

Patients Know Best

A digital platform for managing your mental health

What is Patients Know Best (PKB)?

Patients Know Best (PKB) is a digital platform where you can view and keep all your healthcare information in one place. It is available to people in City & Hackney to support with managing their mental health.

Through PKB, you will be able to access plans for your mental health and other information about the support you are receiving for your mental wellbeing. You can choose to invite people involved in your care to see information about your health and the support you are receiving on the platform.

The platform helps you set personal goals that support your mental and physical wellbeing and access the support you need to achieve those goals, including online materials, connecting with people or accessing a personal health budget if you require one. It also enables you to track your progress.

Why should I sign up to Patients Know Best?

- Helps you **set personal goals** that improve your mental and physical wellbeing
- Access to a **library of resources** and apps that support your wellbeing goals
- Enables you to **message people** involved in your mental health support through PKB (excluding GPs who you will still contact through the surgery)
- Your **information is held in one place**, so it's easy for you to access and share and there is less need to repeat your story
- Keep track of your upcoming health appointments using the **calendar**
- **Record and track** your mental health recovery progress

Jackie's story

Before using PKB, Jackie carried a paper copy of her mental health care plan in her bag to share with health professionals when she needed to, sometimes in crisis situations. Since being signed up to the platform, Jackie does not only have access to up-to-date plans and information to share with professionals, she's using the platform to manage her mental health in other ways too like keeping a healthy eating log and accessing therapy resources.

"The platform is fantastic, clear and easy to use. it has given me the ability to be self caring but I feel I am not alone (as I have) the back up of professionals."



Tai's story

Tai could not afford a smart-phone but received one through a Personal Health Budget. This gave him access to Patients Know Best for information about him and his mental health recovery goals at any time. One of Tai's goals is to become fit and gain confidence. Tai has been using the platform to track his progress.

"I'm the fittest I have been and exercise more during the week than I have ever done! My confidence has grown. I feel it has enabled me to have a voice and be listened to."



How to get PKB?

Talk to a member of staff within the following teams:

- Core Sports
- Your mental health team at East London Foundation Trust (ELFT)
- Your GP practice
- Personal Health Budgets service at The Advocacy Project

Each of these teams are using Patients Know Best. They will be able to sign you up and can help you to access support to use the platform.

What else should I know?

'I don't have a smart-phone or another digital device.'

Please talk to your mental health team or a practitioner at your GP practice. They can refer you for a 'stay connected' Personal Health Budget which will get you quick access to a digital device and internet

<https://www.advocacyproject.org.uk/what-we-do/phb/>.

'I am concerned about how my data and information about me is stored.'

The Patients Know Best team process your health information, but it is encrypted so they do not have access to your health information. When your account has been set up, you are the only one who can share it, and can decide which teams involved in your care, have access to information on your PKB.

'I am not confident about technology.'

Speak to your mental health team or GP who will be able to connect you to organisations that will support you to develop the necessary skills and gain confidence using technology.

'I do not want to use PKB but would like to access up to date information about my mental health care and support.'

You should receive up-to-date information about the care and support you are getting for your mental health. You can ask your mental health team for a printed copy of your care and support plan.