Empower the Person

Introduction to the NHS App, including NHS login

National rollout - high level approach

1 **Publish on App store**
December 2018

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

The NHS App will become the front door to the NHS

Patients will get increased access to their care records

Healthcare services will be able to communicate digitally with patients

NHS App and NHS Login

Product functionality and benefits

NHS App – At Launch

- Symptom Checking & Triage
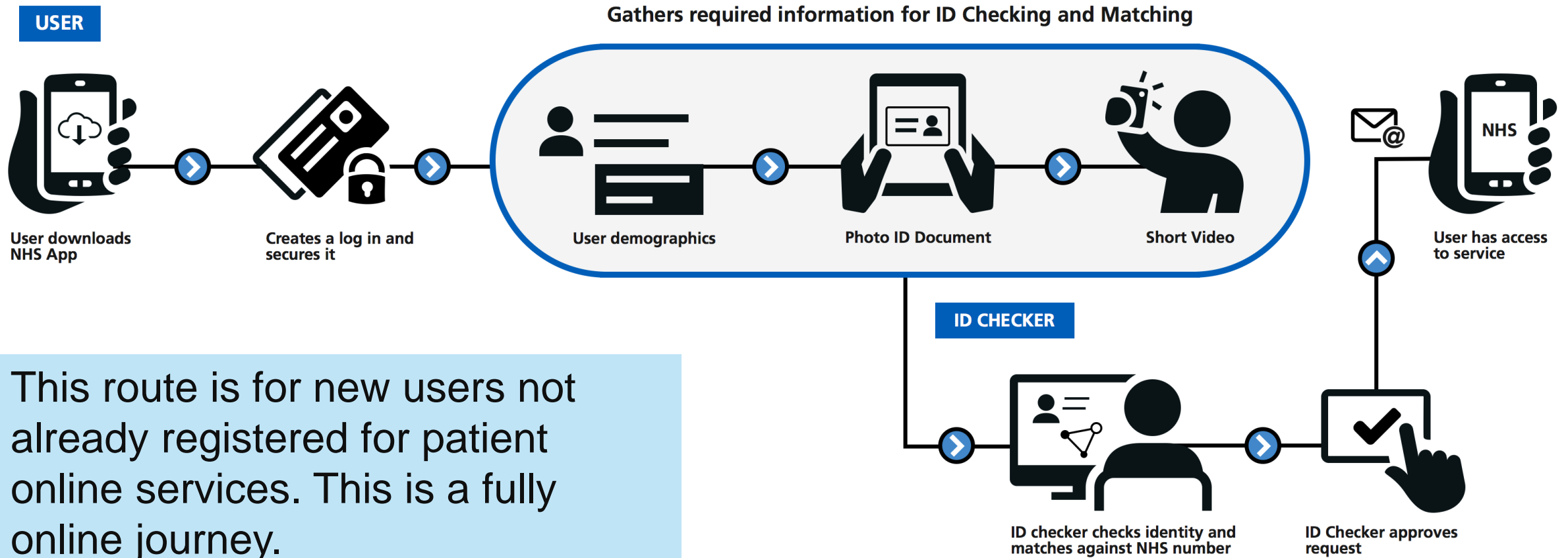- Booking Appointments
- Repeat Prescriptions
- Access to medical records
- National Data Opt-Out preferences
- Organ Donation Preferences

NHS Login – Prove your identity (PYI)

USER

**Gathers required information for ID Checking and Matching**

User downloads NHS App → Creates a log in and secures it → User demographics → Photo ID Document → Short Video → User has access to service

ID CHECKER

ID checker checks identity and matches against NHS number → ID Checker approves request

