

The NHS App – Supporting Primary Care

Presented by:

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NHS App – introduction and overview

NHS App

The NHS App enables people in England to access digital health and care services. This helps them stay well, get well and manage their health and care.

- Launched January 2019
- Owned and run by the NHS
- Free to download
- Safe and simple way for citizens to access a range of NHS services on smartphone, tablet or computer
- Available to anyone 13 years and over, and registered with NHS GP practice in England or Isle of Man

The NHS App Team

Who we are and how we work

- Dedicated team of highly skilled IT professionals
- The Patient is at the heart of everything we do
- Multi-disciplinary teams
- Agile methodology
- DevOps

NHS App services

Repeat prescriptions

Notifications and messages

View test results

GP Health Record

Book a vaccine

Electronic referral service

Online consultation forms

Register for a GP online

Nominate a pharmacy

Digital prescriptions

Manage secondary care appointments

Personal Health Records

NHS 111 online

View your NHS number

Linked accounts

Be part of research

Find NHS services near you

Health A-Z

Organ donation decision

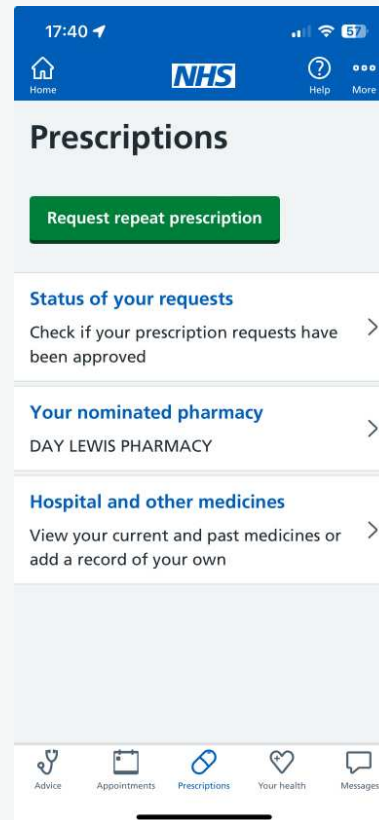
GP appointments

What's in the NHS App?

Requesting a repeat prescription

Patients can request repeat prescriptions on the NHS App. It's an easy, quick and convenient way to order on the go.

They can order prescriptions at a time that suits them. There's no need to wait until the GP surgery opens or join a telephone queue.

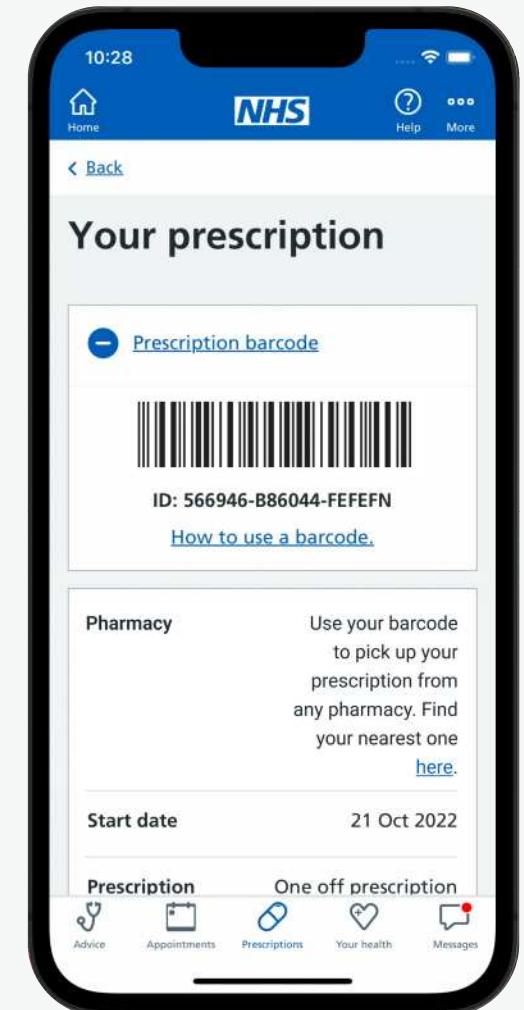
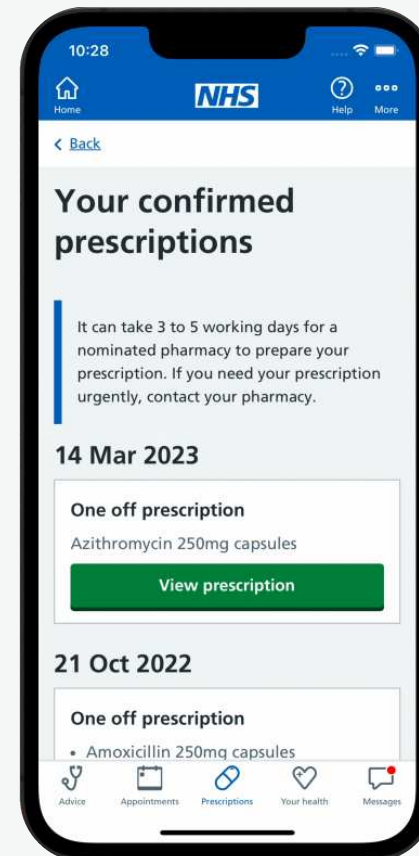


