



PKB Service Definition Document

Detailed Description of the Service	2
Functionality	2
NHS login and NHS App Capabilities	3
Functionality Supporting NHS agendas	4
Customisation	5
Support	5
Implementation plan including onboarding support	5
After sales support	7
Offboarding including access to data upon exit	8
Hosting and Technical Requirements	8
Maintenance and Service Level Agreements	9
Security Details	10
Business Continuity and Disaster Recovery	10



Detailed Description of the Service

Functionality

PKB is the largest patient held record/patient engagement provider across Europe, allowing patients and professionals to access healthcare records at any time from any location. PKB;

1. Empowers patients by giving them access to their own health and care record in a single place, integrating information across health and care settings.
2. Enables patients to track their own health and care, generating data and contributing to a single patient-held record which can be shared with family members, carers and health and care professionals and collaborators.
3. Improves communication and engagement between patients, their carers and clinicians/clinical teams to support virtual consultations and remote management through a number of digital capabilities.
4. Supports patients to self-care and self-manage through access to educational materials shifting care delivery away from reactive treatment to preventative care delivered at home

PKB enables patients to have access to their full medical record. Information from any health and care information can be shared with the patient in a single aggregated PKB record. PKB provides various digital tools to enable patients to better monitor and manage their conditions. Via integration, healthcare providers using PKB can share information with patients such as (but not limited to) the patient's; diagnosis, medications, allergies, test results, radiology reports, images (X-Rays/CT Scans), digital correspondence (appointment/clinical letters, discharge summaries, static care plans) and appointment data (including video consultation details and associated appointment management workflow capabilities).

Patients and professionals can also use interactive tools such as secure asynchronous messaging (including attachments up to 10GB) with configurable team based messaging to support professional workflows. Professionals are able to share digitised documents (information leaflets, booklets or other reference materials), videos and audio files into the patients PKB library of resources, as well as websites (such as links to the organisations website and support groups) that organisation wishes to point a patient towards.

Professionals can request that patients complete questionnaires via PKB en masse or individually in PKB. This can be used to capture important information about the patient in between their appointments, helping professionals save time at appointments with the patient. Questionnaires can be customised and configured to the teams requirements and can include scoring, branching logic, images and mandatory questions with trigger APIs enabling questionnaires to be sent and extracted automatically.



Professionals can also benefit from understanding the patient's lifestyle remotely as patients are able to share pertinent measurement information (either via PKB's symptom tracker or by linking to wearables/apps/devices to their PKB record for professionals to access, review and monitor). This can help professionals monitor important information related to the patient's emotions, sleep, weight, activity levels, diet, exercise over prolonged periods of time.

In PKB, care plans can be co-created and co-edited by any individual who has access to the patient's record. They provide better direction for personalised care. As PKB's care plans are dynamic, all users can record/add vital information in a single record that is accessible by all. Care plans can include:

- Areas for patients to share inputs in their own words
- Symptom, measurement and test result tracking features (to monitor trends and side effects)
- Diagnosis, medications, allergies
- Videos and interactive content
- Static information that cannot be edited by the patient (guidance and instructions)
- A full pre-emptive Red, Amber, Green status plan providing comprehensive support for any interventions required.

Shared personalised care plans also allow patients to self-assess and self-manage their health and care whilst ensuring that everyone involved is clear about the patient's plan, wishes and goals in between their appointments. This can be of particular importance for patients that need to manage their conditions on a long term basis. PKB helps patients understand what they should be doing outside of a healthcare setting which will reduce demand on health sector services. Patients can also use a journal feature to share their thoughts and feelings and note any questions that they would like to ask at their next appointment.

Importantly PKB provides a patient controlled record where patients are able to share all or parts of their record with other care collaborators (family, carers, friends and additional professionals) to provide additional support in a legally compliant way. The sharing of such information provides significant benefits; patients feel empowered to better manage and monitor their condition(s) as they are provided with information that they may not previously have had access to and they can understand what this means to them personally so appropriate changes can be made.

