Placing health care information in your hands to enable a more active role in the management of your health and wellbeing.
What it means for you

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.

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 health care documents from other providers
- add your own comments and observations to your health record.
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:

You can add a range of information about your health including diagnoses, allergies, symptoms and measurements such as pulse and blood pressure.

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

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

Keep your own health journal, see and add appointments you or health professionals have added to your record.

This is where you can delegate access to your record and control who can access your record. You can invite health and care professionals, carers, friends and family. And you can choose what type of information they see.

This is the place to add your own documents and images. For example, you can scan letters and store them here.
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 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
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 Patients Know Best.

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;

or
Information Commissioner’s Office, Wycliffe House,
Water Ln, Wilmslow, SK9 5AF
Subjects rights

Under data protection law you have a number of rights which you can exercise. These are:

- Right of access
- Right to rectification
- Right to restrict processing
- Right to object
- Right to data portability
- Right to erasure (right to be forgotten)

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

Useful links

For further information on how your personal data will be managed and protected - please contact the following

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@mcht.nhs.uk
Telephone: 01270 273812

Patients Know Best
St John’s Innovation Centre,
Cowley Road Milton,
Cambridge
CB4 0WS
Patients Know Best Privacy Policy