Nearly 30 million repeat prescriptions were ordered via the NHS App between September 2022 and August 2023

Digital prescriptions

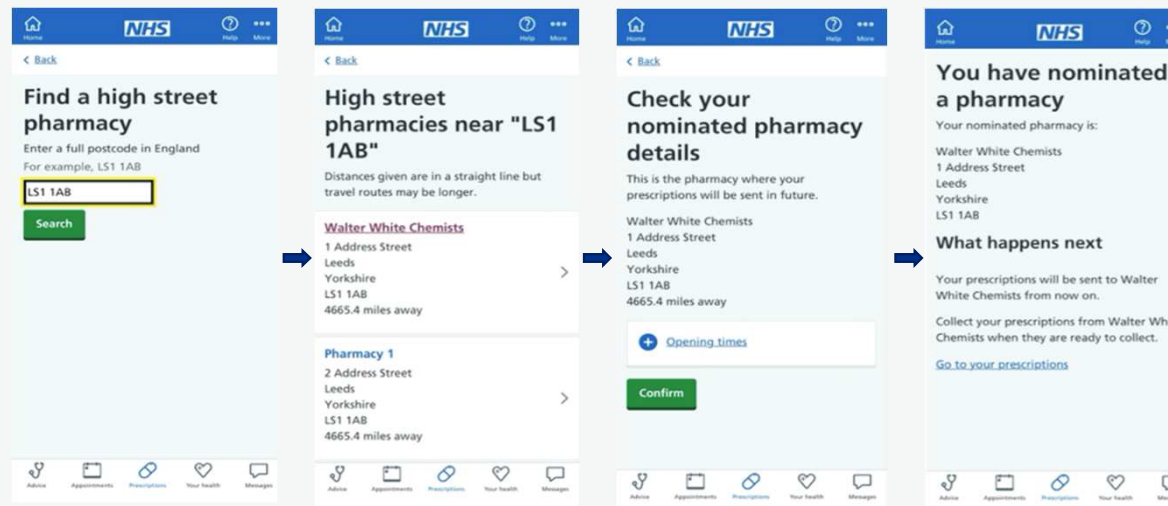
Patients can use their digital prescriptions to collect their medication at any pharmacy in England. Patients will be able to view:

- repeat and acute prescriptions created using the Electronic Prescription Service
- medication information included within their prescription
- information about the pharmacy their prescriptions can be collected from
- a prescription barcode to collect one-off prescriptions from any pharmacy in England