NHS login and NHS App Capabilities

PKB can be accessed via a web application, on any device connected to the internet with a web browser (mobile, laptop, desktop, computer) and PKB also has the most extensive integration with the NHS App. Patients can register and log in to PKB via NHS login and access the following parts of their PKB record directly via the NHS App;

- Notification and messaging workflows for documents, questionnaires and messages
- Messages (between patients and the professionals treating them including attachments)



- Test results (shown in a 'latest batch' view and graphed longitudinally to support users in understanding if any trends/progress/deterioration has taken place)
- Shared collaborative care plans
- Library of resources (digitised leaflets, signposting, brochures, video/audio content)
- Symptom tracker Measurements (manual or automatic device, app & wearable data)
- Medicines (start date, end date, substance, dosage, frequency)
- Images (X-Rays / CT Scans)
- Journal
- Sharing (enabling patients to share their health record with others)

Wayfinder supported workflows for Acute and Mental Health Services:

- Wayfinder/Mobile First Appointments (enabling patients to manage their appointments where patients can request for their appointment to be rescheduled or cancelled)
- Single Point of Contact for appointment information
- N&M workflows following Wayfinder user journeys for Questionnaires *In progress to be shipped March 2026
- N&M workflows following Wayfinder user journeys for Documents *In progress to be shipped summer-autumn 2026
- Commitment to delivering MIV2 following publication of finalised specifications (expected summer 2026)

Functionality Supporting NHS agendas

PKB's personal health record/patient engagement platform is already supporting NHS organisation including but not limited to the following agendas:

- Enabling patients to access their data via a single front door (NHS App) whilst utilising NHS login.
 - Wayfinder enabled supplier for Acute and Mental Health services
- Patient Initiated Follow up (PIFU)
- Waiting well
- Wait list validation
- eMeet&Greet
- Perioperative pathway (prehabilitation, pre-op assessments, supported discharge, post op assessments, post op video messaging via the NHS App)
- Reducing DNA rates
- Make every contact count programmes
- Carbon reduction programmes 'greener NHS'
- Facilitating virtual wards
- Supporting shared decision making via shared collaborative care planning
- Supporting smoother cross collaboration between the Independent Sector and Public Sector services through enhanced data sharing arrangements and patient access to data
- Integration of wearables and remote monitoring into the NHS App



- Delivery of personalised information to align with locally determined pathways and clinical guidance based upon an individual's health and care record

PKB has been cited:

- By NHSE as a proven patient engagement platform
- By NHSE as a proven model for patient initiated follow ups
- NHSE Digital Playbooks
- NHS Digital's PHR Toolkit
- Digital Social Care Pathfinders Programme

Customisation

PKB can be customised to the organisation's requirements which is included in PKB's SaaS price. PKB is white labelled to support branding requirements of organisations where the solution is deployed, enabling organisations to apply their own look and feel whilst inspiring user confidence. Organisations can customise the platform with your chosen header, footer and colour scheme. Organisations will also be able to customise email footers for notifications which patients will receive when there is an update in their record.

In addition to customising the look and feel, many aspects within the platform are configurable based on the organisations requirements, including:

- Welcome message which will feature on the patients homepage
- Care planning templates which can include videos and images - with the build, configuration and updating of these templates included within PKB's annual SaaS price
- Symptom tracking
- Questionnaire templates - with the build, configuration and updating of these templates included within PKB's annual SaaS price
- Configuration around messaging functionality/team-based messaging
- Information available in the Library of Resources

Support

Implementation plan including onboarding support

Having implemented solutions in over 25% of Acute and Mental Health organisations, with coverage in 50% of regions via NHS App integrations, PKB have expertise spanning a number of key domains that are shared openly via our dedicated websites, including interoperability and architecture information governance, project management and deployment, and business processes.

