



England

# Back to Basics: NHS App refresher training sessions

Thursday 20th March 2025

Presented by:  
Midlands Digital Transformation with national colleagues

# Introduction and Housekeeping



## length

The session will last an **hour and a half (90mins)**

To turn on **live captions**, select the captions icon on the top right of your screen.



## Recording

This webinar will be **recorded** and shared along with the presentation slides and added to the **FutureNHS** Workspace



## Questions

You can send in your questions **during** the session

To ask a question, select the Q&A icon on the top right of your screen.

# Rifat Qureshi (She/Her)

Head of Digital Transformation (Primary Care)

Digital Transformation Team

NHS England – Midlands

# 2025/26 Priorities and Operational Planning Guidance

## NHS App Performance Ambitions 2025/26

### Performance Ambition 1

Provide patients with more choice and control by making at least 70% of elective care appointments (across specialties) available for citizens to view and manage via the NHS App.

### Performance Ambition 2

All practices have enabled all core NHS App capabilities by July 2025:

- Health records access
- Online consultations
- Appointment management
- Prescriptions management
- Online registration
- Patient messaging

### Performance Ambition 3

All providers proactively offer NHS App-first communications to patients (with due regard to digital inclusion), by default through the NHS Notify service

# **Dr Joanne Watt** (She/Her)

Associate Medical Director for Primary Care  
and PCNs

NHS England - Midlands

# Introduction to the Policy and Engagement Team



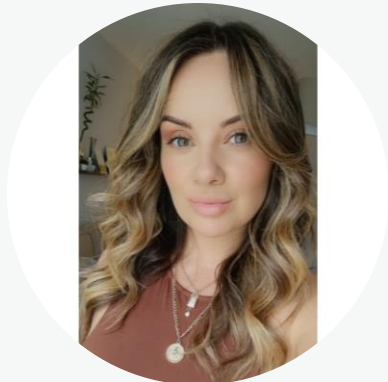
**Emma Halliday**



**James Butcher**



**Kayleigh Buckley**



**Grace Lacey**



**Natasha Parry**



**Patrick Johnson**

# Agenda

- Quiz
- Polls (throughout)
- What is the App
- NHS Login
- NHS App features
- Case study
- Future Developments
- Tableau dashboard
- Common Issues
- Promoting the NHS App
- Q&A



Menti.com - use code: 4758 3967

# Quiz





# The NHS App

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

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

- Free to download
- available to anyone 13 years and over
- registered with an NHS GP practice in England or the Isle of Man

Download the NHS App for yourself: [nhs.uk/nhs-app/](https://nhs.uk/nhs-app/)



# Mobile phone and device compatibility

What software version is required to the NHS App?

For the best user experience, mobile and tablet devices require minimum software versions.

- **Android:** version 8 (Oreo) and above, with devices that have a front facing camera
- **Apple iOS:** version 15 and above

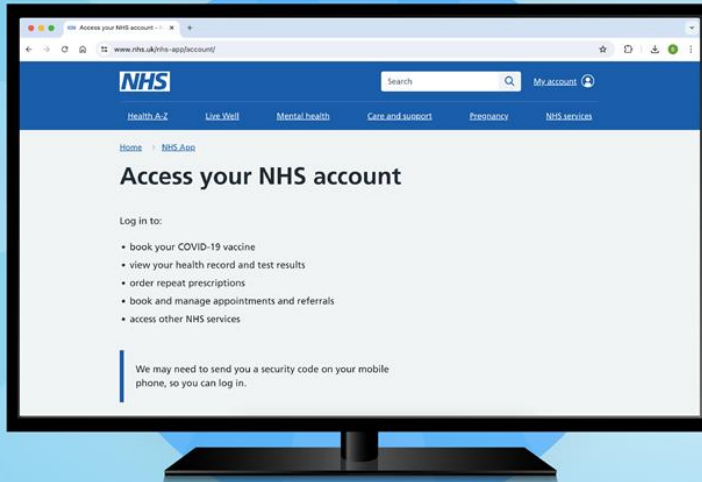
Some earlier versions still allow users to access the NHS App but we're no longer able to provide technical support to these versions, including:

- ***Android versions 6 and 7,***
- ***Apple iOS versions 9 and 10.***





For patients and users without a mobile phone or device, or one that doesn't meet the above requirement, the NHS App is now available via the [nhs.uk](https://www.nhs.uk) website

# NHS Account

## Log in to your NHS account online



[www.nhs.uk/nhs-app/account](http://www.nhs.uk/nhs-app/account)

-  Order repeat prescriptions
-  See your health information
-  Access health advice
-  And much more...



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Google Play and the Google Play logo are trademarks of Google LLC.

