

Patients Know Best

Making life better for children and families living with epilepsy

- a pilot project in Luton

Usha Panchal Clinical Pharmacist and Complex Paediatric Lead Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK ICB)

Category: Innovative use of Technology, Social and Digital Media, PENNA Awards 2022

Scope of the project

- 3 year project which commenced in October 2020 and is funded by NHS England.
- Children under 18 years old with complex epilepsy, registered with a GP in Luton and who are seen by consultants at the Luton site of Bedfordshire Hospitals NHS Trusts and Epilepsy nurses at Cambridgeshire Community Services.
- Partner with Patients Know Best to deliver an integrated digitalised patient held record by consolidating information generated by the patient or parent alongside information from primary care and acute care
- It is the UK's most widely used and accessible patient-held record
- Available in over 20 languages and on any internet-enabled device.
- It is also integrated within the NHS App through the NHS login.

Welcome page (PKB)

Children & Adults

Settings 🔅 Help 🕜 Log out 🕛

Send message

Invite professional

Start consultation

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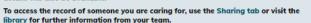
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Home

Welcome Usha Panchal

Welcome to your Patients Know Best online health record for Cambridge Community Services NHS Trust.

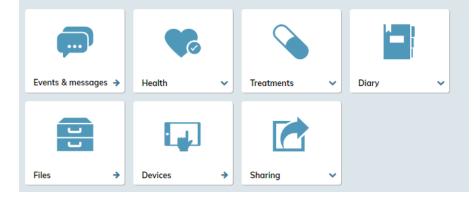
Here you will be able to see, share and record your medical information. You will also be able to access care plans and medical correspondence between yourself and clinical teams. As this service develops, your test results, appointment letters, and appointment details will also be available.



Please note: This service is not for emergency use and may not be monitored on a daily basis. For urgent medical care or advice call NHS 111. In case of serious injury or illness

call 999 or visit your nearest A & E department. Information is held about you. We need to have a complete picture of past, current and future health needs and treatment so that we can give you the best care.

A Notifications	
new seizure message received from on 6 Sep 2022 14:54:57	View +
New seizure message received from on 16 Jun 2022 13:38:34	View +
New seizure message received from on 16 Jun 2022 13:28:19	View -
New seizure message received from on 16 Jun 2022 12:30:31	View -
New seizure message received from on 16 Jun 2022 12:23:15	View -
	View all



