The NHS App

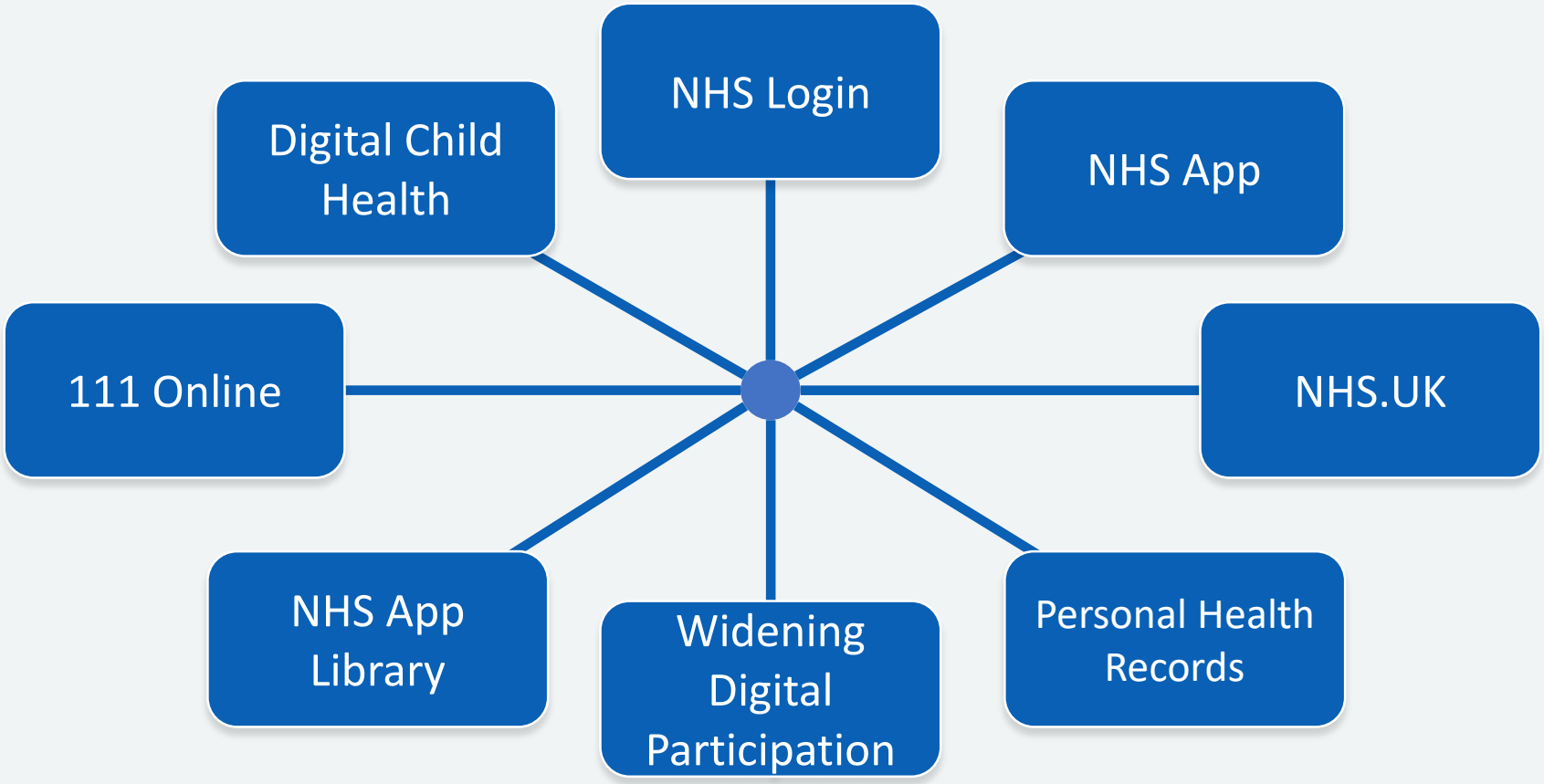
David Hodnett
NHS App

Who are we?

NHS Digital is the national body that looks after the data and processes for NHS organisations. We created an app in conjunction with NHS England and the newly formed NHSx

The aim of the app is to help people to get online and make the process of interacting with the NHS digitally as easy as possible.