This route is for new users not already registered for patient online services. This is a fully online journey.
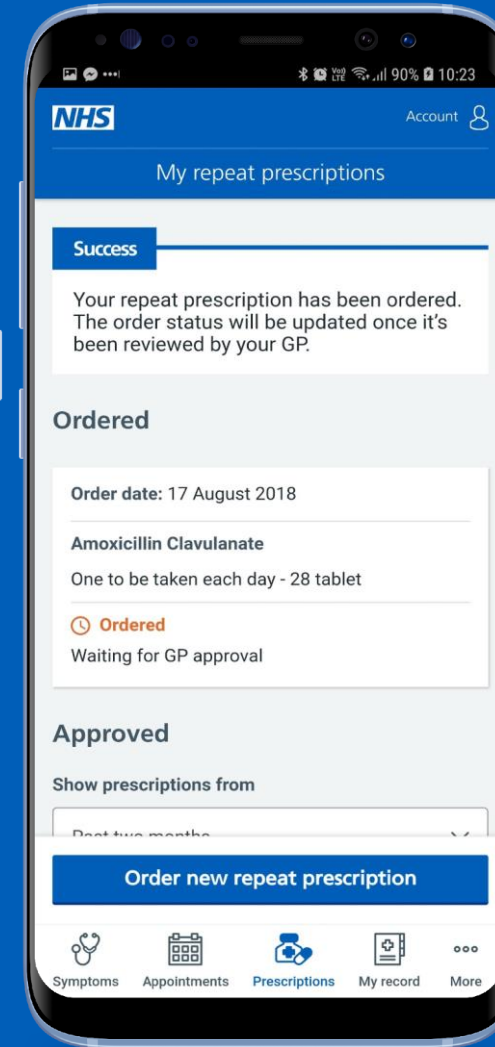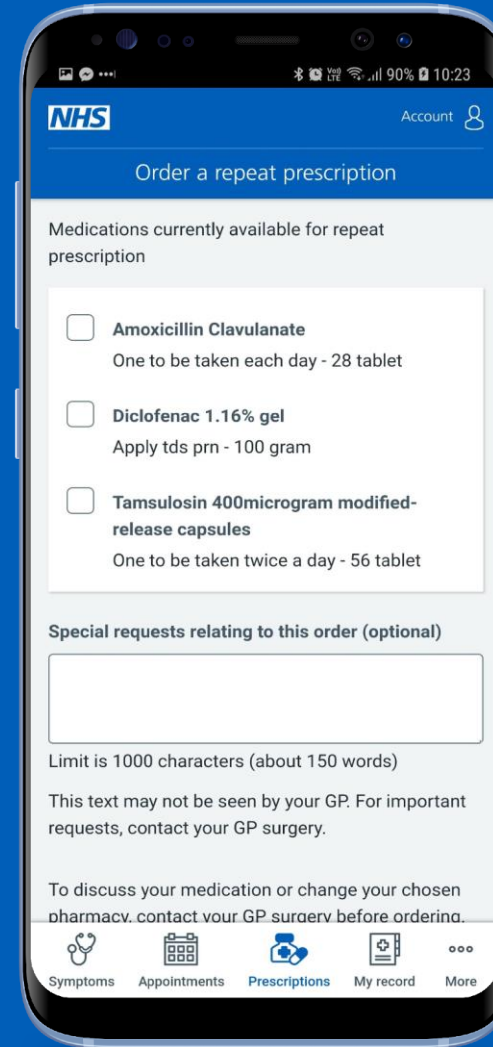