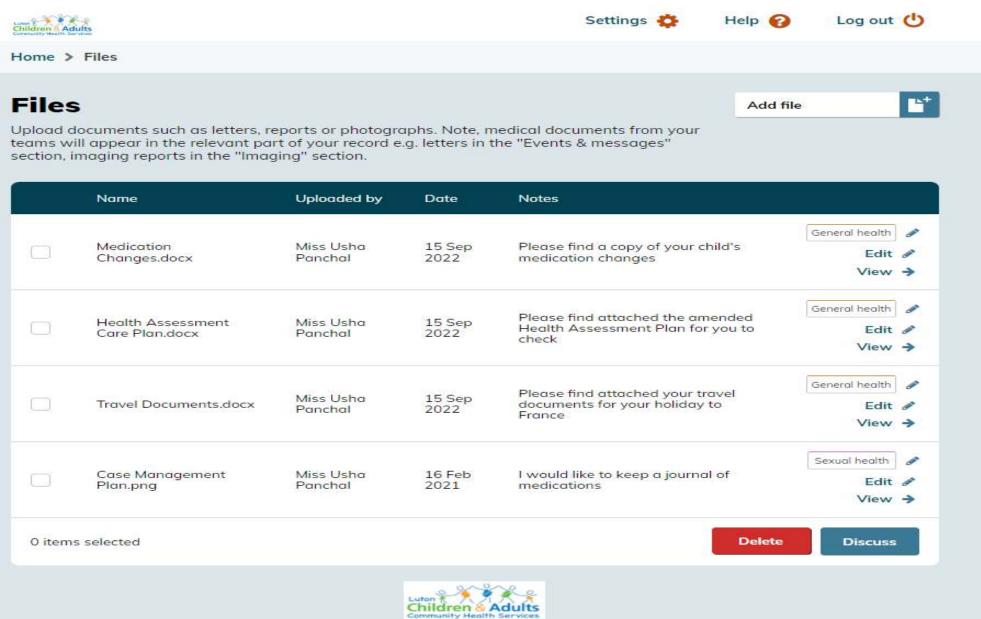
Care Plans in PKB

Learning Disabilities - Annual Health Checks <i>(In draft)</i> Created by You on Today	General health Discuss Delete
Emergency plan Created by Ms CCSEpilepsy Prof on 13-May-2021 - Edited by you on 01-Jun-2022 - Review date 16-Jun-2022	General health J
Seizure Diary Created by Ms CCSEpilepsy Prof on 12-May-2021 - Edited by you on 06-Sep-2022	General health J
All About Me Created by You on 17-Nov-2021 - Edited by you on 16-Jun-2022 - Review date 28-Apr-2023	General health J
Medical History Created by Ms CCSEpilepsy Prof on 12-May-2021 - Edited by you on 06-Sep-2022 - Review date 06-Sep-2022	General health J
Transition <i>(In draft)</i> Created by You on 07-Sep-2022	General health Discuss Delete
Medical History Created by You on 17-Nov-2021 - Edited by you on 01-Aug-2022	General health Discuss Delete
Valproate Guide Created by Ms CCSEpilepsy Prof on 13-Jan-2022 - Edited by you on 01-Jun-2022 - Review date 01-Jun-2022	General health J
Health Assessment Created by You on 13-Apr-2022 - Edited by you on 01-Jun-2022	General health Discuss Delete
Care plan for education setting Created by You on 08-Nov-2021 - Edited by you on 01-Jun-2022 - Review date 23-Jun-2022	General health J Discuss 🗣 Delete 🏛
Educational Health Care Plan (EHCP) Created by You on 01-jun-2022 - Edited by you on 01-jun-2022	General health Discuss Delete
Contacts Created by You on 01-Feb-2021 - Edited by you on 01-Jun-2022 - Review date 06-Jun-2022	General health J

Key Components of PKB

- **Two-way communication portal** enables carers and young adults to message and receive information.
- Users can attach videos and documents for journals and files
- A seizure diary maintained by carers can be accessed live by professionals at any time.
- A **library of medical information about epilepsy**, safety, lifestyle, prognosis, and links to other epilepsy websites which hold authentic information.
- **24-hour secure access to this platform** on any web-based digital equipment such as smart phone, desktop or mobile tablets.
- Further plan is to integrate PKB with hospital and GP records for appointments, tests, and discharge letters.

Files holding important documents within PKB



Integration of GP clinical system with PKB

Authorised	Drug 🛡	Last Issued	Review	Issues
28 Apr 2022	Chloral hydrate 500mg/5ml oral solution 100 ml - take 5 mls prn	14 Jul 2022	28 Apr 2023	1/6 (12)
28 Apr 2022	Clobazam 5mg/5ml oral solution 300 ml - 1mg (1ml) once a day during the night	15 Aug 2022	28 Apr 2023	3/6(12)
28 Apr 2022	CosmoCol Plain oral powder sachets (Stirling Anglian Pharmaceuticals Ltd) 60 sachet - use as directed	Reauthorised	28 Apr 2023	0/6(0)
28 Apr 2022	FruitiVits oral powder 6g sachets (Vitaflo International Ltd) 30 sachet - use as directed	Reauthorised	28 Apr 2023	0/6(0)
28 Apr 2022	K.Quik liquid (Vitaflo International Ltd) 2250 ml - use as directed	Reauthorised	28 Apr 2023	0/6(0)
28 Apr 2022	KetoCal 4:1 powder vanilla (Nutricia Ltd) 300 gram - use as directed	Reauthorised	28 Apr 2023	0/6(0)
28 Apr 2022	Lactulose 3.1-3.7g/5ml oral solution 500 ml - 10ml once a day	30 Jun 2022	28 Apr 2023	1/6(2)
28 Apr 2022	Levetiracetam 100mg/ml oral solution sugar free 300 ml - give 400mg twice daily	15 Aug 2022	28 Apr 2023	3 / 6 (32)
28 Apr 2022	Liquigen emulsion (Nutricia Ltd) 2000 ml - use as directed	Reauthorised	28 Apr 2023	0/6(0)
28 Apr 2022	Melatonin 2mg capsules 60 capsule - take two capsules daily	14 Jul 2022	28 Apr 2023	1/6(13)
28 Apr 2022	Phenobarbital 50mg/5ml oral solution 400 ml - take 38mg (3.8ml) twice a day	15 Aug 2022	28 Apr 2023	3/6(23)
28 Apr 2022	Sennosides 7.5mg/5ml oral solution sugar free 500 ml - 1x5ml spoon at night	30 Jun 2022	28 Apr 2023	1 (2)

