- In case of emergency
- **NHS App & demo**
  Ask questions
- Future topics
- Update on PC buying - Andy
- Tea, coffee biscuits
- After tea break:
  Helpers help you

Next session:
Tue 24 June 2025, 10am
intermediate topic
Alister explains all about
Flight simulators

u3a

The NHS App

Ken Surplice, u3a Computer Group

The NHS App

Learn, laugh, live

June 2025
Ken Surplice
u3a Computer Group Basingstoke - Old Basing

The NHS App

Helping people to stay well, get well and manage their health

NHS England

Why look at the NHS app?

Elaine, ex u3a business secretary:

Practice closed.
Computer problem

Quiz time

Who wrote the NHS app?	• **The NHS (NHS Digital)**
When was it released?	• **2018**
How can you access it?	• **Phone or tablet** • **Web via NHS web site**

The NHS App

Owned and run by the NHS, the NHS App enables people to access digital health and care services

It's a safe and simple way to access a range of NHS services on your smartphone or tablet - anytime, anywhere

All NHS App services can also be accessed online, through the NHS website

New and improved

After extensive user testing, the NHS App has undergone a recent redesign to make it even more user friendly and easier to navigate.

Download the NHS App for yourself: https://www.nhs.uk/nhs-app/
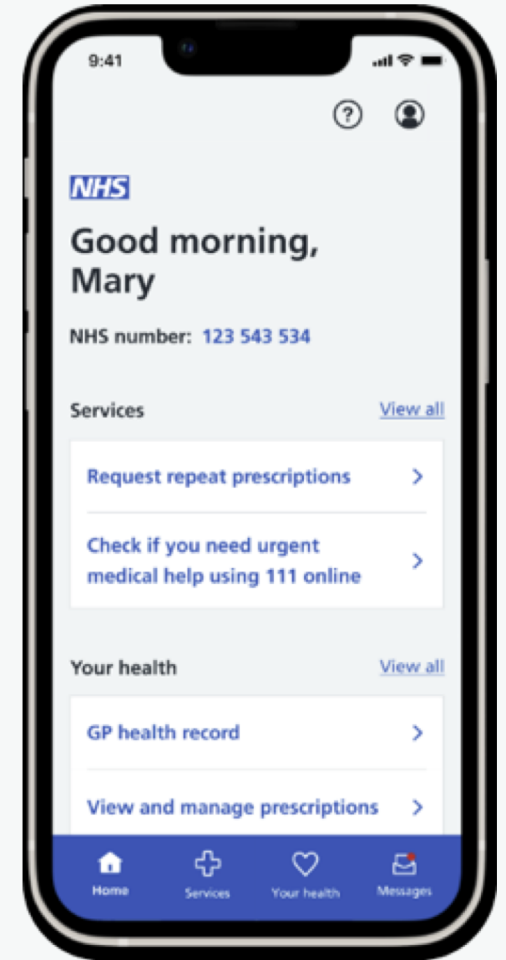
Why use the NHS App?

The NHS App helps you to*:

Get Well
- Find NHS services near you
- Use NHS 111 online
- Book GP appointments
- Manage your secondary care appointments
- Contact your GP surgery using an online form

Manage Your Health
- View your health record
- View test results
- View your NHS number
- Register for a GP online
- Make an organ donation decision
- Link accounts to help manage the health care of someone you care for

Stay Well
- View your prescription details
- Order repeat prescriptions and nominate a pharmacy
- Book a COVID or Flu vaccine
- Receive secure messages from your GP and healthcare providers
- Search Health A-Z

Protect the NHS
- It saves money by improving access to NHS services, lowering administrative and SMS messaging costs
- It makes it easier for patients to digitally access services, helping patients receive the best care and supporting healthcare professionals to deliver it

Do more with the NHS App!

- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages

And much more...

Need help?
Get support in the app or visit nhs.uk/helpmeapp

NHS App

Quiz time

| Is it popular?	• **End 2023 33.6 million registered** • **67% of GP-registered patients**
Who can use the NHS app?	• **>13 years old** • **GP in England or Isle of Man**
How busy?	• **15,762 logins each month**

National promotion campaign

'Tap the App'

NHS England has launched a campaign to encourage greater use of the NHS App.