Empower the Person



Current features of the NHS App

Check your symptoms and get instant advice
Book and manage appointments at your GP practice
Order your repeat prescriptions
View your GP medical record securely
Register to become an organ donor
Choose how the NHS uses your data

Feedback

" Excellent app, works well with Face ID now. Also happy with seamless registration process for NHS Login without having to visit the surgery for identification "

" It's amazing to be able to control prescriptions and everything else from your phone! So much time saved ringing up and waiting on the phone ques! "

" Ordered my repeat prescription in seconds after logging in with my fingerprint rather than digging through a password vault and traversing around a million screens in my GP's website. Glorious. "

" I feel that this app is absolutely amazing, especially for those like me who have anxiety and don't feel comfortable making phone calls. It's absolutely life changing for many people, it should definitely be advertised more! "

" Excellent! The app wasn't good in beta testing, but it seems you have fixed the issues. It does exactly what I want it to do. Thank you. "

" Usually I am waiting on the phone for ages on a Monday morning . I got an appointment straight away on this app . Brilliant "

★ ★ ★ ★ ★ October 3, 2019

Mint

Feedback

“ Frustrating that I can’t see my notes and test results tried to ask my gp about getting my files shared to my account but they didn’t know how to do this so was very annoyed ”

“ I can’t access my records or my hospital letters like I used to be able to do at my old doctors :-(”

“ I can't see any test results or anything other than my medication have requested to but been told my surgery don't do this!! Not much use then ”

“ I wanted to get recent blood results but was unable to access them. My GP made it sound as though I would be able to, by going through the logging on process. ”

What we did

- Biometric login introduced
- Guidance now available to improve appointment naming
- GP Contract Five Year Framework means:

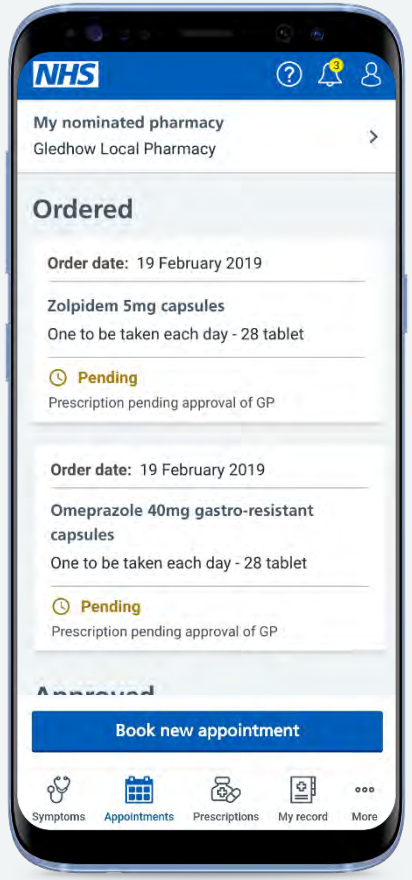
‘all practices will ensure at least 25% of appointments are available for online booking by July 2019’; and

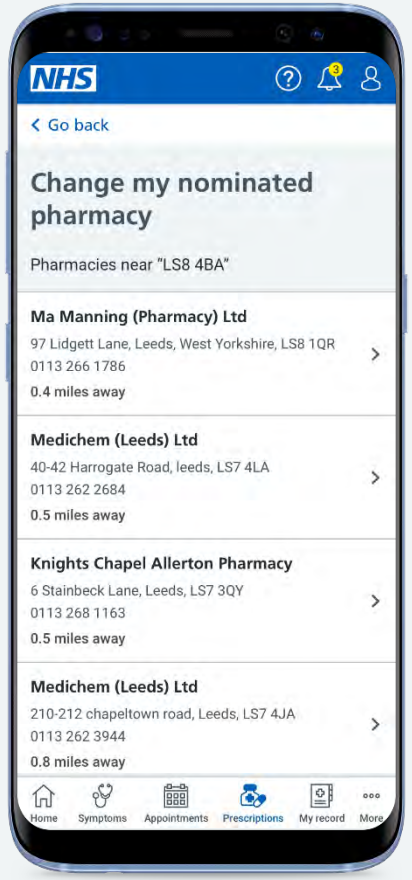
‘all patients will have online access to their full record, including the ability to add their own information, as the default.’

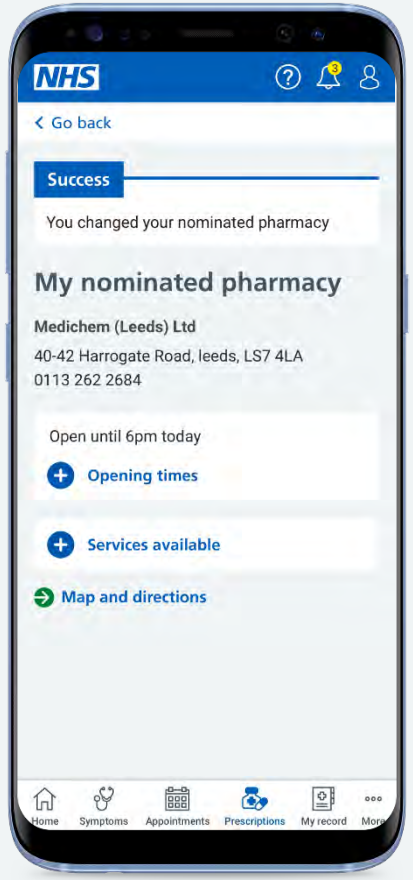
Soon patients can choose which pharmacy they wish to collect their prescription from, and set this choice within the app

