

Dear Patient,

We are introducing a new online service that gives you secure access to your health and care information from your smartphone, tablet or computer. This is also known as your personal health record (PHR) and is designed to improve your experience and access to NHS services and information.

This service is provided in partnership with Patients Know Best (PKB). It's part of our promise and on-going commitment to give you more choice and control over your care. This record is yours and yours alone and is a simple and secure way to add, manage and organise your health and wellbeing information.

In the next few days, you will receive an email invitation from us with details about how to register.

After you have registered you will be able to:

- **See** your health records securely online, anytime, anywhere. You will be able to see your hospital letters and appointments, medical correspondence with your healthcare team, from any internet-connected device.
- **Share** your health record with family, carers and health professionals if you choose.
- **Record** important information about things like medications, allergies and diagnoses. You can also use the online “journal” to record and monitor any symptoms you are experiencing.

You may find that some areas of your record are currently empty, but over the coming weeks, data will start to appear which will be accessible to you. You will be notified via email from messages@patientsknowbest.com when your record has been updated.

If you already have a Patients Know Best account, you may receive an email from messages@patientsknowbest.com titled 'A new team can see your record'. This does not mean that your record has been shared. To start using and sharing your record with us, please click on the link in the email to change your sharing preferences.

Further information can be found on our website
<https://www.seshealthandcare.org.uk/priority/digital/>

Yours sincerely,

Cheryl Palmer
Practice Manager
Stanford Medical Centre