

The Practice Manager

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### **NHS App to be connected to your practice**

The NHS App will be available to patients at your practice from **3 February 2020** so I wanted to write with some information to help your practice prepare.

The NHS App is a simple and secure way for people to access a range of NHS services on a smartphone or tablet. It has been developed by the NHS for people aged 13 and over who are registered at a GP practice in England. When their GP practice is connected to it, people can use the NHS App to:

- check their symptoms using the health A-Z from the NHS website
- find out what to do when they need help urgently, using NHS 111 online
- book and manage appointments at your GP practice
- order repeat prescriptions for collection at your practice or a pharmacy they have already nominated
- securely view their GP medical record
- register to be an organ donor
- choose how the NHS uses their data

Patients registered at 95% of practices in England can already download the NHS App and use all of its features after TPP and EMIS systems were connected earlier this year. Since then we have been working with Microtest to ensure that patients at your practice have the same high-quality experience as users in other practices.

Whilst there is still some work to complete, we are confident that we are now able to make the NHS App available for use by your patients. It should be noted that until this work is complete, people who want to register for the NHS App will need to come into the practice to create an online account if they don't already have one.

A marketing campaign for the NHS App starts in the coming days, including activity on social media, in the media, and through partners in the charity sector.

To help ensure that patients have a positive experience of the NHS App we are asking all practices to prepare before they are connected.

Visit our website for guidance on:

- preparing your clinical system (doing this preparation will give your patients an improved experience across the range of digital tools available to them) - **[digital.nhs.uk/appconnect](https://digital.nhs.uk/appconnect)**
- briefing your practice staff - **[digital.nhs.uk/appstaff](https://digital.nhs.uk/appstaff)**
- promoting the NHS App to patients, and materials you can download including a leaflet, poster and film for your waiting room - **[digital.nhs.uk/apppromote](https://digital.nhs.uk/apppromote)**

Practice staff can also book a place on a webinar with our implementation team to learn about the NHS App and how practices can make the most of it. To find out more and book your place go to **<https://bit.ly/2MfzmIM>**

If you have a smartphone or tablet, download the NHS App from your app store and try it yourself. Then encourage your colleagues to do the same. It's the best way to understand what it does and how it can help your patients.

A range of digital tools is available alongside the NHS App, giving people an important choice in how they access GP services online.

Should patients experience problems with the NHS App:

- the NHS App help section is available at **[nhs.uk/apphelp](https://nhs.uk/apphelp)**
- patients experiencing technical problems can report this directly to the NHS App team at **[nhs.uk/contact-us/nhs-app-contact-us](https://nhs.uk/contact-us/nhs-app-contact-us)**
- if a patient contacts you to say that they are having problems, please apologise on our behalf, take their contact details and report it to us at **[nhsapp@nhs.net](mailto:nhsapp@nhs.net)**. We will then contact the patient directly. Please do not give this email address out to patients.

Our teams are ready to support you if you have any comments or questions.  
Please contact us at: [nhsapp@nhs.net](mailto:nhsapp@nhs.net)

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