

## Accessing your personal health record via Patients Know Best

The East and North Hertfordshire Teaching NHS Trust is working with the UK Kidney Association (UKKA) and Patients Know Best (PKB) to support you in managing your kidney care.

**Patients Know Best (PKB)** has replaced **PatientView** and aims to provide:

- Access to your test results.
- Add a Care Plan to manage your health.
- A personal journal - to help keep a record of any conditions or symptoms.
- Resource library - access to information and support services.
- Symptom tracker - a log of symptoms to monitor.
- Record sharing - with carers or extended health or care teams.
- The ability to store important information - diagnoses, medications, allergies or clinical correspondence, all in one place.

PKB is a secure online record of your health and care information that you can access anytime, anywhere. You can also choose to share it with your healthcare professionals, your relatives or your carers.

With PKB you have 24/7 secure, online access to your medical records using any computer, smartphone or tablet. You do not need to upgrade your computer or install new software and you control who gets to access your records.

### How do I get access to PKB?

1. Registering is easy, simply scan the QR code on the right or visit:  
[www.patientsknowbest.com/renal](http://www.patientsknowbest.com/renal)
2. You can then register using NHS Login.



Register using NHS login



**If you do not have NHS Login you can create one during the registration process.**

3. Please let the Renal Team know that you have completed the PKB registration via email:  
[enh-tr.pkb@nhs.net](mailto:enh-tr.pkb@nhs.net)  
Please give your name, date of birth and hospital number (if known).

We will then enable data, such as your test results, to be sent to your PKB record.

4. If you have any issues using NHS login, please email us and we will send you a registration link directly to your email inbox - [enh-tr.pkb@nhs.net](mailto:enh-tr.pkb@nhs.net)

## What if I have questions or need help with PKB?

If you have any questions about using PKB, please contact the PKB support team by emailing [help@patientsknowbest.com](mailto:help@patientsknowbest.com)

Alternatively, contact the PKB Renal Coordinator on the contact details below.

## Useful contact details

### East and North Hertfordshire Teaching NHS Trust:

- Website [www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)
- Telephone 01438 314333

### PKB Renal Coordinator, Lister Hospital:

- Telephone 01438 284341
- Email - [enh-tr.pkb@nhs.net](mailto:enh-tr.pkb@nhs.net)



PATIENTS KNOW BEST®  
THE PATIENT'S COMPANY



UK Kidney Association

## Leaflet information

**You can request this information in a different format or another language;  
please speak to your doctor or nurse.**

**Date of publication:** May 2025

**Version number:** 1

**Author:** S Chandna, G Rehsi

**Reference:** Renal

**Review Date:** May 2028

© East and North Hertfordshire Teaching NHS Trust  
[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)