Nominate a pharmacy

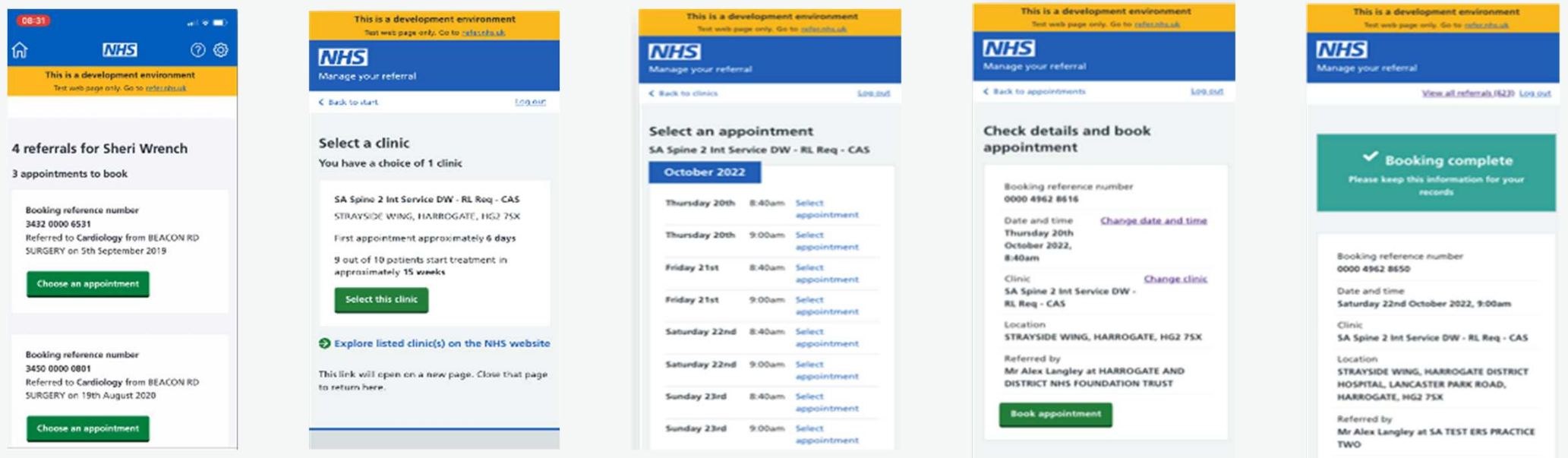
Patients can view and change their nominated pharmacy and where their prescriptions are sent on the NHS App.



Electronic referral Service (e-RS)

When a practice makes a referral to a specialist at a hospital or clinic, using the NHS e-Referral Service, the patient can manage their first appointment themselves, on the NHS App, by clicking on Hospital and other appointments.

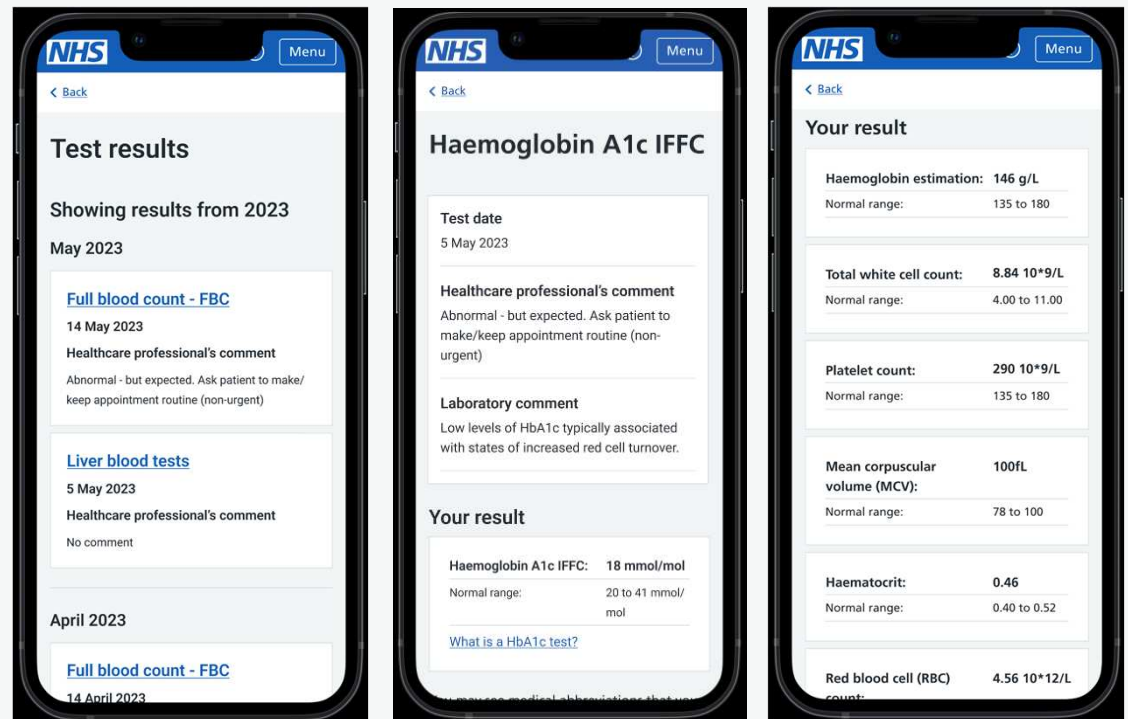
This means practices do not need to print or post booking instructions. The patient can easily book, check, change or cancel their appointment online.



