

# Patients Know Best Patient Portal Questionnaire: Urology PSA Pathway

Patients Know Best (PKB) is a patient electronic record that is controlled by the patient and has many different functions.

Patients Know Best helps patients to understand their health and treatment, improves communication between the patient and their health care team, and can save time.

Patients Know Best is an online system that allows patients to store their medical records.

Your experience of your health care is important to us.

We would be grateful if you could complete this short questionnaire to help us to find out what you understand about using online portals, namely Patients Know Best, as part of managing your care.

Please tick the response that best reflects you view. Please help us by giving your honest opinion.

Please be reassured that your decision to take part in this questionnaire will not influence the care you receive in any way.

Thank you for taking the time to complete this short questionnaire, your contribution is greatly valued.

1. How important do you think it is to have one system to record and access your health and wellbeing information?

☐ Very important

☐ Somewhat important

☐ Not important

☐ Other

2. Are you familiar with the term 'patient portal'?

☐ Yes

☐ No

3. Using a scale of 0 to 10 where 0 is very bad and 10 is excellent, how would you rate your level of confidence in managing your condition online?

0	1	2	3	4	5	6	7	8	9	10
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Very unconfident

Very confident

4. Using a scale of 0 to 10 where 0 is very bad and 10 is excellent, how would you rate your level of confidence in managing your condition through Patients Know Best?

0	1	2	3	4	5	6	7	8	9	10
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Very unconfident

Very confident

5. How helpful would it be to you to share your health/medical record online with your family, friends, carers and any other professionals that you may choose to share your Patients Know Best record with?

☐ Very helpful

☐ Helpful

☐ Not helpful

☐ Other

6. When would it be helpful for you to access your health and wellbeing information online?  
(please tick one or more)

- ☐ At home
- ☐ On holiday
- ☐ In an emergency
- ☐ In hospital
- ☐ At a GP practice
- ☐ With any other professional
- ☐ Not applicable
- ☐ Other

7. How helpful do you think having access to your health/medical record will help improve the way you manage your condition?

- ☐ Very helpful
- ☐ Helpful
- ☐ Not helpful

8. Thinking about how doctors and nurses and other professionals manage your condition, what effect do you think using Patients Know Best has had on your health and wellbeing?

- ☐ Significant effect
- ☐ Some effect
- ☐ No effect
- ☐ Worse effect
- ☐ Other

9. Do you think the introduction of Patients Know Best has made it easier for you to access a healthcare professional?

- ☐ Yes
- ☐ No

10. Do you think the introduction of Patients Know Best has improved your experience with the service and overall health and wellbeing?

- ☐ Yes
- ☐ No

11. Thinking of your responses that you have provided, is there anything else that you would like to tell us about your understanding and views of patient portals or Patients Know Best?

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