This enables PKB to engage with all relevant stakeholders and share knowledge and expertise, from subject matter experts that will work collaboratively with the customer over the lifetime of a programme including and especially during the onboarding stage. This is formalised in the



Project Initiation Document 'PID' which is used as the basis for the success team to begin implementation. Bringing the relevant teams in early ensures the knowledge and expertise of PKB are used at a design phase, rather than solely at implementation.

PKB's Implementation Methodology is a custom and overarching approach to the delivery of PKB deployments. The methodology consists of the overall governance framework, the processes used and the tools that allow us to track progress and change. It is the iteration of every part of the implementation to improve quality and efficiency in each area, based on principles from various industry standard resources including Projects in Controlled Environments (PRINCE2), Managing Successful Programmes (MSP), and the Project Management Body of Knowledge (PMBOK). This implementation approach is both well established and fully documented with many of these resources shared publicly on PKB's deploy site. A link to PKB's deployment site can be provided on the customer's request.

Key tools include custom approaches to:

- Workstream definition
 - Information Governance
 - Record Creation and Integrations
 - Patient Registrations
 - Training
 - Communications
 - Support
 - Clinical Transformation
 - Sustainability
- Phased approach to delivery
 - Initiation
 - Planning
 - Go-live
 - Embedding
- Project Initiation Documentation (PID)
- Risk and Issue Management strategies
- Roles and responsibilities establishment

All of which are tailored for the delivery environment to complement client-side governance and methodology requirements. This approach allows for consistency and refinement, visibility and control, and flexibility to account for the unique nature of each implementation. This is worked on in collaboration with the customer during the initiation and planning phase and following this a detailed specific implementation plan is produced.

As part of the initial phase of the project, a steering group would be created to ensure all relevant stakeholders have an overview of the project and can attend monthly meetings to review progress. PKB assesses and monitors progress via weekly and monthly meetings with project steering groups representing each stakeholder and supplier throughout the duration of the contract.



Throughout the deployment, review points will be established to look at the current use by specific clinical teams, and re-evaluate where additional functionality can be used by the teams to maximise success. This is done in stages to allow the teams to understand the full potential and modify workflows and to be processed based on this understanding and is encapsulated in the sustainability workstream.

After sales support

Each project will be resourced by two key personnel, a Customer Success Manager (project manager) and an Account Manager. PKB also provides training and support for implementing the software solution via the PKB Customer Success Team who support customers through the lifetime of their contract. Training is typically offered as a Train the Trainer model to support customers having as much local knowledge and expertise in the system and deployment of the system as possible.

The success team for each customer provides project management, as well as ongoing clinical transformation support. This includes supporting and guiding both the initial implementation and configuration, as well as ongoing user queries, training and adaptations to the system. This is offered face-to-face, remotely (virtually), via phone, email and online courses. The PKB project manager coordinates all activities and attends all necessary meetings as suits the customer teams preference. All issues and tasks will be delegated or escalated from the PKB project manager to the rest of the PKB team.

The PKB account manager will be available for all steering group meetings and to present, demonstrate and answer questions in stakeholder meetings for the duration of the project. The account manager will have knowledge and experience of deploying PKB across organisations, pathways and regions and will support the project from a strategic level acting as a coach and connecting the project to other national and regional initiatives.

PKB also has a dedicated integrations team that will provide as much support as necessary during implementation and to meet ongoing requirements. Ongoing support (maintenance, software development and upgrades) is offered online, via telephone or face-to-face. Support also includes comprehensive online help manuals, configuration files and interface planning meetings.

PKB also has a dedicated support team. PKB utilises a service desk solution to manage technical support and has detailed service level plan and escalation process to ensure any issues are resolved and the quality of the solution is consistent. The service desk solution is staffed by PKBs dedicated customer support team who are the first point of contact for users with queries. The support team have direct access to their own dedicated technical support team (developers) who can triage queries to ensure technical issues vs user issues can be identified quickly and be prioritised for resolution.



