**Keeping your information secure**

The Personal Care Record is hosted by a secure third party called Patients Know Best. Your health information will be securely encrypted and stored on their network online. All Personal Data will be appropriately backed up and stored in a secure off-site facility by them.

Access to this information will only be given to the relevant healthcare professionals and the carers, family or friend who you decide to share your health record with.

All health and care professionals have a duty to protect the confidentiality of patient and service user information and are trained to ensure they have your consent before they access your Personal Care Record. Your information will be securely retained and stored in line with the General Data Protection Regulations.

**Opting Out**

We hold medical information about you in order to help professionals provide you with the best care possible. If you do not wish for professionals to access the information you have shared, you can disable sharing on your Personal Care Record.

You can do this by contacting the privacy officer at your health organization. If you choose to disable sharing, professionals will not be able to access your Personal Care Record, even in an emergency. However, the professional will still be able to see information they have added to your Personal Care Record, and professionals will still be able to access their own medical systems which may hold information about you for the purposes of direct care.

If you believe that your personal information is inaccurate, you have a right to contact the Information Commissioners Office. They can be contacted at the following address;


For further information on these rights, please visit Mid Cheshire Hospital Privacy Notice.

**Data Protection Officer contact details**

Cora Suckley  
Head of Information Governance, IT Security and Data Protection Officer  
Mid Cheshire Hospitals NHS Foundation Trust  
MD39 Residences, Leighton Hospital  
Crewe, Cheshire  
CW1 4QJ  
Email: DPO@mcft.nhs.uk  
Telephone: 01270 273812
The goal of the Personal Care Record is to provide you with access to your healthcare information and other online services. We want to place you at the centre of managing and controlling your health information online.

There is no cost to use your Personal Care Record, you just need access to the internet.

Getting started

To use the Personal Care Record you need to be invited by your health professional. You will receive a letter inviting you to register from your healthcare provider.

If you have an invite and access codes you can register online by visiting joinpkb.com

When you register you will need to provide your date of birth, an email address and a password. You will then receive an email to validate your account. Once registered, you will be able to log in to access your healthcare record from any computer or smartphone with internet access.

Please use the following link to log in: https://my.patientsknowbest.com/

The Personal Care Record can help you:

- interact directly with healthcare teams
- share your health record with carers and trusted care professionals
- send and receive messages with clinical staff involved in your care
- see appointments and access letters shared by providers including test results at a later stage
- store your healthcare documents from other providers

How the Personal Care Record works

Once you have logged in you will be able to access your record. The data on there will be minimal. But you can add to it over time. Here are some of the features which you can use:

Your health professional may add links in your library to useful resources and materials.

You can add a range of information about your health including diagnoses, allergies, symptoms and measurements.

If you are using a personal healthcare or fitness tracker, you may be able to load data from it into your record.

The legal basis for health care professionals to access to your information

In order to process your data with health and care professionals we require a legal basis. Our legal basis is:

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services subject to confidentiality safeguards.