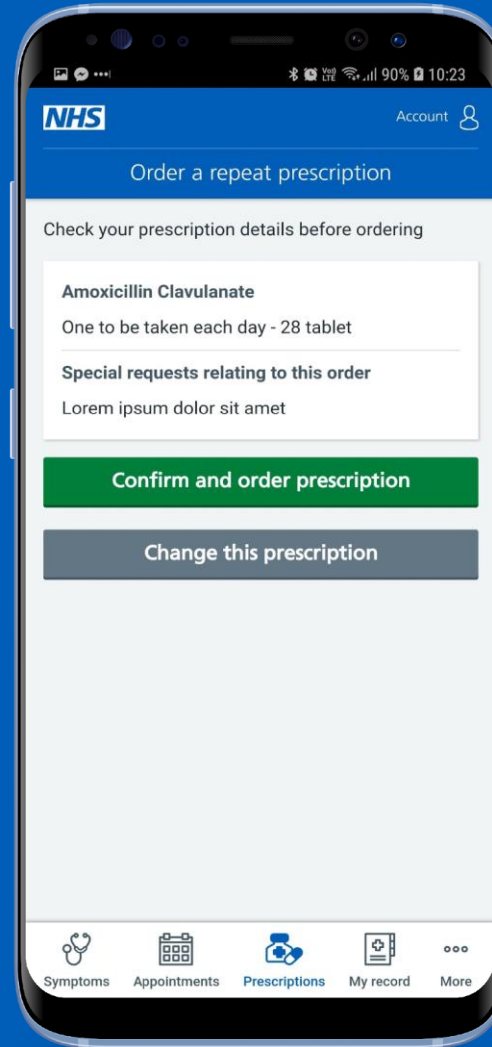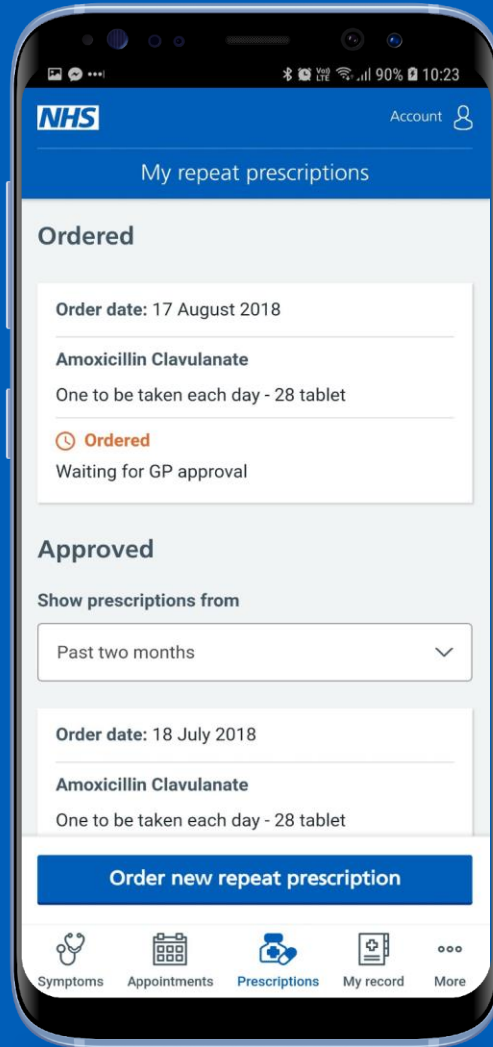
Symptom checker and 111 Online
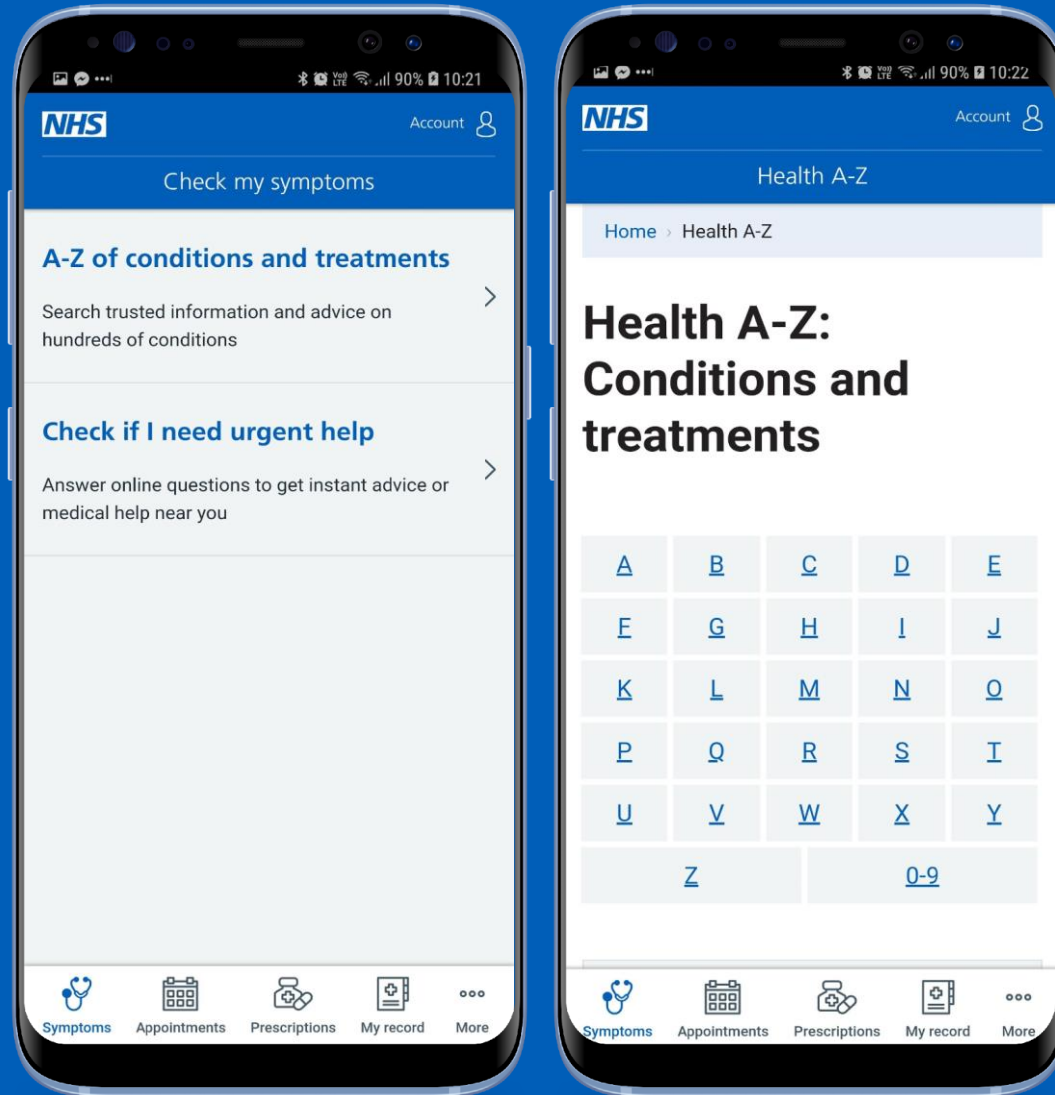