Chloral hydrate 500mg/5ml oral solution started 28 Apr 2022 take 5 mls prn: Supply Quantity 100 ml: Issued 1: Max Issue 6: Last Issued 14/07/2022	General health	
 Clobazam 5mg/5ml oral solution started 28 Apr 2022 Img (1ml) once a day during the night: Supply Quantity 300 ml: Issued 3: Max Issue 6: Last Issued 15/08/2022 	General health	a
 CosmoCol Plain oral powder sachets (Stirling Anglian Pharmaceuticals Ltd) started 28 Apr 2022 use as directed: Supply Quantity 60 sachet: Issued 0: Max Issue 6 	General health	Cart
 FruitiVits oral powder 6g sachets (Vitaflo International Ltd) started 28 Apr 2022 use as directed: Supply Quantity 30 sachet: Issued 0: Max Issue 6 	General health	
K.Quik liquid (Vitaflo International Ltd) started 28 Apr 2022 use as directed: Supply Quantity 2250 ml: Issued 0: Max Issue 6	General health	
KetoCal 4:1 powder vanilla (Nutricia Ltd) started 28 Apr 2022 use as directed: Supply Quantity 300 gram: Issued 0: Max Issue 6	General health	Gal
Lactulose 3.1-3.7g/5ml oral solution started 28 Apr 2022 10ml once a day: Supply Quantity 500 ml: Issued 1: Max Issue 6: Last Issued 30/06/2022	General health	
 >Levetiracetam 100mg/ml oral solution sugar free started 28 Apr 2022 give 400mg twice daily: Supply Quantity 300 ml: Issued 3: Max Issue 6: Last Issued 15/08/2022 	General health	
Liquigen emulsion (Nutricia Ltd) started 28 Apr 2022 use as directed: Supply Quantity 2000 ml: Issued 0: Max Issue 6	General health	
Melatonin 2mg capsules started 28 Apr 2022 take two capsules daily: Supply Quantity 60 capsule: Issued 1: Max Issue 6: Last Issued 14/07/2022	General health	
Phenobarbital 50mg/5ml oral solution started 28 Apr 2022 take 38mg (3.8ml) twice a day: Supply Quantity 400 ml: Issued 3: Max Issue 6: Last Issued 15/08/2022	General health	
 Sennosides 7.5mg/5ml oral solution sugar free started 28 Apr 2022 1x5ml spoon at night: Supply Quantity 500 ml: Issued 1: Max Issue -1: Last Issued 30/06/2022 	General health	

For the clinicians involved, PKB has meant that:

- partnership working with the parent/carer
- safety of prescriptions has improved
- medication review is much easier
- care plans are easier to maintain
- parents can be directed to the library
- videos are available which involve the parents to explain the different aspects of epilepsy care
- feeding into a National Audit for Epilepsy is much easier
- video secure-upload function means clinicians can give a quick review and opinion on seizures
- parents are able to manage their child's condition
- allows clinicians to prioritise messages
- availability of the seizure diary is helpful

For parents and Children, PKB has meant:

- reduced the burden of care
- all the information can be held digitally in one place
- don't have to worry about misplacing or losing information
- information is easier to retrieve
- parents not having to keep repeating their stories
- patient experience has improved especially during admissions
- improved medicines safety
- makes appointments with tertiary clinicians more meaningful
- communication with their health and care professionals has improved
- it has enabled partnership working for both patients and clinicians
- improved access
- gives families the confidence to go away on holiday
- parents can offload any questions or queries by messaging the clinician's day or night!

