

# **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<br>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

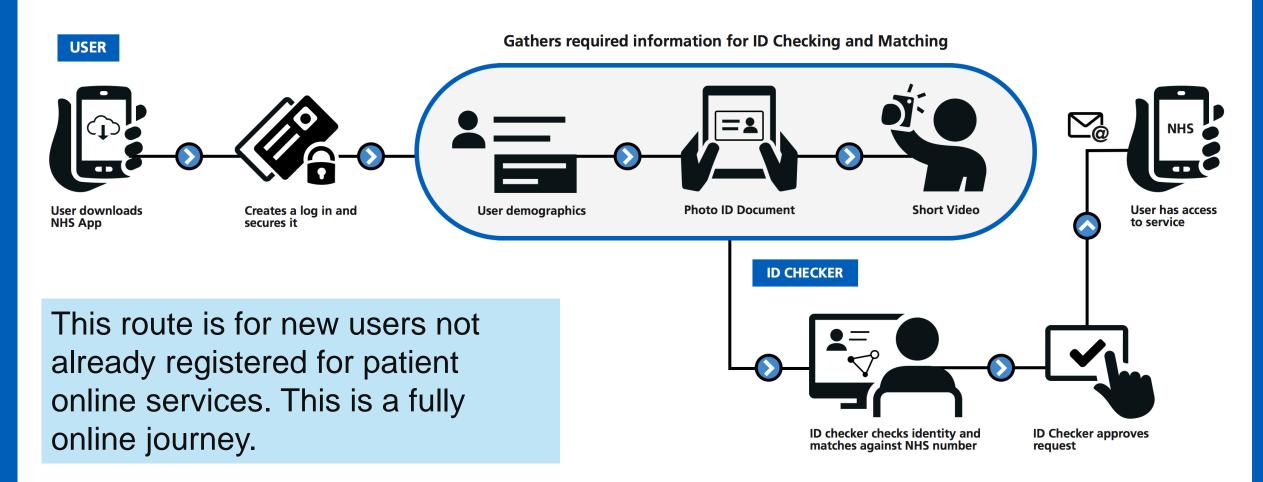
Want to book a GP appointment or order a repeat prescription?

Sign in with your NHS account

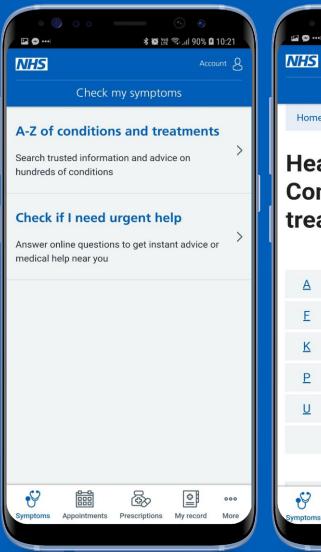
OR

Create an NHS account

## NHS Login – Prove your identity (PYI)



### Symptom checker and 111 Online





treatments

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| ÷        |              | <b>B</b>   | •          |          |  |
| 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<br>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<br>3. Get advice from a pharmacist  | Practice member                                    | Reason for this appointment   |  |  |
| Past appointments  | They're highly skilled healthcare professionals who<br>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<br>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<br>One to be taken each day - 28 tablet<br>Special requests relating to this order | Amoxicillin Clavulanate     One to be taken each day - 28 tablet  | Your repeat prescription has been order<br>The order status will be updated once<br>been reviewed by your GP. |
| One to be taken each day - 28 tablet                         | Lorem ipsum dolor sit amet   | Diclofenac 1.16% gel<br>Apply tds prn - 100 gram  | Ordered   |
| Approved   | Confirm and order prescription<br>Change this prescription   | Tamsulosin 400microgram modified-<br>release capsules<br>One to be taken twice a day - 56 tablet  | Order date: 17 August 2018<br>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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| NHS   |  | Accour          | nt 8 |
|   | My medical reco                              | rd              |      |
| Important   | ·  |                 | -    |
| Your record information   | l may contain sens<br>I                      | sitive          |      |
| Your record wi  | ll display:                                  |                 |      |
| <ul> <li>personal d<br/>medicatior</li> </ul>   | ata, such as your det<br>1s                  | ails, allergies | and  |
| clinical terms that you may not be familiar with                                      |  |                 |      |
| Depending on<br>you may also s  | what your GP surge<br>see:                   | ery has share   | d,   |
| <ul> <li>your medic<br/>consultation</li> </ul>                                       | al history, including  <br>on notes          | problems and    | I    |
| <ul> <li>test results that you may not have discussed<br/>with your doctor</li> </ul> |  |                 |      |
|   | you agree to viewing<br>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<br>Help save tho<br>by signing up<br>Organ Donor I               | usands o<br>to becom   | f lives in th            | ie UK every y               |        |
| Set health<br>preference<br>The NHS may<br>information to<br>illnesses and | use your<br>b help res | confidenti<br>earch cure | al patient<br>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<br>A patient cannot verify their identity<br>Security or safety related concerns |  |  |  |  |
| NHS Staff ONLY  | Patients and public  |  |  |  |
| Tel: 0300 303 5035<br>EMail: <u>ssd.nationalservicedesk@nhs.net</u><br>(include "NHS App" in the subject)   | FAQ available at <u>https://www.nhs.uk/apphelp</u><br>Issues can be reported online or via the NHS App<br>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.







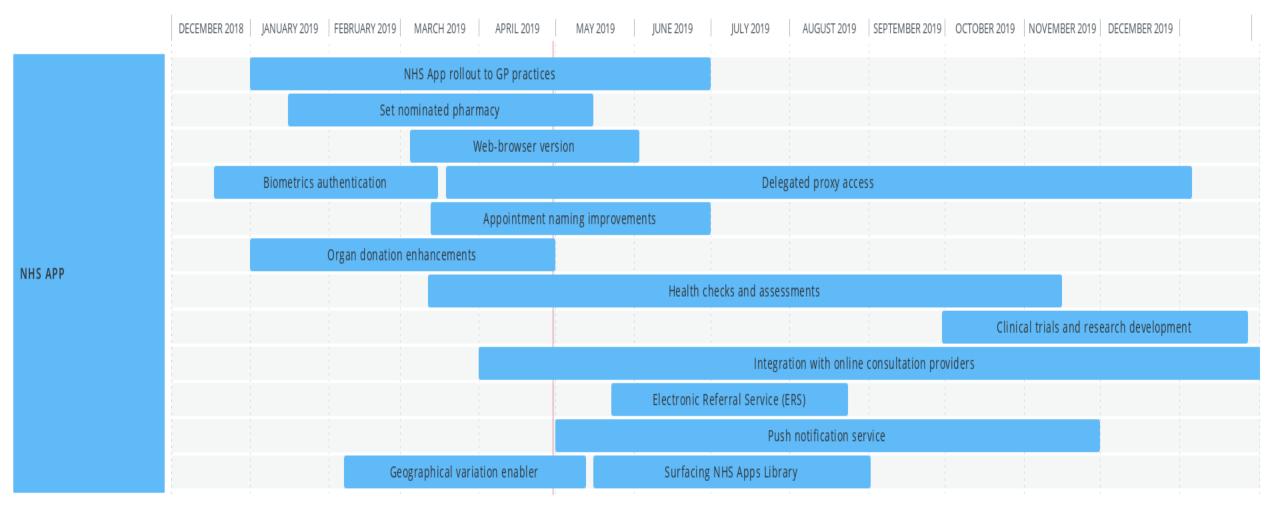
# **Empower the Person roadmap**



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)