

# Register to access your health and care records today

## Information for Service Users in Adult Services & SOAMHS

### What is My Health and Care Record?

My Health and Care Record is a secure patient portal that enables you to access key documents from your mental and physical health record. This is available 24/7 via the NHS App or Patient Knows Best website, using a smartphone, tablet or computer.

The portal is provided by 'Patient Knows Best (PKB)' and meets the same high security standards as for all NHS information. The healthcare providers sharing information via My Health and Care Record include Sussex Partnership NHS Trust and NHS Hospital Trusts in Sussex. Sussex Community Trust will also be sharing information via the platform soon.

### Information sharing

The great thing about My Health and Care Record is that you are in control of your information and you can access key parts of your health and care record 24 hours a day, from your own digital devices.

This can help you keep track of appointments and letters, and as the platform continues to be developed you will be able to access more information. Through logging on to the Patient Knows Best website via a browser (e.g. Google), you can choose who to share your health and care records with.

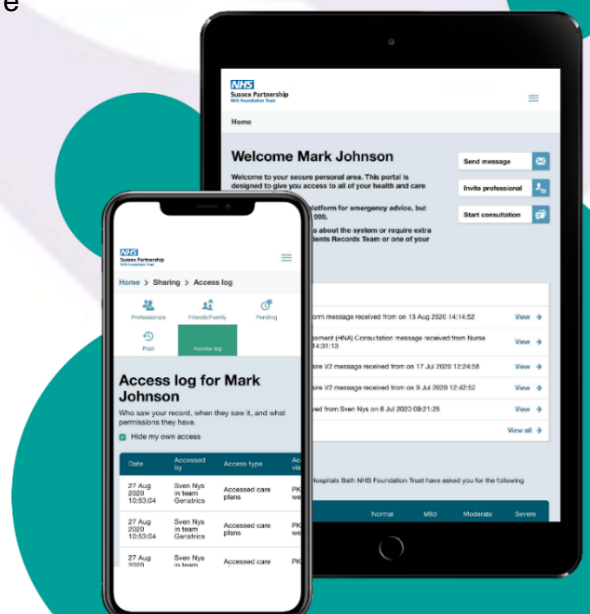
This could be another NHS Trust, a care worker, family, and / or friends involved in your care. Through sharing your health and care information, you can ensure that everyone looking after you understands the type of care and support you need and want.

### What will I see?

Sussex Partnership is currently sharing your:

- My Care and Safety Plan
- Appointment details

**Please note:** different NHS Trusts share different documents and information, for example hospitals send blood test results on this platform.



## Outcome measures and questionnaires

Occasionally, Sussex Partnership staff will send outcome measures and questionnaires for you to complete and send back to be reviewed. You will receive email notification when an outcome measure or questionnaire is sent. These help us to know how you're doing and make sure your voice is heard in your care. Some of the outcome measures include Recovering Quality of Life (ReQoL) and Quality of Life in Alzheimer's Disease (QoL-AD).

## Adding your own information

You can add any information you would like to into your record, including connecting wearable devices such as smart watches. There is also a journal function, which was co-produced by Experts by Experience, for you to record your own information, for example your mood or other symptoms. You can share this information next time you see your clinician. However, **please note** Sussex Partnership staff do not have access to information you add via a wearable device or the journal function.

## Library)

There is a library with links to useful information, including information about Sussex Partnership, how to seek help in a crisis and My Health and Care Record user guides. You can also easily add your own links to a library.

## Benefits

As well as having immediate access to your health and care records 24/7 and being able to share them with other people involved in your care, having your information in a paperless format helps contribute to reducing the impact on the environment.

## What if I don't want to use My Health and Care Record?

My Health and Care Record has been introduced to make things easier for you. It's your choice whether to use it, and your decision will not affect your care in any way. If you consent to use My Health and Care Record and then change your mind, you can withdraw your consent at any time by speaking to your care team or emailing us at: [MHCRAccess@spft.nhs.uk](mailto:MHCRAccess@spft.nhs.uk)

If you require more information about My Health and Care Record including how your information is secured and shared please visit our website [My Health and Care Record :: Sussex Partnership NHS Foundation Trust](#) or scan the QR code to your right. To request this document in alternative formats, such as large print or another language, please contact [MHCRAccess@spft.nhs.uk](mailto:MHCRAccess@spft.nhs.uk) or telephone 0300 304 0664.

## How can I access My Health and Care Record?

- Download the free NHS app from your tablet or smartphone and complete the registration process.
- Once logged in to NHS app you will see the list of your health records, like test results or care plans.
- After choosing one of the options, you will be directed to My Health and Care Record where you will need to fill in registration form and choose your password.
- You are all done! You will have access to your records.

If you are **over 65 and you are newly referred to SOAMHS**, please speak with your clinician, as they will have to record your consent.

Want to  
know more?