View test results

Test results are part of the GP Health record. We have made some improvements to the way test results are displayed for EMIS users.

Benefit is that it should reduce calls to practices to access or explain test results.



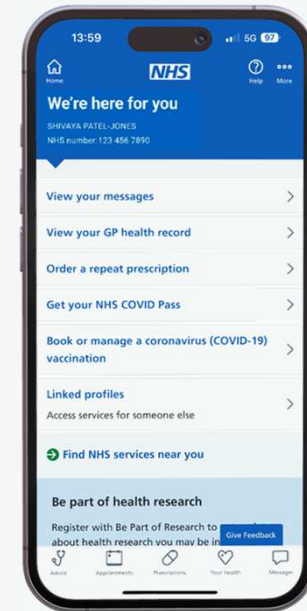
Book and manage vaccinations

Eligible people can book, cancel or change a COVID and/or Flu vaccination appointment using the NHS national booking service on the NHS App.

Use the service to:

- Check if you need a vaccine
- Book a vaccine
- Check existing appointment details
- Change an appointment
- Cancel an appointment

Users can also find more information, including how to book over the phone, find a walk-in centre and access a translator, such as the British Sign Language interpreter service.



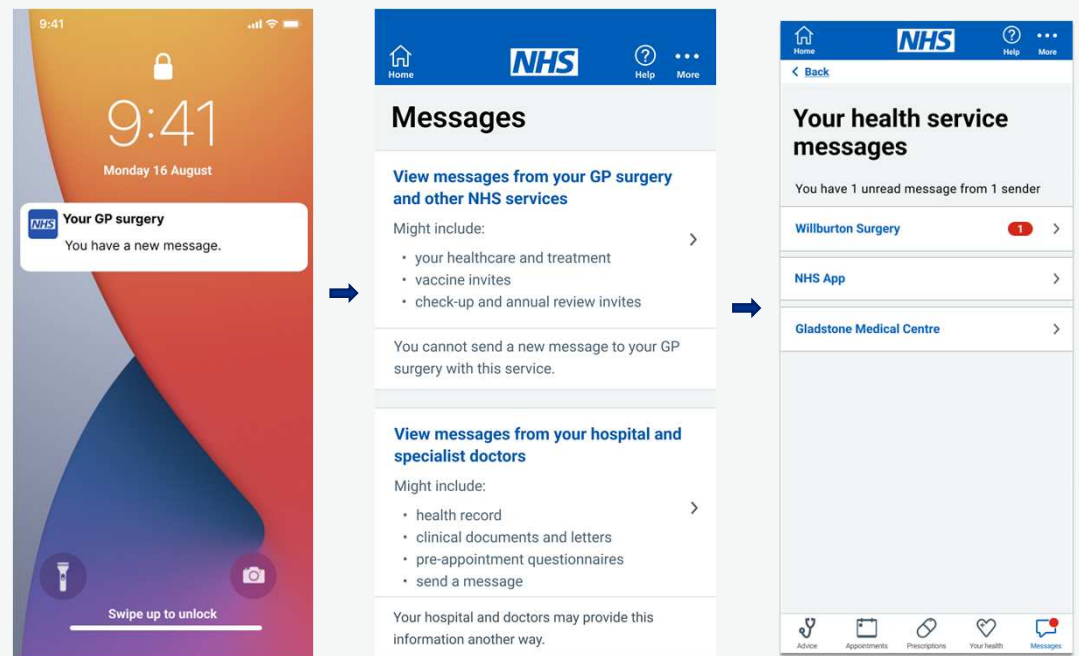
**Since November 2022,
1.4 million COVID
vaccinations have been
booked in the NHS App**