Raising epilepsy awareness in our community Inspire Radio Station



The Health And Fitness Show

Leaflets explaining PKB in English, Urdu & Bengali



Bedfordshire, Luton and Milton Keynes Health and Care Partnership

PKB - A PATIENT HELD RECORD



one central place to store

- Seizure diary and videos
- Epilepsy care plans
- Medical history
- 'All About Me' plan
- Medicines, allergies and diagnoses

Parents, carers and patients can:

- record and share moments when they happen
- message the Epilepsy Team if they need help
- refer to the resource library for help and advice

A PILOT FOR LUTON PAEDIATRIC EPILEPSY PATIENTS ONLY! To register call 0333 405 0079

"our first family holiday was saved by PKB when our young child had a seizure that wasn't their usual type. We were able to message our epilepsy nurses Liz and Mary through PKB to ask for advice. Liz and Mary reassured us, meaning we didn't have to take our child to an unfamiliar hospital, or cut our holiday short and come home."







Bedfordshire, Luton and Milton Keynes • Health and Care Partnership

পিকেবি [PKB] - পেশেন্ট হেন্ড রেকর্ড

একটি কেন্দ্রিয় স্থান যেখানে সংরক্ষিত থাকে: • খিঁচনির iসিজারা ডাইরি ও ভিডিও

- মুগী রোগীর পরিচর্যার পরিকল্পনা
- চিকিৎসার ইতিহাস
- 'অল অ্যাবাউট মি [আমার সম্পর্কে সব]'
- পরিকল্পনা • ওষধ, অ্যালার্জি এবং রোগ নির্ণয়
- ওধুব, অসলাভি এবং রোসা •
- মা-বাবা, কেয়ারার এবং রোগীরা:
- খিঁচুনি উঠলে তা রেকর্ড ও শেয়ার করতে পারবেন
- তাঁদের সাহায্যের প্রয়োজন হলে এপিলেপসি টিমকে ম্যাসেজ দিতে পারবেন
- সাহায্য এবং পরামশের জন্য রিসোর্স লাইব্রেরিতে রেফার করতে পারবেন

শুধুমাত্র লুটন পেডিয়াট্রিক এপিলেপসি রোগীদের জন্য একটি পরীক্ষামূলক ব্যবস্থা! নিবন্ধন করার জন্য 0333 405 0079 নম্বরে ফোন করুন

"পিকেবি আমাদের প্রথম পারিবারিক ছুটিটি নষ্ট হওয়ার হাত থেকে বাঁটিয়েছিল যখন আমাদের ছোটো বাচ্চার একটি অস্বাভাবিক ধরণের খিঁচুনি উঠেছিল। তখন পরামর্শ চেয়ে আমরা পিকেবি'র মাধ্যমে আমাদের এপিলেপসি নার্স লিজ ও মেরিকে ম্যাসেজ দিতে সক্ষম হই। লিজ ও মেরি আমাদের আস্বস্ত করেন, যার ফলে আমাদের সন্তানকে একটি অপরিচিত হাসপাতালে নিয়ে যেতে হয়নি, বা আমাদের ছুটির মেয়াদ কমিয়ে বাসায় ফিরে আসতে হয় নি।"

এপিলেপসি পরিচর্যার ক্ষমতায়ন, সময় বাঁচানো, জীবন উন্নত করা





PKB - ایک مریض کا ریکارڈ

ذخیرہ کرنے کےلیے ایک مرکزی جگہ

- بیماری کی ڈائری اور ویڈیوز
- مرگی کی دیکھ بھال کے منصوبے
 - طبی تاریخ
- 'میرے بارے میں سب' منصوبہ
 ادویات، الرجی اور تشخیص



والدین، دیکھ بھال کرنے والے اور مریض یہ کر سکتے ہیں: • لمحات کو ریکارڈ کریں اور شیئر کریں جب وہ واقع ہوں • اگر انہیں مدد کی ضرورت ہو تو مرکّی ٹیم کو پیغام دیں

