

# **Empower the Person**

### Introduction to the NHS App, including NHS login

# National rollout - high level approach

Publish on App store December 2018



Available on the App Store

NHS App launched in the Apple iOS and Google play store

Currently only for TPP/EMIS Practices 2 System Readiness Jan - June 2019

All GPs to be connected between Apr- 1 June 2019

Staff awareness and patient promotion encouraged during this time 3 National Campaign Sept 2019

National public marketing campaign starts September 2019

# **Connection dates**

Go live date	STP	CCG Name
01/04/2019	Humber, Coast and Vale	NHS VALE OF YORK CCG
08/04/2019	Humber, Coast and Vale	NHS EAST RIDING OF YORKSHIRE CCG
08/04/2019	Humber, Coast and Vale	NHS HULL CCG
08/04/2019	Humber, Coast and Vale	NHS NORTH LINCOLNSHIRE CCG
08/04/2019	Humber, Coast and Vale	NHS NORTH EAST LINCOLNSHIRE CCG
15/04/2019	Humber, Coast and Vale	NHS SCARBOROUGH AND RYEDALE CCG
06/05/2019	North East and North Cumbria	NHS HAMBLETON, RICHMONDSHIRE AND WHITBY CCG
13/05/2019	West Yorkshire and Harrogate	NHS HARROGATE AND RURAL DISTRICT CCG
01/07/2019	West Yorkshire and Harrogate	NHS LEEDS CCG

### **The Links to Events**

Introduction to the NHS App, including NHS login

https://www.events.england.nhs.uk/webinar-introduction-to-the-nhs-app-including-nhs-login

Getting your GP surgery ready for connection to the NHS App https://www.events.england.nhs.uk/webinar-getting-your-gp-surgery-ready-for-connection-to-the-nhs-app

Promoting the NHS App and its benefits to your patients https://www.events.england.nhs.uk/webinar-promoting-the-nhs-app-and-its-benefits-to-your-patients

The NHS App: Records access and safeguarding https://www.events.england.nhs.uk/the-nhs-app-records-access-and-safeguarding

### **NHS App GP Toolkit**

https://digital.nhs.uk/services/nhs-app/prepare-your-practice-for-connection-to-the-nhs-app

## **Over the next two years**





## NHS App and NHS Login Product functionality and benefits

# NHS App – At Launch

Symptom Checking & Triage

#### **Booking Appointments**

**Repeat Prescriptions** 

Access to medical records

**National Data Opt-Out preferences** 

#### **Organ Donation Preferences**



#### How are you feeling right now?

Check your symptoms

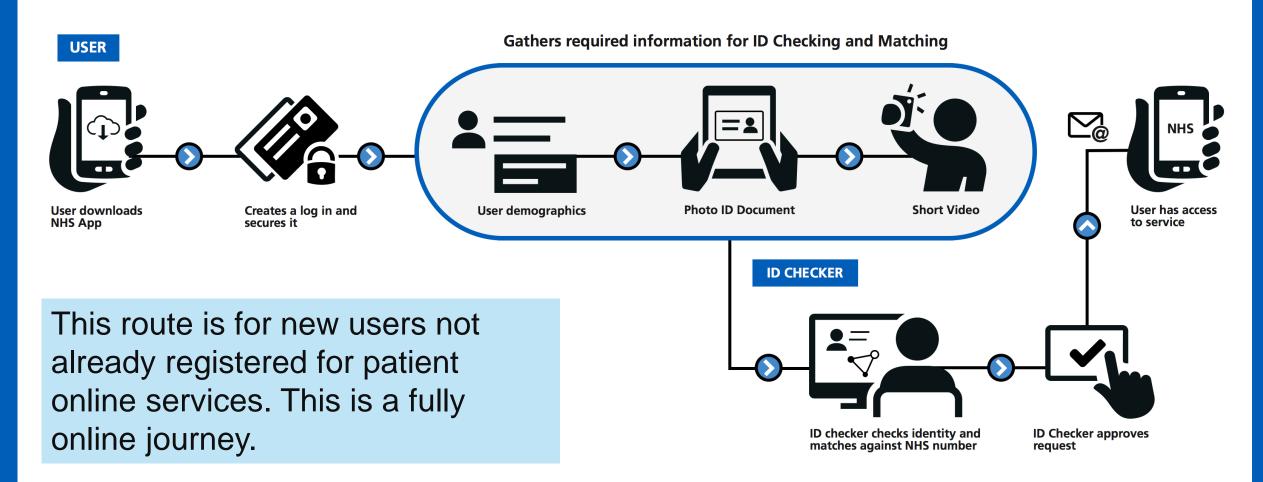
Want to book a GP appointment or order a repeat prescription?

