not affect the care you already receive from us. Instead, it's designed to improve and support your care and experience, help you to be more involved in decisions, get better explanations from us, and give you the tools to manage your care safely at home.

How secure is my information?

PKB is hosted within the NHS network. Patient information is encrypted/ coded so that only people with consent to view your information can do so. All information is protected by the NHS firewall and to add another layer of security, data is encrypted in both transit (i.e., when the information comes in and out) and storage. With each patient record uniquely encrypted, only the people whom you give consent can decrypt and access the record. This approach means your information is always private and very secure.

How is my information shared?

With PKB you are in control of your information, and you can have access to key parts of your health and care record 24 hours a day from your own digital devices.

As the platform continues to be developed you will be able to access more information and keep track of appointments, letters, care plans and more.

You can choose to share different information with each care provider relevant to the support you need from them. With your consent, other care providers will be able to access this information – you can choose to share the information you want to share.

Every authorised user is either a service user or a professional. You can add any information you would like to into your record, and you will be authorised to access information from other organisations after an identity verification process.

The process is different for each organisation. A professional is a user whose employer (e.g. NHS hospital or county council social worker) has identified and authorised them to use the system. You may choose to invite a carer or professional who has not been formally identified. There will be a full audit trail of who gave who access to which accounts.

As currently happens, information will continue to be shared between your GP and the NHS services they refer you to, to enable your treatment as part of direct care arrangements.

When will the new features be available?

More information on this coming soon.



Does this mean I won't receive any letters or texts from my those treating me?

No, you will still receive letters from your teams in the normal way. This is just another way to check your appointments and health record.

Can I ask someone else to register on my behalf?

Yes, you can ask someone else to register on your behalf, with your consent. However, they should not use their own email account to do this. If you want a family member or carer to have access to your record they can be added in the "sharing" section. This will allow them to set up their own account and allow you to control the level of access they have to your record.

What if I don't have an NHS login?

If you do not have an existing NHS login, don't worry. You will be prompted to create one after entering your email from the NHS login sign in page. If you do not have the NHS App, [you can download it here](#).

Who do I contact for issues with PKB?

For any technical web issues, please contact the Patients Know Best team at help@patientsknowbest.com. This is not linked to Barnet, Enfield and Haringey Mental Health Trust, so please do not share any personal or clinical information in this email.

For any other issues or questions about your data, you can contact our own team at beh-tr.pkb@nhs.net