Users can use the symptom checker and 111 online without registering or logging in using NHS Login
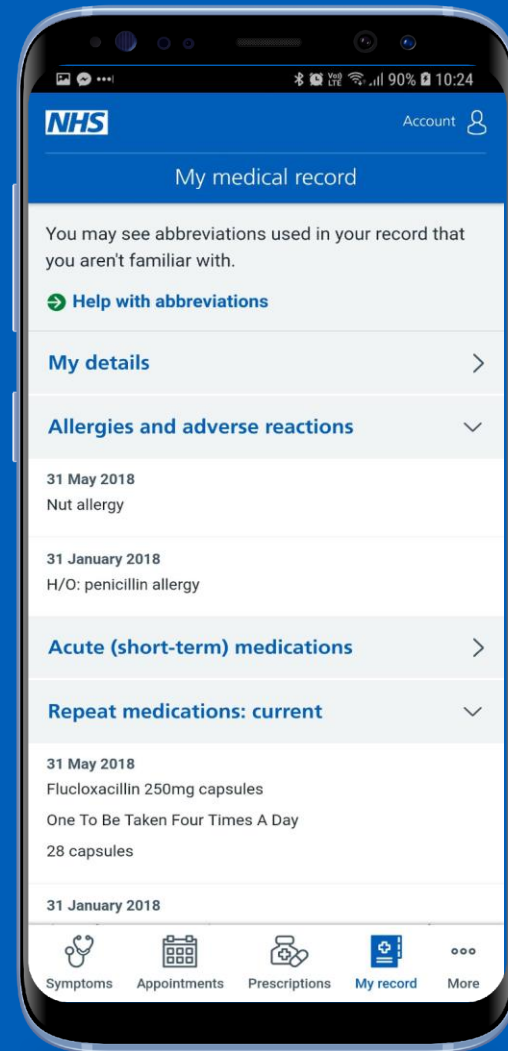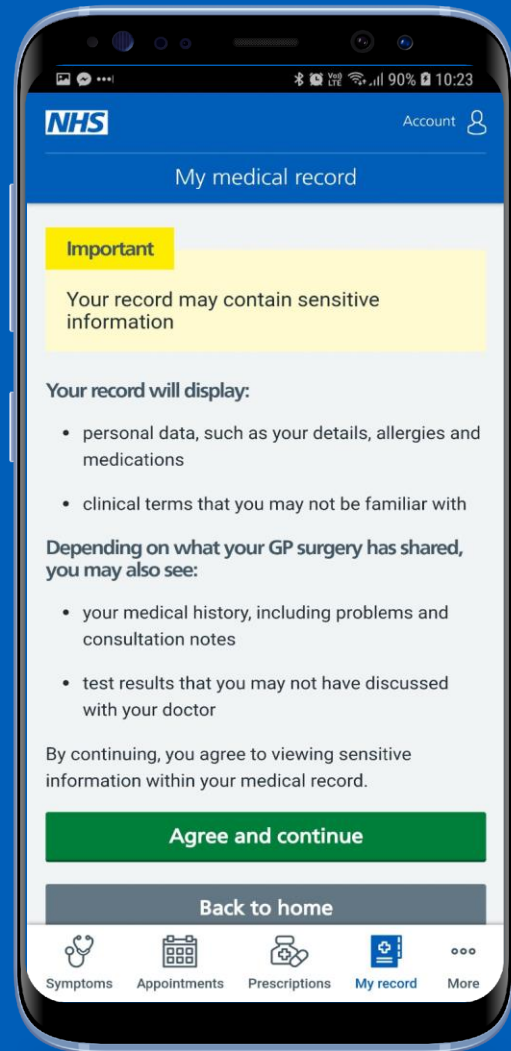
Appointment booking