Sign in with your NHS account

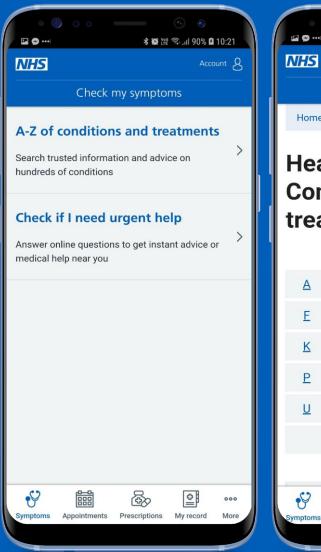
OR

Create an NHS account

## NHS Login – Prove your identity (PYI)



### Symptom checker and 111 Online





treatments

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Symptoms	Appointments	Prescripti	ons My rec	ord More	

Users can use the symptom checker and 111 online without registering or logging in using NHS Login

## **Appointment booking**

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My appointments	Check before you book	Book new appointment	Check appointment details		
Upcoming appointments Want to avoid waiting?		Type of appointment	Check your appointment details before booking		
Friday 17 August 2018	If it isn't urgent, you can try three things before booking an appointment:	Which type of appointment do I need?	Friday 17 August 2018 2:45pm		
2:45pm	1. Self care	Session - Prebookable telephone appointmen 🗸			
Session - Prebookable telephone appointment	- Prebookable telephone appointment Many minor problems can be treated at home, for example through rest or appropriate over-the-counter		Session - Prebookable telephone appointment		
<ul> <li>St Martins Practice</li> <li>No preference</li> </ul>	medicines 2. Check your symptoms	St Martins Practice	<ul> <li>St Martins Practice</li> <li>No preference</li> </ul>		
Cancel appointment	Using trusted NHS online information 3. Get advice from a pharmacist	Practice member	Reason for this appointment		
Past appointments	They're highly skilled healthcare professionals who can offer valuable advice	No preference V			
Show appointments from	Check your symptoms	Select an appointment	Limit is 1000 characters (about 150 words)		
Past month Book new appointment		Filter by date	This text may not be read by your GP or practice member until the day of your appointment.		
Tuesday 17 July 2018		This week 🗸	If it's urgent, contact your GP surgery before booking.		
10·00am		Friday 17 August 2018	Confirm and book appointment		
Book new appointment		9:25am 2:45pm 4:00pm	Back		
Symptoms Appointments Prescriptions My record More	Symptoms Appointments Prescriptions My record More	Symptoms Appointments Prescriptions My record More	Symptoms Appointments Prescriptions My record More		