PKB's support desk can receive queries from users 24/7 from multiple channels including: Email, PKB's 'Get In Touch' page on their website, Telephone (for urgent queries) and the support desk itself. This also includes any queries that may be sent to PKB via social media (Twitter/X or Facebook) from users. Each query is assigned a severity then handled according to a Service Level Agreement (SLA), a 'ticket' is created by a member of the support team. The ticket records all actions, responses and resolution times and can also be adjusted as necessary.

Offboarding including access to data upon exit

PKB is committed to providing a long-term complete record, a record that customers and patients can rely on. PKB will maintain the record for the patient for at least 8 years from last known access. PKB will produce a detailed Termination Plan for the cessation of services at the start of any new contract. All data is available throughout the life of the contract via available APIs. At the point of off-boarding/cessation the integration with the organisation will be switched off and no further data from the clinical systems will come into the PKB patient record. The professional login will be 'deactivated', meaning they will no longer be able to access specific patient records. However, to maintain the full medico-legal record of interactions, professionals will still be able to log as before and will still be able to access their own 'discussions'. This is the medico legal record of their interactions with the patients and will not be deleted. Professionals will also retain access to any questionnaire and care plan exports that may have been requested to this point. Patients will still be able to log in, access data and continue to record any data that is useful to them. Data extraction can be undertaken at any point via PKB's open APIs. At the end of the PKB service provision contract Controllers ordinarily instruct PKB to retain data for a minimum 8 year period. On the instructions of the Controller, PKB shall ensure that the Personal Data that are Processed under the Agreement by Patients Know Best in its capacity as a Processor are returned to the Controller, within 30 days in a manner mutually agreed between the data controller and data processor, transferred to a third party or destroyed in accordance with the Controller's reasonable instructions.

Hosting and Technical Requirements

PKB uses a UK Google Cloud Platform instance to host and store data for PKB UK Production - data pertaining to UK Data Subjects (and all UK Customer Organisations) is processed in the UK only, specifically in London. Further information on PKB's hosting agreements, encryption model, policies, registrations and certificates can be found on PKB's Trust Centre Wiki and can be shared upon the customer's request.

In relation to technical requirements, there is no local software or download required to support the running and access to PKB. PKB is a web application that is both operating system and web browser agnostic. PKB works on any device with a modern browser and an internet connection (e.g mobile, tablet, laptop, computer). PKB works on all modern browsers (for example, Internet



Explorer 11+, Microsoft Edge, Firefox, Chrome, Safari, Opera). PKB is compatible with a number of plug-ins including screen readers, and also works in conjunction with a user's camera and microphone to support remote consultations, including attaching videos, images and audio files as part of the asynchronous messaging capability within the platform.

Maintenance and Service Level Agreements

Patients Know Best (PKB) has an inhouse dedicated support team, providing second and third line support. Queries can be received 24/7 from multiple channels including: Email, PKB's 'Get In Touch' page on their website, Telephone (for urgent queries) and the support desk itself (via a PKB member of staff logging). This also includes any queries that may be sent to PKB via social media (Twitter/X or Facebook) from users. Additionally, patients can be signposted to contact PKB's dedicated support team, for relevant queries, via the organisation directly (for example, via the organisation's website). PKB's support team are available to respond to queries between 8am-8pm (GMT) on business days and Saturdays with out of hours support for major incidents. Queries are converted into support desk tickets for tracking, prioritisation and follow-up. Each ticket is assigned a severity then handled according to a Service Level Agreement (SLA). The ticket records all actions, responses and resolution times, and can also be adjusted as necessary. As a web-based platform, PKB is able to investigate and resolve issues without the need to remotely access software. A link to PKB's Service level agreement documentation can be provided upon the customer's request. The priority levels and corresponding support desk SLAs are as follows:

