



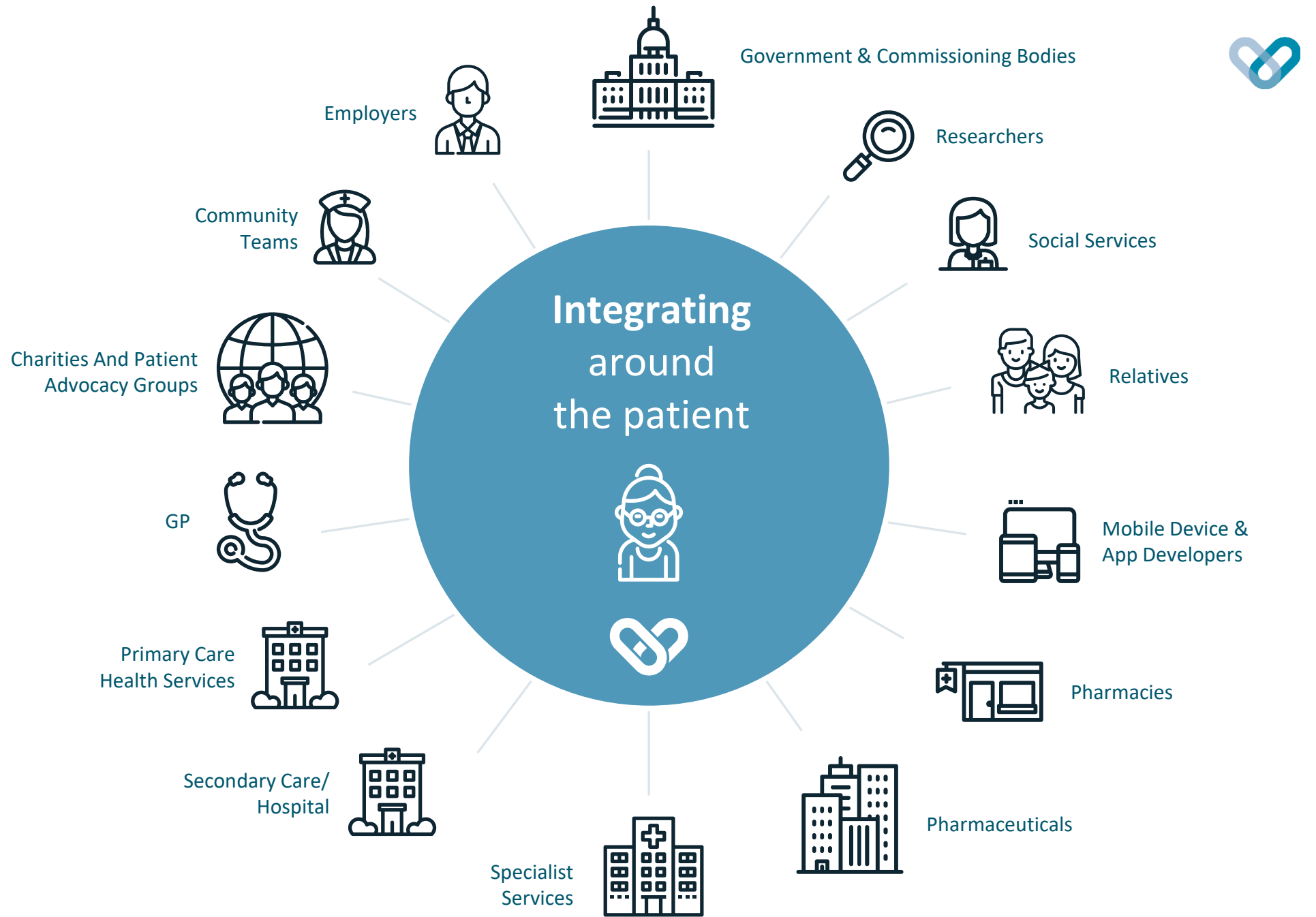
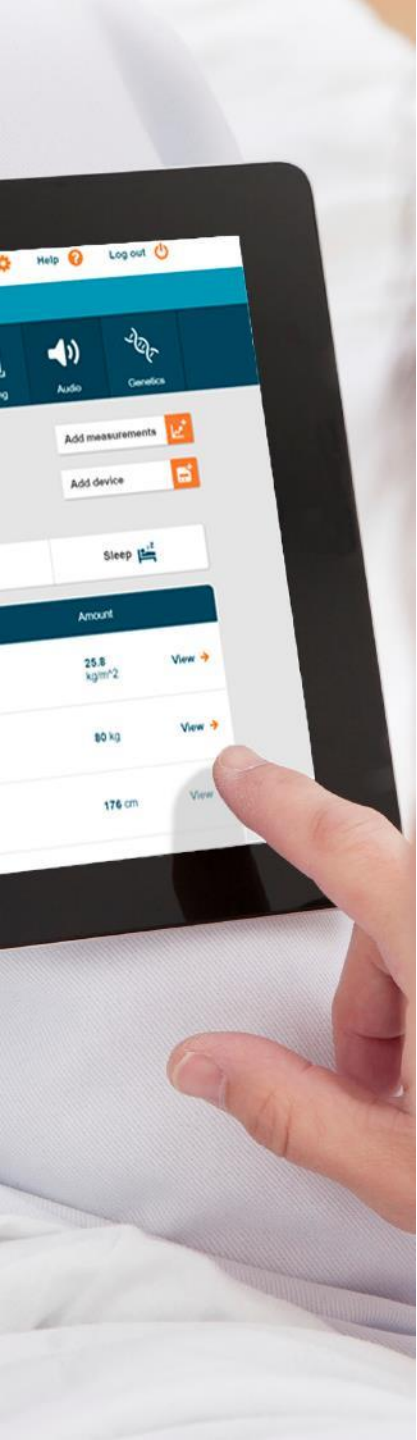
PATIENTS KNOW BEST®
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 @patientsco & @PkbTom