## **Repeat prescriptions**

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My repeat prescriptions	Order a repeat prescription	Order a repeat prescription	My repeat prescriptions
Ordered	Check your prescription details before ordering	Medications currently available for repeat prescription	Success
Order date: 17 August 2018 Amoxicillin Clavulanate	Amoxicillin Clavulanate One to be taken each day - 28 tablet Special requests relating to this order	Amoxicillin Clavulanate     One to be taken each day - 28 tablet	Your repeat prescription has been order The order status will be updated once been reviewed by your GP.
One to be taken each day - 28 tablet	Lorem ipsum dolor sit amet	Diclofenac 1.16% gel Apply tds prn - 100 gram	Ordered
Approved	Confirm and order prescription Change this prescription	Tamsulosin 400microgram modified- release capsules One to be taken twice a day - 56 tablet	Order date: 17 August 2018 Amoxicillin Clavulanate
Show prescriptions from Past two months		Special requests relating to this order (optional)	One to be taken each day - 28 tablet  Ordered Waiting for GP approval
Order date: 18 July 2018		Limit is 1000 characters (about 150 words)	Approved
Amoxicillin Clavulanate One to be taken each day - 28 tablet		This text may not be seen by your GP. For important requests, contact your GP surgery.	Show prescriptions from
Order new repeat prescription		To discuss your medication or change your chosen	Order new repeat prescription
wymptoms Appointments Prescriptions My record More	Symptoms Appointments Prescriptions My record More	bharmacv. contact vour GP surgerv before ordering.	Symptoms Appointments Prescriptions My record

### **Record Access**

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Important	·		-
Your record information	l may contain sens I	sitive	
Your record wi	ll display:		
<ul> <li>personal d medicatior</li> </ul>	ata, such as your det 1s	ails, allergies	and
clinical terms that you may not be familiar with			
Depending on you may also s	what your GP surge see:	ery has share	d,
<ul> <li>your medic consultation</li> </ul>	al history, including   on notes	problems and	I
<ul> <li>test results that you may not have discussed with your doctor</li> </ul>			
	you agree to viewing hin your medical rec		
	Agree and contin	ue	
	Back to home		
S E			000
Symptoms Appo	intments Prescriptions	My record	More



New users will get access to summary information such as personal details, allergies and immunisations

Existing users of GP Online Services retain the existing access provided by their practice. This may include detail coded or full record access

### **Organ donation and national opt-out preferences**

NHS			Acc	ount &
		More		
Set organ Help save tho by signing up Organ Donor I	usands o to becom	f lives in th	ie UK every y	
Set health preference The NHS may information to illnesses and	use your b help res	confidenti earch cure	al patient s for serious	L.
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# Support available

### **General Enquiries**

- I would like further information
- My GP practice would like to be connected to the NHS App sooner than planned
- Non-technical or security related issues

NHS Digital contact centre Monday – Friday 09:00 – 17:00

0300 303 5678 enquiries@nhsdigital.nhs.uk

Technical Issues				
The NHS App is not working A patient cannot verify their identity Security or safety related concerns				
NHS Staff ONLY	Patients and public			
Tel: 0300 303 5035 EMail: <u>ssd.nationalservicedesk@nhs.net</u> (include "NHS App" in the subject)	FAQ available at <u>https://www.nhs.uk/apphelp</u> Issues can be reported online or via the NHS App https://www.nhs.uk/contact-us/nhs-app-contact-us			



## NHS App Future developments

# Looking ahead – future developments

#### **GP Video Consultation**

Allows users to have on-the-go video consultations with qualified NHS doctors through the NHS App on their mobile device. Provides patients with easy access to medical practitioners.

#### **Online Consultations and NHS App integration**

The NHS App development team are currently working on integrating online consultation systems with the NHS App.

Working collaboratively developing and validating this work with approved online consultations suppliers so the integration will be successful and enable suppliers to quickly onboard and implement.

NHS England is committed to ensure there will be equal access to all other suppliers on existing frameworks to connect to the NHS App once the technical developments to support integration have been completed.