مدد اور مشورے کے لیے ریسورس لائبریری سے رجوع کریں

صرف لوٹن پیڈیاٹرک مرگی کے مریضوں کے لیے ایک راہنما! رجسٹر کرنے کےلیے 0079 405 0333 پر کال کریں

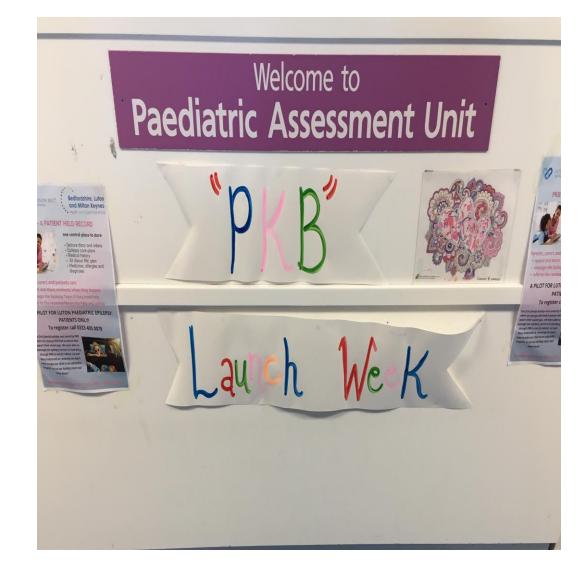


"ہماری پہلی خندانی چھٹی PKB نے اس وقت محفوظ کی تھی جب ہمارے چھوٹے بچے کو دورہ پڑا تھا جو ان کی معمول کی قسم کا نہیں تھا۔ ہم اپنی مرگی کی نرسوں لڑ اور مریم کو PKB کے ذریعے مشورہ دینے کے لیے پیغام پھیجنے کے قابل تھے۔ لز اور مریم نے ہمیں یقین دلایا، یعنی ہمیں اپنے بچے کو کسی ناواقف ہسپتال میں لے جاتے کی ضرورت نہیں تھی یا اپنی چھٹیاں مختصر کرکے گھر آئے کی ضرورت نہیں تھی۔

رگی کی دیکھ بھال کو بااختیار بنانا، وقت کی بچت، زندگیوں کو بہتر بنانا

Empowering Epilepsy Care, Saving Time, Improving Lives

PAU Launch Week (25th July 2022)





'Away Day 1' 6th May 2022

'Away Day 2' 22nd July 2022





Parents sharing their stories with local executives



A podcast with the executives



Liz Stevens (Childrens Epilepsy Specialist Nurse)

Cambridgeshire Community Services NHS Trust

Questions relevant to young people

Gender: h	ow do yo	ou prefer t	o be known?
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0 😩

Other:

0 😃

My epilepsy (and how to manage)

Think about describing your seizures to a friend - what would you say?

How would you tell your friend the first aid you would need for one of your seizures?

What did you talk about at your last appt?

0 🙂

0 😐

0 😕

How am I doing in this section?

More on mental health

Thinking about my mental health What do you like about school for you? e.g. seeing friends, sports, subjects What do you not like about school? e.g. friendship problems, learning Do you worry about having a seizure at Select school/work/outside etc? How do you deal with exam stress? How am I doing in this section? 0 🙂 0 😃 0 😐 0 😐 0 😩 How does epilepsy impact on your life? Have you ever experienced bullying? Select How do you feel about your epilepsy? 0 😃 0 🙂 0 😐 0 😕 0 😩 How do you deal with your emotions? How happy with daily life are you? 0 😃 0 🙂 0 😐 0 😕 0 😩



y health choices	
/hat other medicines	do you take?
e.g. inhalers, allergy medicin	es
ow am I doing in t	his section?
0 🙂	
0 😑	
0 😐	
0 🐸	
ave you ever taken, o	or do you take recreational drugs?
Select	·
Select	~
ow much and how of	ften do you vape?
Select	~
ow much and how of	ften do you drink alcohol?
Select	~
/hat does healthy liv	ing mean to you?
ow often do you exer	rcise?
Select	

Coproduction with young people

Development of PKB digital epilepsy transition programme

Partnership with Children's Epilepsy Nurses and Young Epilepsy but with focus on views/opinions of young people

Local but including other areas of UK

Free text and drop down options

My medications

How do you remember the name and dose of your medicine?

