PatientView - information for renal patients

Information for patients
Sheffield Kidney Institute (Renal Unit)
What is PatientView?

PatientView is a secure website system that gives you on-line access to details about your renal care. It can show you:

- Your latest blood test results
- A list of the tablets and medicines you are taking
- Your status on the transplant list
- Online information about your kidney condition and treatment and links to other helpful websites

You can also:

- Enter information such as your blood pressure readings or blood glucose results (if you are diabetic)
- Take part in the Forum, talking with other patients (on-line) about symptoms and how to cope with kidney failure for example

In the future, you may be able to:

- See letters about you from the Renal Unit to your GP

How does PatientView work?

PatientView takes information from the Renal Unit's computer system, about once a day, and makes it available to you. You will be given a password so you can get access to the system.

Is it safe to use?

PatientView is very safe as it uses security systems like the ones used for internet shopping. Every time any information is sent across the Internet, it is coded. The codes used are almost impossible to break. Across the UK there are over 13,000 patients that are using PatientView with numbers increasing all the time.

However, it might be possible for a determined 'spy' to break into the system and find your information. They might, for instance, learn your password. If this worries you a lot, you should not join in.

If you think someone may have discovered your password, you can change it at any time.

You can find out more by visiting PatientView for a demonstration:

www.patientview.org

Do I have to pay?

No, there is no fee to join PatientView but you will need access to the internet either at home, work or on your mobile phone.
What are the benefits of PatientView?

During 2011, NHS Kidney Care (part of the Department of Health) asked about 250 patients for their opinions on using PatientView. Most of the patients found using PatientView very helpful and found the benefits were:

- A better understanding of their kidney disease
- More control of their medical care
- More involvement in decisions about their care
- "Peace of mind" about their treatment

Some patients said they found it helpful to share their login details with staff from other renal units when they went on holiday for example.

Below are some of the comments patients made about PatientView.

- "I now feel that I’m far more in control and I’m now able to see things a lot more clearly than I did before"
- "It provides a tool to help you be confident about what’s going on with your treatment"
- "I get more time to think about the questions that I want to ask my consultant rather than thinking about it just before I go in"
- "I might ring the dietitian up and have a conversation about my blood results. I probably wouldn’t have done that before I used PatientView"
- "You’ve got time to sort the emotion out in your head. So when you go to see the doctor you’re ready to think ‘Right, what can be done about this?’ rather than a lot of time wasted"
- "For me, it’s just another tool to help me look after myself"
- "I would never want to be without it. That’s going back to the dark ages"

Doctors and nurses were also asked about their views on PatientView and were very supportive of their patients using it.

- "It helps patients to take control of their health and not always having to be told things"
- "I have had patients who when I have spoken to them have said ‘Yes, I saw that on PatientView’"
- "It’s nice when patients have looked at their results and they’ve taken that interest"

Do I have to join PatientView?

No, you don’t have to join PatientView. Your information will not be made available on PatientView without your permission.

If you decide not to join, or wish to withdraw from the system, it will not affect your treatment. If you decide to stop using PatientView, you can have all of your information removed.
**How do I get access to PatientView?**

To get access to PatientView complete the enrolment form at the back of this leaflet.

**I'm not used to using the Internet. Can I still use PatientView?**

Yes, you may have a family member or trusted friend who could help you. You can share your password with anyone you want.

Some libraries have computers with internet access and the librarians may be able to help you access the internet and PatientView. They may also know about courses you could take to help you start to learn about using the internet.

**How do I log on?**

Once you have your username and password, you can access PatientView via the internet.

- Go to: [www.patientview.org](http://www.patientview.org) This is the home page of the website.

- Click on ‘log in’

- Enter the **username** and **password** given to you. Once you have used this, you will be prompted to enter a new password.
Once you have logged on successfully, you simply click on the ‘tabs’ at the top to access your information.

You can change your password at any time if you think someone else may have discovered it.

Please keep this leaflet in case you have any questions later.

Who do I contact for more information or with a problem?

The Renal Computer Room staff are always happy to help with questions or problems about PatientView. However, they are **not** able to answer any questions about your kidney condition or treatment.

If you have a question or concern about your blood test results or medication for example please either:

- If you are having dialysis already, ring or speak to the staff when you next have your treatment.
- Or, contact your Consultant or their secretary

If you have any problems with your username or password, please get in touch with the Renal Computer Room staff on:

- **0114 226 9201**
  Monday - Thursday, 10.00 am - 4.00 pm
Enrolment form

By completing this form you are asking us to make information from your renal records available on the Internet via PatientView. This information may come from:

- your existing computer record held in your Renal Unit, and
- other relevant national healthcare-related systems, such as UK Transplant

Once you have been issued with a username and password you will be able to access this information from any Internet-connected computer. Your GP, and some staff from your renal unit, will also be able to view it. You can choose to show it to anyone else by using your password.

Your information will not be made available on PatientView without your permission. If you decide not to join, or wish to withdraw from the system, it will not affect your treatment.

I understand the information I have been given about the security of my computer held clinical information. I would like access to my information on the PatientView website.

Signed: .......................................................... Date: ........................................
Print name: ............................................................................................................
Date of Birth: ............................................................................................................
Email Address: ...........................................................................................................

Your username and password will be sent by post and may take up to a week to reach you. Contact us if it does not arrive.

Approved by

I confirm that the patient has been given a copy of the security and contact information.
(To be completed by Renal Computer Staff)

Signed..........................................................
Date..........................................................
Print name..................................................
Position.................................................

Please return this form to:
Renal Computer Team
Renal Sorby Wing, E Floor
Northern General Hospital
Herries Road
Sheffield S5 7AU