See the full report: digital.nhs.uk/services/nhs-app/nhs-app-pilot-research-report

Nominated pharmacy





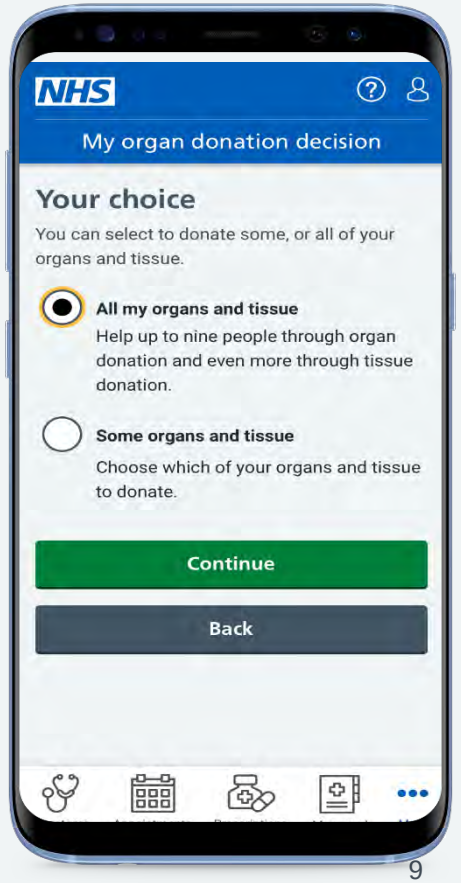


Refreshed features based on feedback

Organ donation preferences

All users will be able to complete and submit the existing organ donation registration process

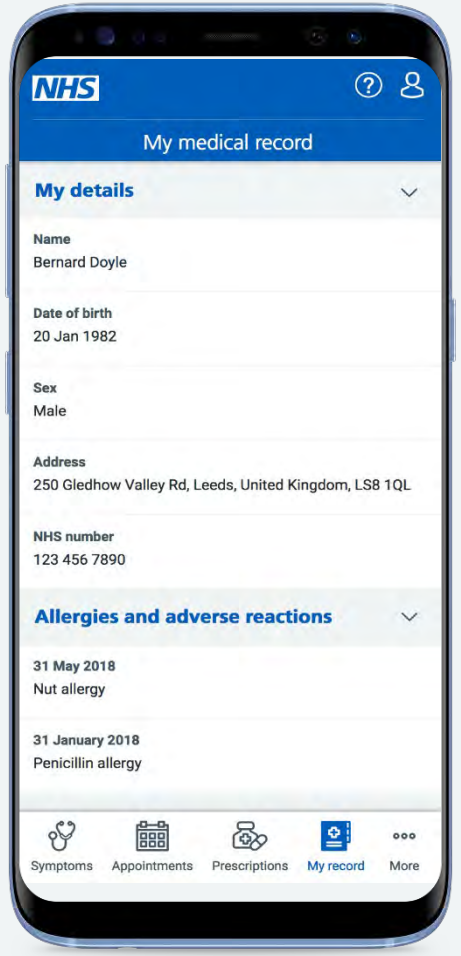
Whole new API solution



Current features of the app

Patient record access

Users will be able to view, but not update, their coded GP record (requires GP system integration)



Emerging Benefits

Patients are using the app to book and cancel appointments successfully

Over 600 people a month a signing up to be on the organ donor register

Patients really like the repeat prescription process on the app – it is saving them time

Over 60% of the patients now signing up for online services without any practice involvement

Patients have said the NHS App is better than or similar to other health apps they use

Highlights Jan 2019 to now

147,518 registered users		
29,464 reverified	95,797 Never had online account	22,257 Patient Online

NHS app key stats:

Jan – Now

1,044,330
logins

87,778
repeat prescriptions

487,863
patient record views

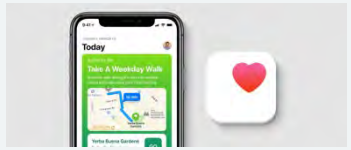
4,948
Organ Donation registrations

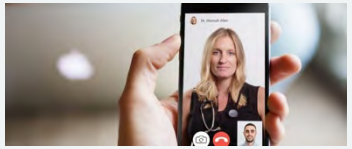
57,200
booked appointments

18,872
cancelled appointments

NHS App: looking ahead

- Electronic Prescription Tracking
- LHCRE / App integration
- Notification Service
- GP Video Consultation
- e-Referral Service
- Proxy Access
- Messaging with practices
- Online consultations
- Healthchecks





What about children's access?

All users under 16 must have ID verified by their GP practice.

Users under the age of 13 are unable to use the NHS App due to clinical restrictions.

Are you
ready for the
NHS App?

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