 green@patientsknowbest.com &
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 www.patientsknowbest.com/green/







Digital Tools in PKB



Asynchronous Messaging



Symptom Tracking



Assessment Questionnaires



Library of Resources



Test Results



Care Planning



Journal Entries



Measurements & Device Integration



Audio Feature



Diagnosis, Medications & Allergies



Files Feature



Appointment Data



Imaging (CT/X-Ray)



Sharing of Data

Platform available in 22 languages including:



Arabic



Bengali



Chinese



Danish



Dutch



English



French



German



Greek



Italian



Polish



Portuguese



Russian



Spanish



Swedish



Turkish



Gujarati
Hindi
Marathi

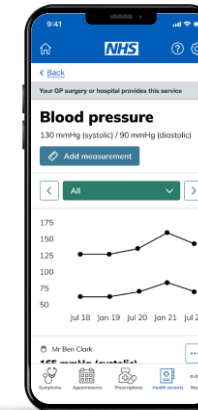
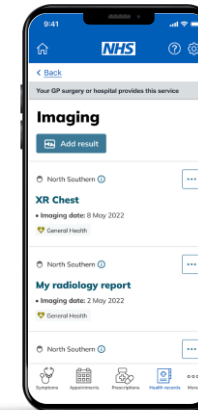
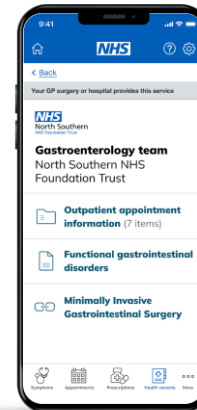
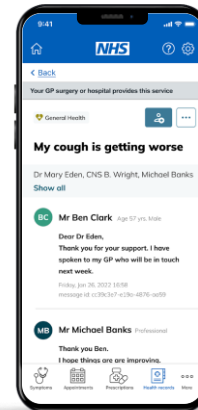
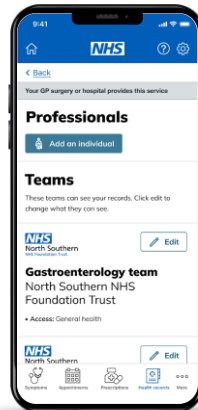
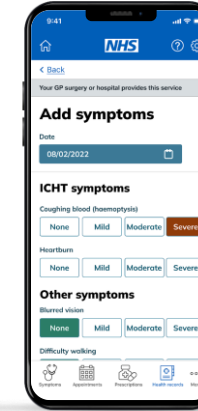
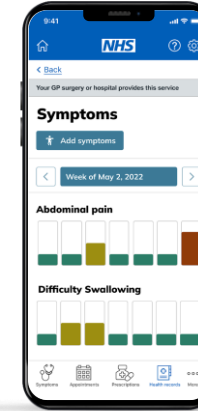
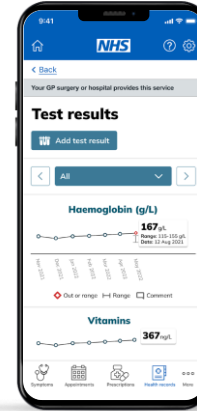
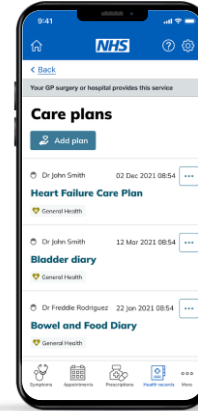
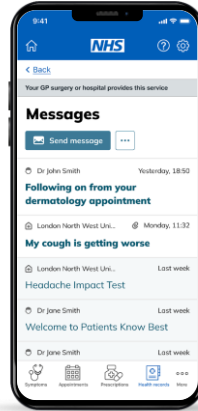
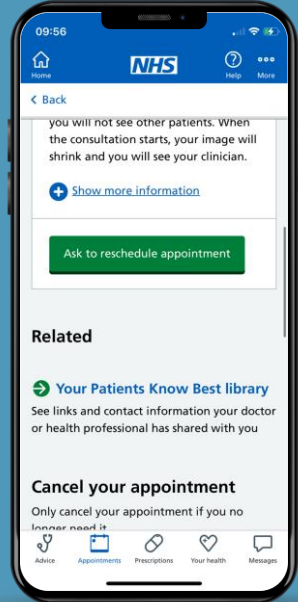
Tamil
Urdu