Notifications and messaging

Sending messages via the NHS App:

- Reassures patients they can trust where their messages come from
- Saves money on SMS costs
- Is more secure than other channels
- Means you can contact a patient even if they change their contact details

24+ million messages delivered so far



Register for a GP online

Register with a GP surgery is fully integrated with the NHS App meaning patients can find practices offering online registration.

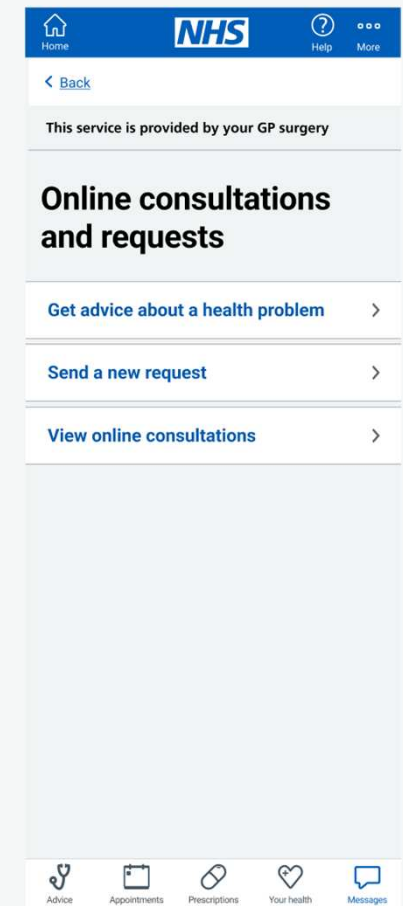
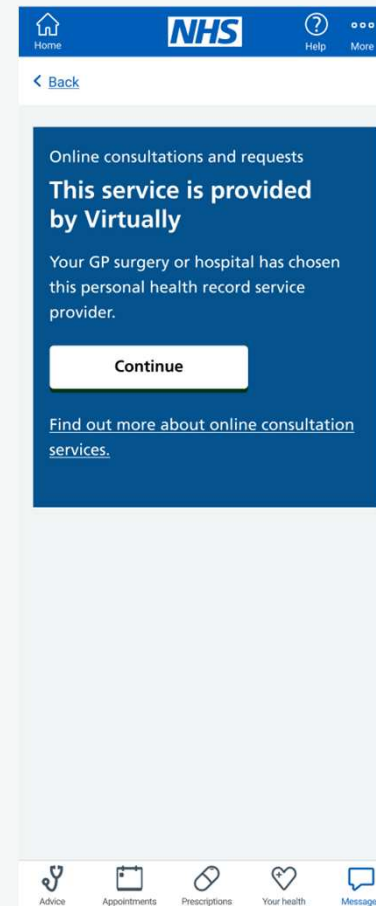
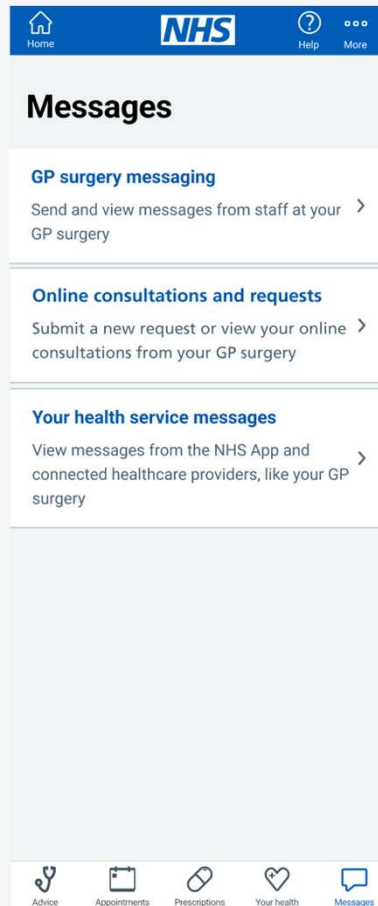
The service makes registering accessible to everyone and reduces processing time for practice teams.

