

Reference:	FOI.7878.22
Subject:	Patient Portal/Patient Access Portal Systems
Date of Request:	4 January 2022

Request and response:

Can you please complete the fields below with what you currently hold?

Please enter 'No System Installed' under supplier name if your trust does not use the system:

Hywel Dda University Health Board (UHB) provides the information requested within the table below:

System type	Patient Portal/Patient Access Portal
Supplier name	Patients Know Best
System name	Patients Know Best
Date installed	2018
Contract expiration	30 November 2022
Notes - e.g. we are currently out to tender	
Is this contract annually renewed?	Yes
Do you currently have plans to replace this system? - Yes/No	No

System definition: Patient Portal / Patient Access Portal – It is a secure online portal/website to access personal health information. The online tool allows patients to log in and access elements of their electronic record (appointments, test results, billing, prescriptions etc.) or communicate with their health professionals.