It shows how to conveniently access essential health and care services you simply need to 'tap the App'.
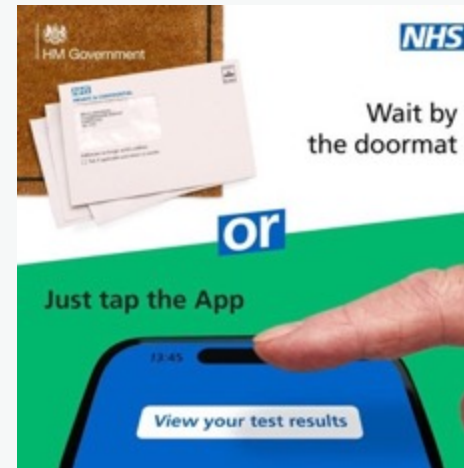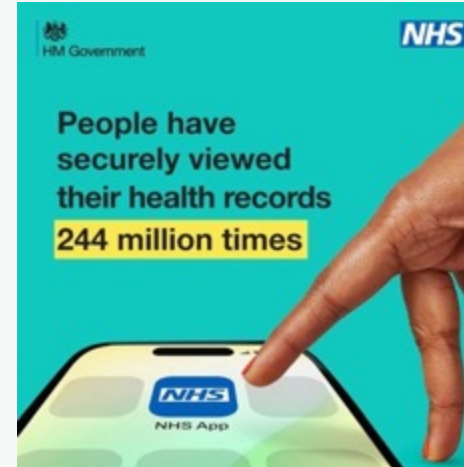
Quiz time

Is my data safe on my phone?	• **Data is not stored on your phone**
Can you check hospital waiting lists & times?	• **Yes**
Can you choose where prescriptions are sent?	• **Yes**

Key progress over the past year

In December 2023, **33.6 million** people had registered for the NHS App resulting in the **75%** target being achieved 3 months ahead of schedule.

Over **52 million messages** were sent via the NHS App in 2023. **33 million** of these messages were sent between October – December 2023.

Prospective GP record access has increased from 15 practices in November 2022 up to 5205 practices in January 2024. 24m people with online accounts in England now have prospective record access (Where their GP has granted access).

3.4 million secondary care appointments were viewed and managed via the NHS App in December 2023, approximately 3-fold increase since December 2022 (1.2m)

A total of **3.1 million** repeat prescriptions were ordered in December 2023, an increase of 44% since December 2022 (2.2 million).

Tutorials

Register	GP record	Prescriptions
NHS services	Helping others	111 online

Over the next five years, we want to move 1/3 of all interactions to be digital first via the NHS App and NHS Website

The opportunity for change is huge:

11 million people eligible for screening each year

On average, **2 million** people contact 111 every month

Over **6 million** people change or register for a GP each year

124.4 million people with hospital appointments in 22/23

28 million working days lost due to musculoskeletal issues each year

Screening and vaccs

Emergency accident

GP

Self care

Hospital appts

Quiz time

Can I choose whether to be an organ donor?	•**Yes**
Can I book a vaccination?	•**Yes**
Who has more users, NHS app or Netflix?	•**App = 2x Netflix**

15
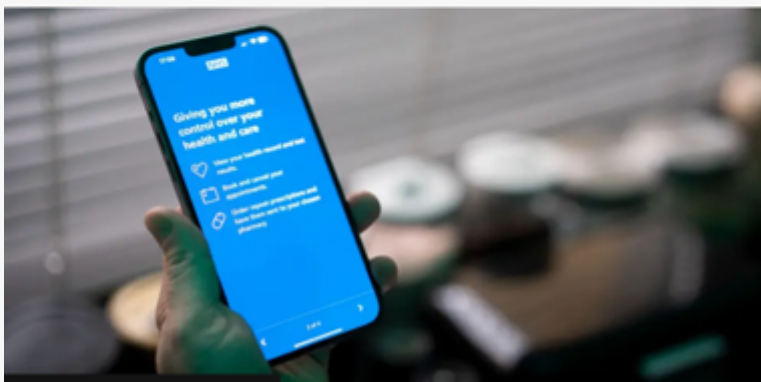
The NHS app will become the default method of communication for millions more patients in England and save the health service £200m over the next three years, the government has said.

More test results, screening invitations and appointment reminders will be sent directly to smartphones as part of a £50m investment in the app, in a move away from traditional communication methods such as letters.

It is estimated that at least 50 million letters are sent to patients each year.

What do I do now?

Ensure you are registered

Have a look around the app

Check back occasionally
to see what's new

Upcoming topics

Flight simulators

Master your passwords

Mastering Word

Photo and video editing

Organising files and photos

Home networking

Favourite tips