Over 1900 GP practices are using the service and over 665,000 patient registrations have been submitted

The screenshot shows the NHS App interface for finding a GP. At the top, there is a blue header with the NHS logo and navigation icons for Home, Help, and More. Below the header is a green banner with a cookie settings notification. The main content area is light blue and features a 'Go back' link, the title 'Find a GP', and a text input field for a postcode in England. Below the input field are two buttons: a green 'Search' button and a grey 'Use your location' button. Further down, there is a section titled 'Find out more about registering with a GP surgery' with two links: 'How to register with a GP surgery' and 'Registering with a GP surgery outside the area you live'. At the bottom, there is a grey bar labeled 'NHS sites' with five icons: Advice, Appointments, Prescriptions, Your health, and Messages.

Online consultation forms

Patients can request care or ask a question using an online form in the NHS App. They can then receive appropriate triage or referral prior to a consultation.

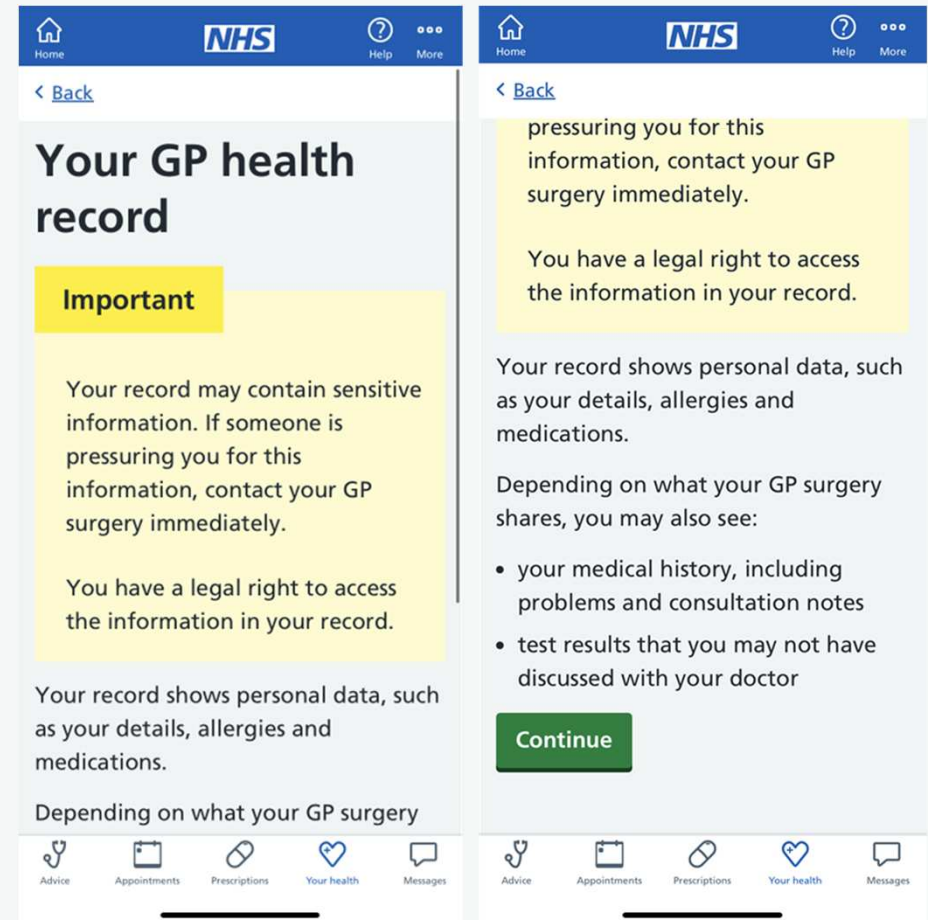


GP health record

From 31 October, patients can access their new health record entries, such as consultation notes, test results and letters, from the point when access was given.