Welsh

Broadest and Deepest Integration With the NHS App

10 screens no other system has



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

Optimising Preoperative Appointments

- HUTH have implemented a digital pre-assessment pathway with questionnaires being sent to patients via PKB to determine what level and type of interaction, if any, a patient needs ahead of surgery.
- An integrated digital letters workflow supports the trust to deliver their patient correspondence digitally (with the ability to fall back to post if any letter is unread for a pre-defined period of time)

296

Avoided between October 2022 and June 2023

25.1 tonnes of CO2 equivalent saved



183,258

Digital letters sent and read, avoiding physical letters being posted

NHS

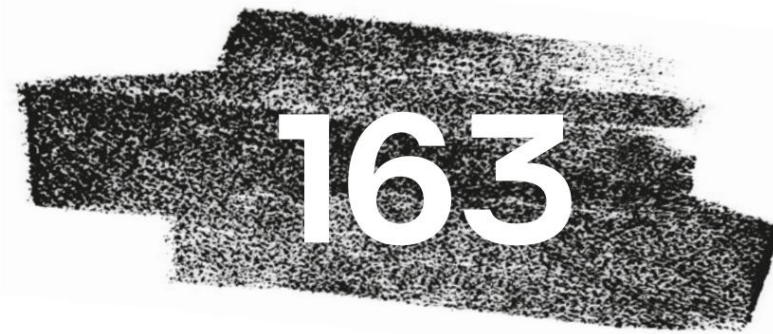
Hull University
Teaching Hospitals
NHS Trust



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Our Footprint

- One of the smallest per employee footprints that Supercritical have seen, based upon a combination of minimal travel, the use of the most sustainable hosting provider available and remote working.
- At PKB we made the decision to include the usage of our platform within our carbon footprint, ensuring that as we're providing services to our customer base, we don't add to their carbon footprint.



Total tonnes CO₂ emitted

That's the equivalent of powering 51 homes
[for a whole year](#)