#### e-Referral Service

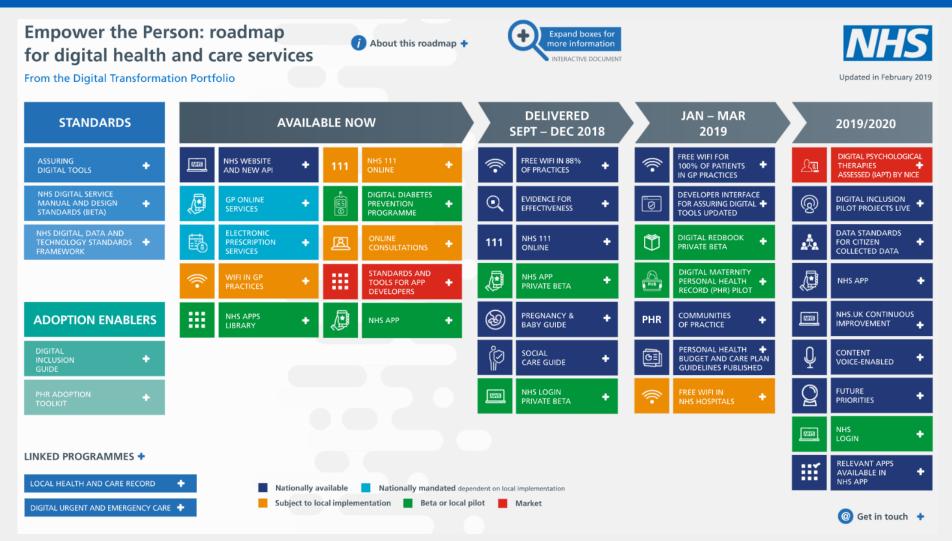
The NHS e-Referral Service (e-RS) combines electronic booking with a choice of place, date and time for first hospital or clinic appointments. Patients can choose their initial hospital or clinic appointment, book it in the GP surgery at the point of referral, or later at home on the phone or online.







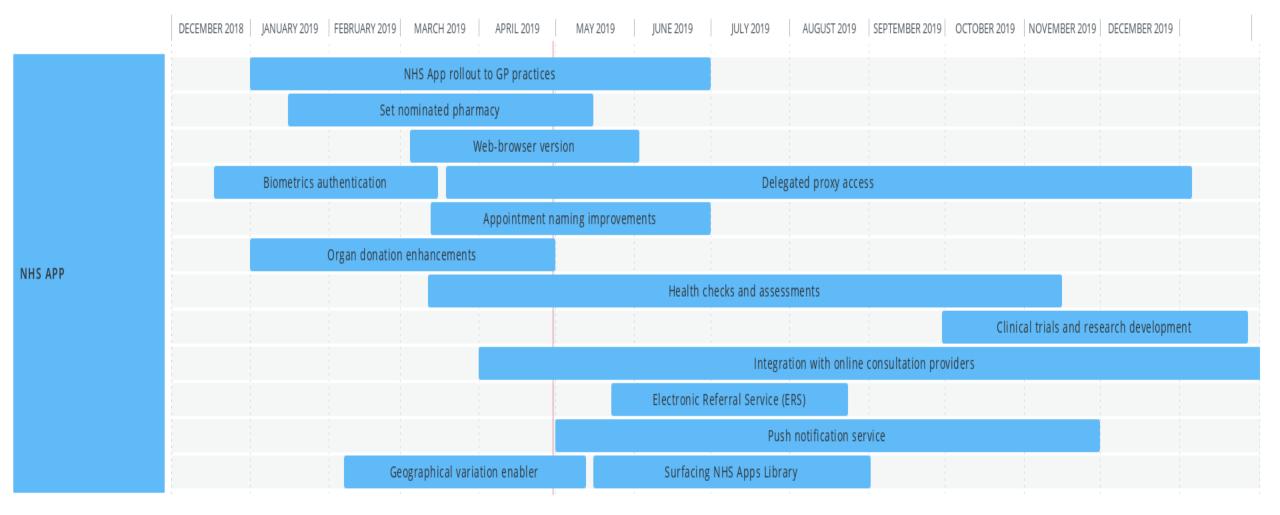
# **Empower the Person roadmap**



www.nhs.uk/transformation

#### NHS APP PRODUCT ROADMAP 2019-2020 - (DRAFT DEPENDENT ON DISCOVERY)

Dec 1, 2018 - Jan 29, 2020



## **Feedback and further information**

Email: england.digitalhealth@nhs.net Web: www.nhs.uk/transformation (for further resources, presentations and materials)