How do you remember to take your medicine?

How often do you miss a dose?

How am I doing in this section? 0

... 0

0 .

How would you get your repeat medicines?

...

/ Select	
Never	
Rarely	
Sometimes	
Often	
Always	

What young people told us

Enable young people to engage- good way to start	Helps young people to think about their future which includes epilepsy	Questions all good likes the section on mental health- made her think of her own needs
Helped me to engage in transition work	We have ownership of the process	Answers will be much richer than the programme used before

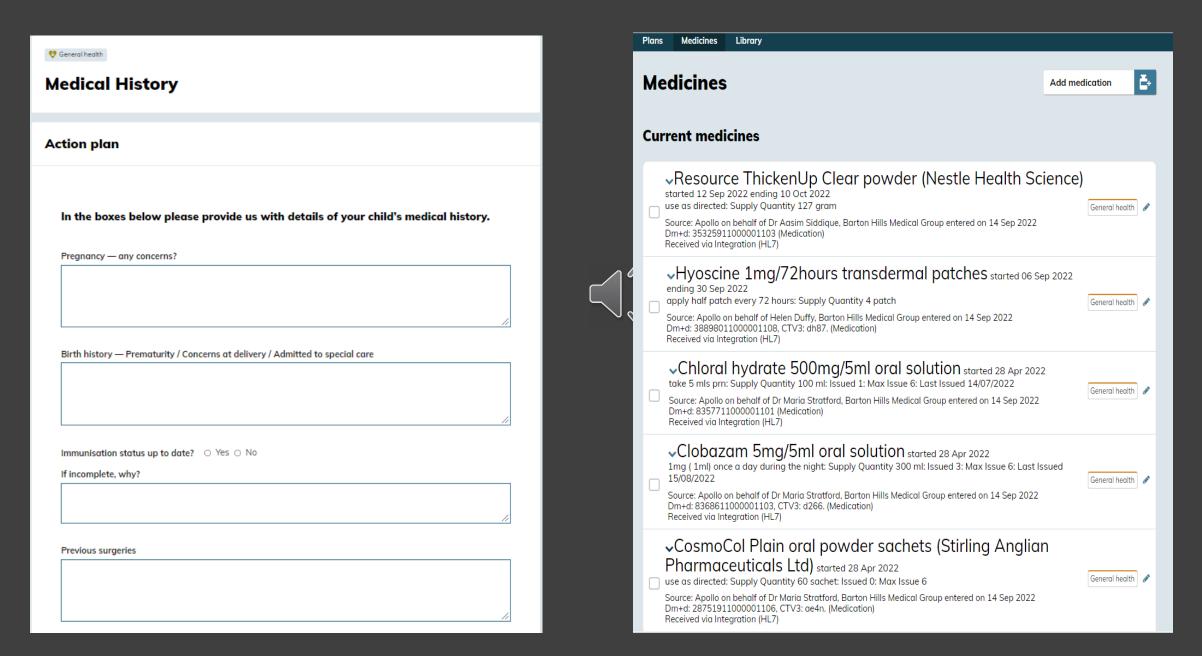
Thank you for making me part of this

Title pending...





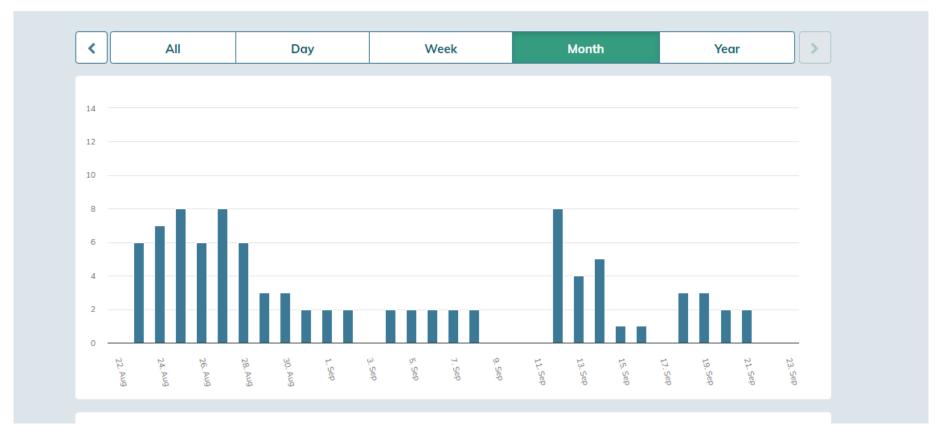
Medical History and medicines showing on PKB