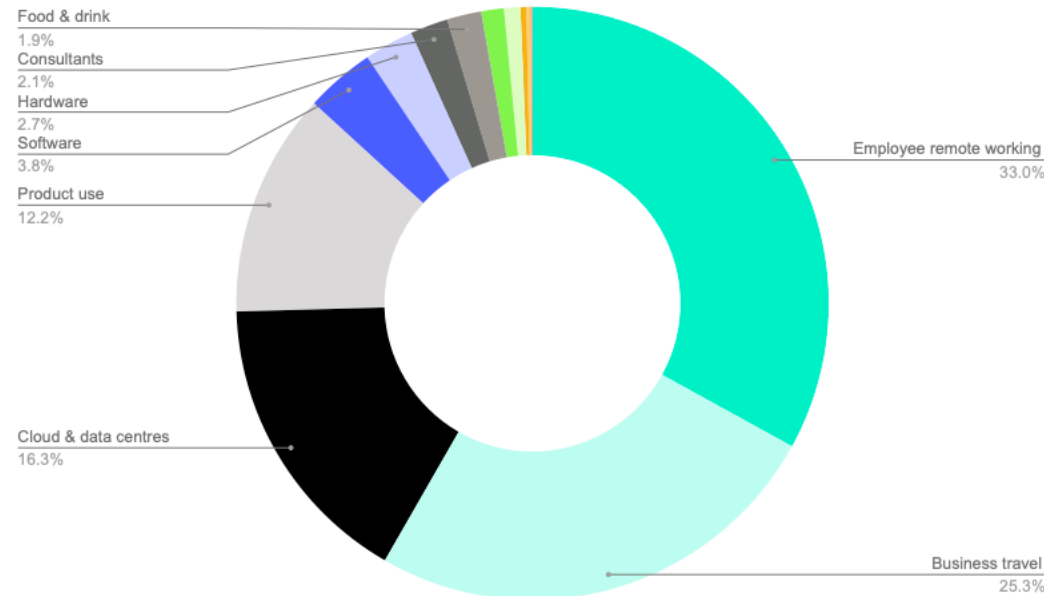
2.17 t CO₂e
per employee

LOWER THAN AVERAGE



Your total footprint equates to 2.17 tonnes CO₂e per employee over 2022. The average footprint for a person in the UK is 12.7 tonnes per year, and the average footprint of an employee in a tech company is ~3.5–5.5 tonnes.

Emissions breakdown



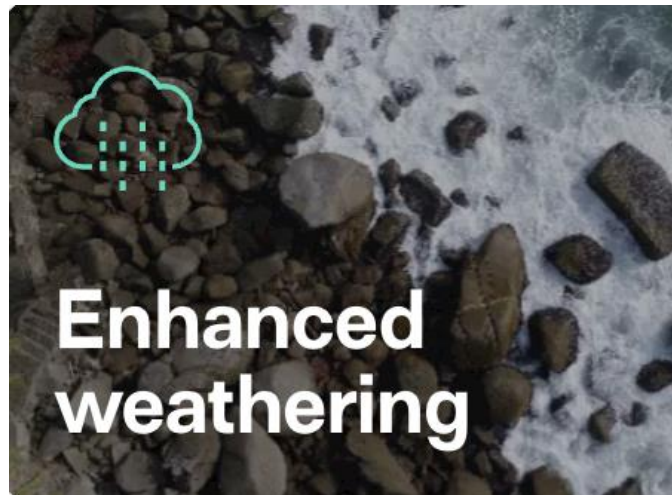
GHG protocol breakdown by scope

Scope	t CO ₂ e
Scope 1 Direct emission from fuel combustion in own buildings and vehicles	0
Scope 2* Emissions from electricity and heating use in control of the company	0
Scope 3 Emissions from the corporate value chain	163



Permanent Carbon Removal

- **Biochar** - A charcoal-like substance produced when waste biomass is heated in the absence of oxygen.
- **Enhanced Weathering** - Accelerating the natural process of rock erosion, by crushing rock and spreading it on land.
- **Bio-oil** - Bio-oil takes waste biomass and converts it to a highly stable liquid through fast pyrolysis



Carbon Reduction Plan & Transparency



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Supporting the NHS to net zero



PKB's road to net zero



Carbon Reduction Plan



Carbon Reduction Plan – Patients Know Best

Supplier name: Patients Know Best

Publication date: 15/06/2023

Commitment to achieving Net Zero

As of 2021, Patients Know Best is a Net Zero company. We are committed to reducing our emissions year on year relative to our revenue, with a target to halve our emission intensity by 2030, continuing to offset all residual emissions on an annual basis with **durable carbon removal offsets** to remain Net Zero.

Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year: 2021	
Additional Details relating to the Baseline Emissions calculations.	
Baseline year calculated in an abnormal year, acknowledging that our footprint for 2021 was lower than usual due to limitations in business travel due to the Covid-19 pandemic.	
Baseline year emissions: 105 (tCO₂e)	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	0
Scope 2	0
Scope 3 (Included Sources; incl. teleworking and business travel)	51
Scope 3 (Other sources)	54
Total Emissions	105

Current Emissions Reporting

Reporting Year: 2022	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	0
Scope 2	0
Scope 3 (Included Sources; incl. teleworking and business travel)	91
Scope 3 (Other sources)	72
Total Emissions	163

As a company that doesn't have physical offices, doesn't have or provide company cars or directly purchase electricity, Our scope 1 and scope 2 emissions are 0. Out of CRP Scope 3, we have business travel and commuting emissions, in which we include teleworking. Our other Scope 3 include purchased goods and services (for example hosting), capital goods