Priority Level	Response Time	Resolution Objective
1-URGENT	15 minutes	4 hours during support hours
2-HIGH	30 minutes	12 hours during support hours
2-HIGH	1 hour	3 business Days from and excluding the day on which the Customer submits the Incident to PKB
4-LOW	1 hour	7 business Days from and excluding the day on which the Customer submits the Incident to PKB

PKB will use commercially reasonable efforts to make the platform available with a Monthly Uptime Percentage of at least 99.9% during any monthly review period (the "Service Commitment"), including scheduled downtime, recovery time objective is 60 minutes, recovery point objective is 10 minutes. PKB openly publishes platform uptime and maintenance release notes in real time.

Scheduled downtimes (e.g for maintenance) are communicated in advance via the PKB success (project management team) and via PKB's status website where users can subscribe to updates and notifications. As a cloud solution with a single instance, PKB have scheduled



downtime to minimise disruption and release using parallel servers to reduce any downtime to a few minutes at most. The software is continually invested in and improved with incremental upgrades released every two weeks. Project planning and deployment relating to specific releases is communicated using a collaborative project management software used by both the project team and the customer. Sandbox and Production environment upgrades are communicated well in advance and only occur during off-hours (outside of 8am-8pm GMT), yet require minimal down time due to the modularity of the PKB solution stack.

Security Details

PKB uses Google Cloud Platform (GCP) to securely operate its patient engagement platform/patient health record platform. GCP has a comprehensive set of security and compliance certifications, such as ISO27001 and SOC 2, that help ensure that customer data is managed securely. PKB uses encryption in transit to protect customer data from being intercepted and accessed by unauthorised parties. Encrypting data in transit ensures that only the intended recipient is able to access the information, even if it is intercepted along the way. Outside of GCP, PKB mandates the use of TLS 1.2 (TLS 1.3 supported) for web and REST API sessions. GCP servers have an MTCS Tier 3 compliance including the Google Kubernetes Engine service which is used to host the PKB applications. Administrative access to production environments is strictly limited to authorized users and devices using multi-factor authentication.

PKB has implemented an Information Security Management System (ISMS) and maintains up-to-date policies, practices and documentation to support this. PKB also maintain compliance with ISO27799 and DCB0129. PKB is DTAC compliant and PKB undertakes the NHS IG Digital Data Security Protection Toolkit every year and has consistently achieved the standards exceeded accreditation. PKB also maintains Cyber Essentials Plus certification annually and is currently going through certification for SOC2

PKB has numerous processes in place to ensure the security, safe storage and protection of patient data. PKB records maintains and retains the record in accordance with NHS and Public Records Data retention standards. Data is stored for at least 8 years after the last date of access.

Business Continuity and Disaster Recovery

The mission of PKB's Business Continuity Program is to establish and support an ongoing contingency planning program to evaluate the impact of significant events that may adversely affect customers, assets or employees. This program is designed to ensure that PKB can recover its mission-critical functions, meeting its fiduciary responsibility to its stakeholders and complying with the requirements and guidelines set forth where applicable.



PKB uses the infrastructure-as-code approach that ensures that they can re-provision automatically in disaster scenarios. PKB also conducts disaster recovery rehearsals every 6 months. PKB is using various monitoring tools to continuously monitor, measure usage and predict bottlenecks within the platform. PKB have monitoring and alerting set up on various levels to ensure that our users are not inconvenienced: - Infrastructure (network, CPU, storage) - Cluster (cluster health, container behaviour) - Application (runtimes, memory allocator and GC behaviour) - Business (service behaviour, effective uptime, quality of service) PKB's Development/Engineering Teams are alerted of any performance server issues 24/7.

PKB has developed a detailed Incident Management, Business Continuity and Disaster Recovery Plans for the restoration of critical processes and operations. The full scope of PKB's plans can be shared upon the customer's request

If you have any queries in relation to the information shared in this document and/or would like to see a demonstration of the PKB platform, please contact sales@patientsknowbest.com.