Journal Entry (PKB)

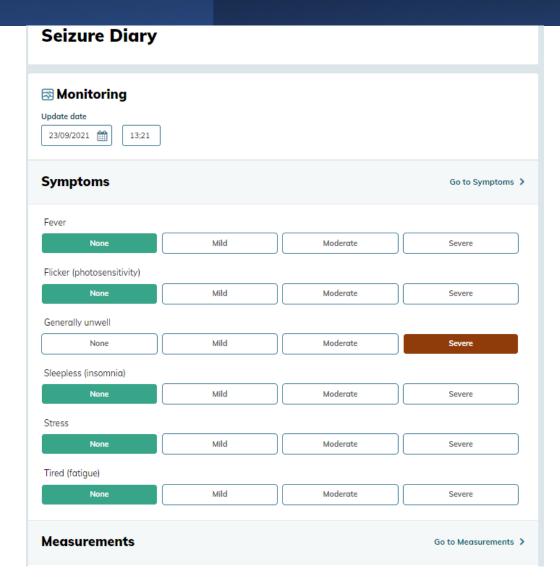
Appointments Journal	
Journal	Add entry
2/9/22-11/9/22	
12 Sep 2022 12:22	
Lily has had a great first week back to school. She has settle	l into tulip class so well.
She had put on weight, she now weighs 20.2 kg which is a m	assive improvement.
She has only had one seizure at school this week. 👹 🦉 🦉	
😎 General health	

Seizure diary Aug - Sept 2021



Seizure Triggers (PKB)





Lennox-Gastaut syndrome

- This epilepsy syndrome is uncommon and occurs in between 1 and 5 in every 100 children with epilepsy.
- However, it is the most common type of intractable (difficult to treat) childhood epilepsy. It is also known as an 'epileptic and developmental encephalopathy' because the epileptic seizures and the abnormal EEG are thought to be important in these childrens' developmental delay and learning difficulties.
- The most common time for Lennox- Gastaut syndrome to start is between 3 and 5 years of age although it can start as early as 18 months or as late as 7 years of age.

Video uploaded onto the PKB Platform

Journal Add entry Record your own observations about your health here. Miss Usha Panchal (i) 0 × -New seizure 16 Jun 2022 13:37 Seizure triggers: Description of the seizure: What happened after the seizure: Buzz Lightyear - Seizure (DOG).MOV 144 **>>**1 10 😳 General health

Miss Usha Panchal ()

<*

...

Messaging within PKB

Back to my patients	Summary	Events & messages	Health	Treatments	Diary	Files	Devices	Shoring		
Events & n	nessag	es				Se	nd message			end
that if she had another	prolonged sei ness and drib rns about brea		wed by rec	current episodes	of head a	ind eyes	turning to ri	ight with		not us
Kind regards									Sub	oject
Liz									Mes	ssage

a message

e this for urgent problems as your message may not be read immediately.

To:	Patient				
	Miss Usha Panchal				
	× Ms LDEpilepsy Prof				
	If the person you want to message is not listed you can invite them if you know their email address.				
Subject	Morning seizure				
Message	Dear Dr Allen,				
	Just to let you know Usha had a seizure today in the morning. More info in the seizure diary. Video of the seizure is in the journal.				
	Thank you Mum				
	Provide as much detail as you can as this will help your patient and the rest of your team avoid follow-up appointments				
Attachment	+ Add file				

Up to 10 GB



Seizure diary translated into French

Mesures	Allez dans Mesures 🕻
Doses de médicaments de sauvetage données dans une journée (compte)	
Nombre de médicaments manqués aujourd'hui	
Type de convulsion n°1 (comptage quotidien)	
Type de convulsion n°2 (comptage quotidien)	
Type de convulsion n°3 (comptage quotidien)	
Type de convulsion nº4 (comptage quotidien)	