If a patient can't see their GP health record on the NHS App, they can ask their practice to make it available to them.

21 million people with online access can see their new health record entries



Future Developments

Future developments

To view the NHS App roadmap, visit:

<https://digital.nhs.uk/services/nhs-app/future-developments>



New design

Making it easier for users to find the services they need by updating the design



Prescriptions

In-flight tracking status and meds information



Digital therapeutics discovery

Supporting patients with long term conditions



Care plans

Give more patients real-time view of care plans, and make them easier to manage



NHS App communications toolkit

NHS App toolkit

We want healthcare professionals to promote the NHS App directly to patients.

The NHS App toolkit contains print and digital materials that can easily be downloaded or printed.

The NHS App toolkit can be found at:

digital.nhs.uk/services/nhs-app/toolkit

Do more with the NHS App!

- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages
- And much more...

Need help?
Get support in the app or visit nhs.uk/helpmeapp

NHS App

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Order repeat prescriptions on the NHS App

Access your NHS services

easily choose where your prescriptions are sent

order at a time that suits you

need help? Access support in the app or visit nhs.uk/helpmeapp

NHS App

Download on the App Store | GET IT ON Google Play

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Need help with the NHS App?

Contact the NHS App support team using the QR code below or by visiting: www.nhs.uk/app-contact

The team will be able to help you with all technical queries.

It's normal to experience some technical difficulties with the NHS App if your GP surgery is changing clinical systems or merging with another practice.

If you encounter any technical issues after these changes are complete, please contact the NHS App Team.

You can also find more help and information on the NHS App and your NHS account - NHS (www.nhs.uk)

NHS App

Download on the App Store | GET IT ON Google Play

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Posters and leaflets

All print assets can be printed in black and white.

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

📅 Appointments

- **book appointments with your GP Surgery** book, view and cancel appointments
- **book and manage hospital appointments in one place**

Choose your GP or provider from a list by your GP/referrer, information on most including who it, waiting times, and booking details
vaccination
ments
end or cancel on appointments

📧 Send and receive messages

your GP surgery are from your GP using an online form
messages
fications messages from your GP and get notifications your phone or tablet

👤 Help someone else

- **linked profiles** access the health records, appointments and prescriptions of people you care for (including children) – or get help from someone you trust

📖 Advice and information

- **search symptoms, conditions, and treatments** use the health A-Z to check symptoms and treatments, and get advice on what to do next
- **get health advice through 111 online** check if you need urgent help and find out what to do next
- **find NHS services** search for services near you
- **check your NHS number** check your NHS number and manage your contact details within the NHS App

Can everyone use all of these services?

Not yet. The services you can access will vary depending on the services offered by your GP practice.

To use some services, you will need to verify your identity. You only need to do this once. You can learn more about how to register and verify your identity in a separate leaflet: 'Getting started with the NHS App'.

Or you can get help on our website: nhs.uk/helpmeapp

Your data and permissions

The NHS App does not store any patient data. It lets you view your health information held by your GP and other healthcare professionals.

Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app. You will get help related to the feature you are using
- visit nhs.uk/helpmeapp, or scan here



To download the NHS App, scan here



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Double-sided patient leaflet

A4 promotional poster

Digital and social media images

Do more with the NHS App!



Order repeat prescriptions on the NHS App



- 📍 easily choose where your prescriptions are sent
- 🕒 order at a time that suits you
- 📞 need help? Access support in the app or visit nhs.uk/helpmeapp



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Do more with the NHS App!



- 📌 Order repeat prescriptions
- 📅 Book appointments
- 👁️ View your records

And much more...

We continue to add new and updated materials to the toolkit regularly

Thank You

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 [company/nhsengland](https://www.linkedin.com/company/nhsengland)

 england.nhs.uk