Repeat prescriptions

11
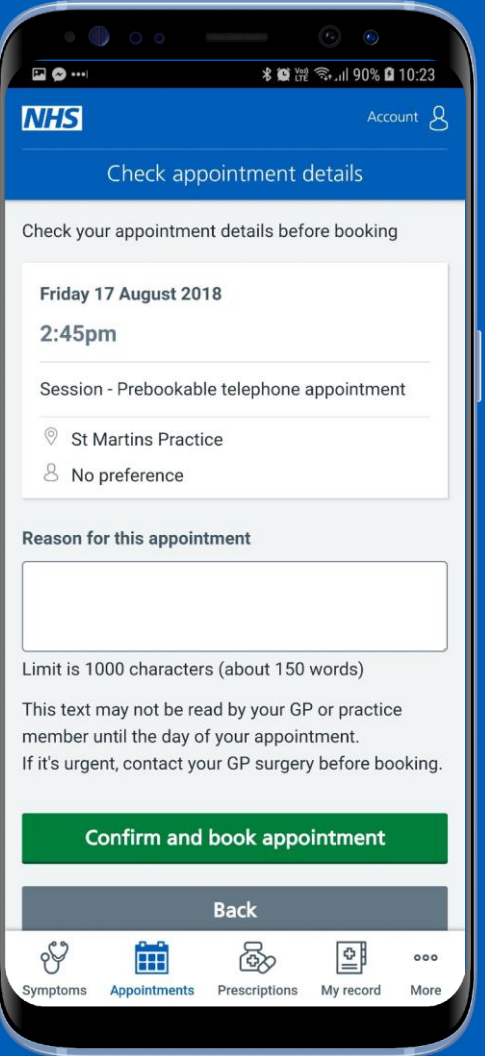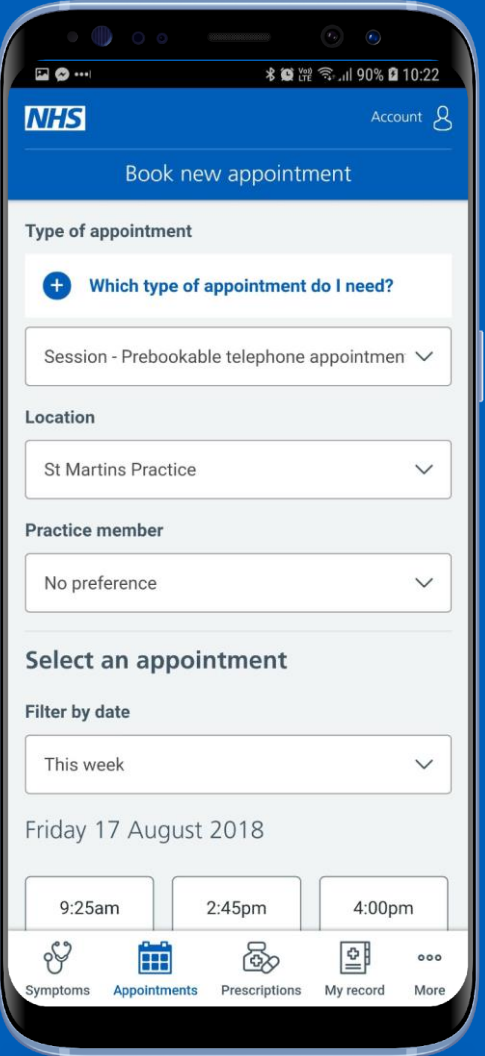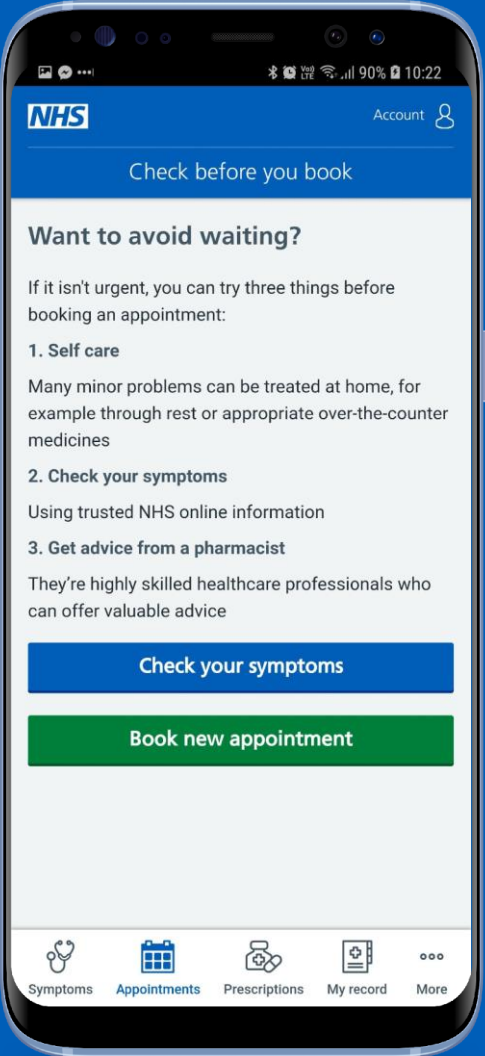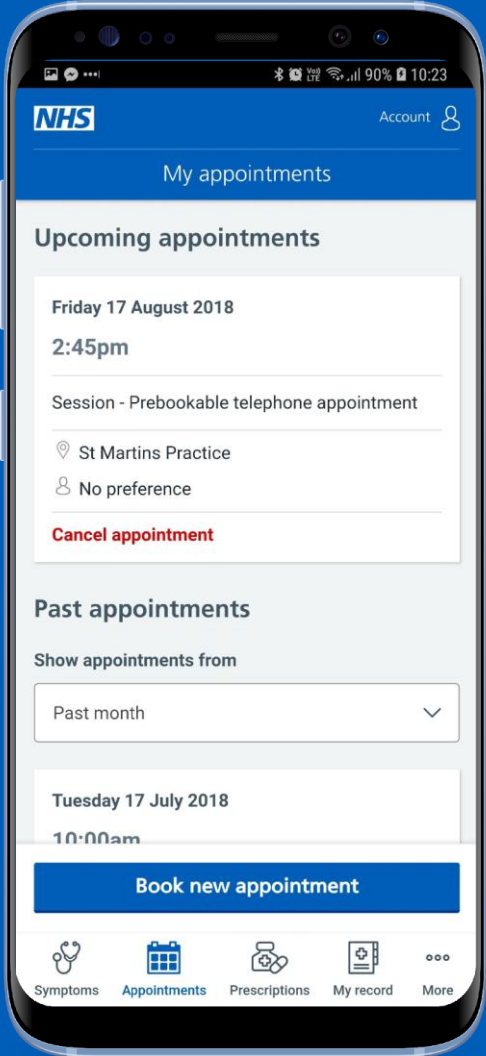
Record Access

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

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: ssd.nationalservicedesk@nhs.net (include "NHS App" in the subject)	FAQ available at https://www.nhs.uk/apphelp 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

DECEMBER 2018 | JANUARY 2019 | FEBRUARY 2019 | MARCH 2019 | APRIL 2019 | MAY 2019 | JUNE 2019 | JULY 2019 | AUGUST 2019 | SEPTEMBER 2019 | OCTOBER 2019 | NOVEMBER 2019 | DECEMBER 2019

NHS APP

- NHS App rollout to GP practices
- Set nominated pharmacy
- Web-browser version
- Biometrics authentication
- Delegated proxy access
- Appointment naming improvements
- Organ donation enhancements
- Health checks and assessments
- Clinical trials and research development
- Integration with online consultation providers
- Electronic Referral Service (ERS)
- Push notification service
- Geographical variation enabler
- Surfacing NHS Apps Library

Published on **April 30, 2019**

Designed with **roadmunk**

Feedback and further information

Email: **england.digitalhealth@nhs.net**

Web: **www.nhs.uk/transformation** (for further resources, presentations and materials)