Seizure Diary	
Surveillance Actualiser la date 14/09/2022	
Symptômes	Allez dans Symptômes 义
Fièvre	
Aucun Légère Modéré Sévère	
Scintillement (photosensibilité)	
Aucun Légère Modéré Sévère	
Généralement malade	
Aucun Légère Modéré Sévère	
Insomnie	
Aucun Légère Modéré Sévère	
Stress	
Aucun Légère Modéré Sévère	
Fatigué (fatigue)	
Aucun Légère Modéré Sévère	

Emergency Care Plan (PKB)

Eme

Dov

Action plan

Attached is the PDF of your child's emergency care plan. Please note — A member of the Epilepsy team will inform you if you need this treatment.

This care plan has been individualised to meet the needs of your child and should be followed in the case of an emergency, when rescue medication is required.

Please note — only trained family members and professionals are advised to administer rescue medication.

Please see videos below of how to give Buccolam & Epistatus for emergency treatment. Please check your brand of medication to ensure you watch the correct video.

Buccolam

Click here for more information about Buccolam.



of 2 Q			- +	 *
	Laten Adults	Dunstable Hospital		
		and the second		
	Date:	Review date:		
	EMERGENCY PLAN OF C	ARE FOR SEIZURES		
	Name: Danny Duck-TestPatient	DOB: 01 Jan 2001		
	NHS:	Hospital No:		
	Mother:	Contact No:	_	
	Father:	Contact No:	_	
	Current Medication			
	(Epilepsy medication only - If there is a fat of other medication main care plan if attending hospital Description of Seizures:	ons, supply separate appendix of medication fn	ham	
	(Epilepsy medication only - If there is a list of other medication main care plan if attending hospital)		ham	
	(Epilepsy medication only - / there is a fat of other medication main care plan if attending hoseful) Description of Selzures:	itures requiring rescue medication) Buccolam pre filled syringes mg/ml.	tam	
	(Epilepsy medication only - if there is a fat of other medication main care plan if attending hospital Description of Seizures: (Include any details on duration, frequency and recovery of se Name of Rescue Medication	izures requiring rescue medication) Buccolam pre filled syringes mg/mL Please see dose below		
	(Epilepsy medication only - if there is a list of other medication main care plan if attending hospital Description of Seizures: (Include any details on duration, frequency and recovery of se Name of Rescue Medication Route of Rescue Medication	izures requiring rescue medication) Buccolam pre filled syringes mg/mL Please see dose below Buccal		
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PKB is first and only PHR integrated with NHS App and NHS login

NHS Login single sign-on into PKB NHS App user interface embeds PKB functionality



10:30 all 🕆 🚥 NHS ⑦ ធ < Back Your GP surgery or hospital provides this service NHE OC NHS 00 NHS NHS Appointments services or household provides this service intering on beingstation were being and C# Add appointment Test results Appointments Platelets in Blood Add symptoms (10/01/1 Add mode Upcoming (4) dd appointment Dote 2010-62020 100 Add result oming (4) Charing Cross Hospital ... INSTITUTE SYMPTOMS Day Week Month Year buy Work Month Year **IBD** Outpatient Appointment Couphing blood (hemoplysis) utpatient Appointment (thruto boold llul) 387 9 June 2020 at 10:30 2020 at 10:30 Name || Mild || Moder Cress Hospital Hearthum Mean corpuscular volume Charing Cross Hospital Dr Freddie Rodriguez (Doctor) DN NOM None || Mild ||Moderate || Severe Attendees: Dr Freddie Rodriguez (Doctor) General Health OTHER SYMPTOMS Blurred vipion Platelets in Blood 16:00 (10490.) 🖰 Dr Jane Jackson ... Mild Moderate // Severe 175 188 Physiotherapy 14 July 2020 at 16:00 188 10×9/L Red blood cell (RBC) count (10~12/L) Ronge: 150 - 450 10-90. St. Mary's Hospital Speciality: Angiology Seneral Health

Luton Epilepsy Clinicians and project team





Lily's Family

THANK YOU