# What can the NHS App do?

\*Remember the NHS App mirrors what is in your GP system

## Get Well

- Find NHS services
- Use NHS 111 online
- Book GP appointments
- Manage secondary care appointments
- Contact your GP using an online form
- Search Health A-Z

## Stay Well

- View your prescription details
- Order repeat prescriptions
- Book a COVID or flu vaccination
- Receive messages from your GP and healthcare providers

## Manage Your Health

- View your health record
- View test results
- Nominate a pharmacy
- View your NHS number
- Register for a GP
- Make an organ donation decision
- Link account

\*some features are only available if they have been enabled by your local healthcare provider

# NHS App in Numbers

75% of adults in England signed up

Monthly Averages (July to September 2024)



4.4 million repeat prescriptions ordered



16.8 million GP record views



17.7 million messages sent



41 million monthly logins

## Some benefits

Fewer calls to GP practice for test results

Ordering repeat prescriptions on the App is expected to save 1.85 million hours of GP practice time in 2024

There have been over 16.8 million barcode views since the national digital prescriptions roll out in Jan 2024, saving 500,000 hours of frontline staff time

During 2023/24, 22.5 million messages were sent through the NHS App, saving the NHS £1.1 million

# Patient and user feedback

“I am a deaf BSL user, and this means I’m not able to call my GP directly the NHS App helps to improve my access to my own health information and medication”

*Paul, NHS App user*

“Being able to view my GP health record has made it easier for me to understand and manage my condition”

*Greta, NHS App user*

“I can check my health history, view test results and order repeat prescriptions via the NHS App. It’s very intuitive to use and useful to access a summary of my care”

*Stephen, NHS App user*

“It makes me feel like I’m being listened to, in simple terms it’s better communication.”

*Gaynor, NHS App user*

★★★★★ 20 May 2024

I find the app very useful. Being able to order repeat prescriptions and check on forthcoming appointments is what I want it to do, and it works well. There are things it won't let me do such as book doctor's appointments, but that is limited by the surgery and not by the app.

★★★★★ 15 April 2024

Always been very helpful, especially when re-ordering my prescription.

★★★★★ 10 May 2024

Good service and reliable. Very convenient and user friendly.

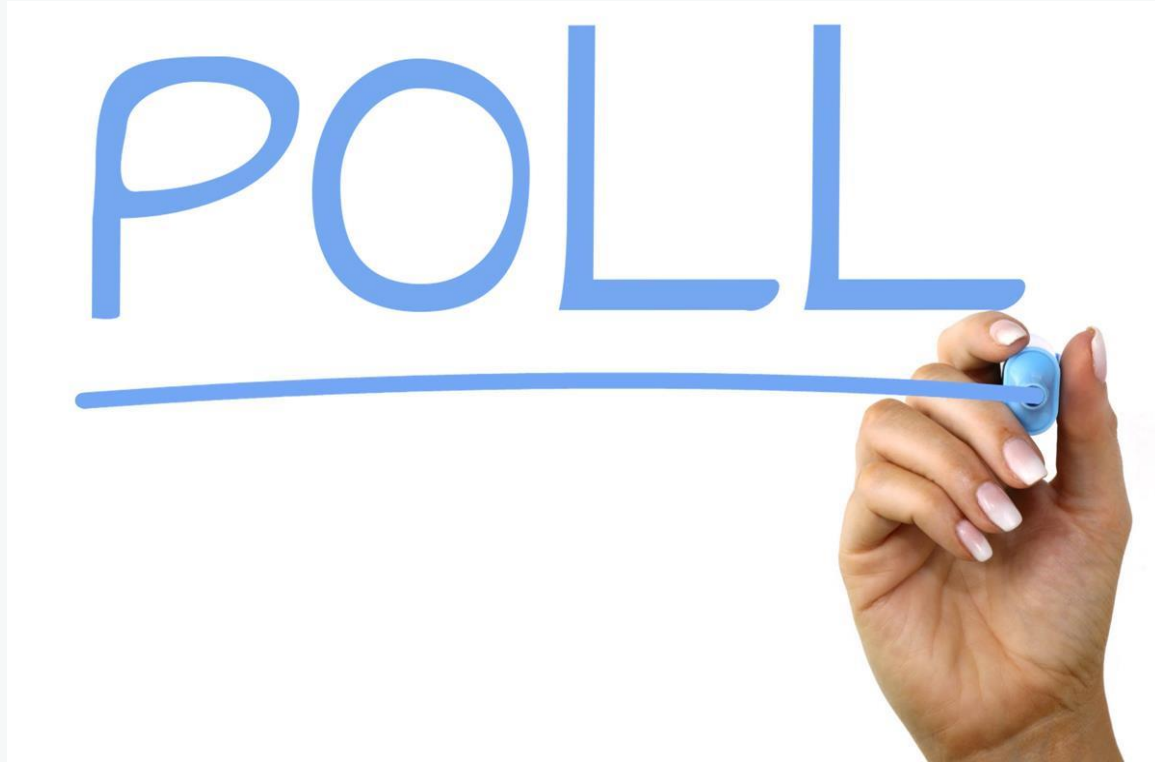
★★★★★ 4 April 2024

Perfect app for managing everything to do with my health centre from appointments to prescriptions and more.

★★★★★ 7 April 2024

I order monthly medication through the app and find it easy to use and reliable. Thank you

See more about how the NHS App helps people manage their health: [Patient Case Studies](#)



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# NHS login

Proving your identity to access the  
NHS App



# NHS login

All users are required to verify their identify to access the full range of NHS App functionality.

**NHS login** provides people with a simple, single way to securely access the NHS App and multiple other digital health and social care services.

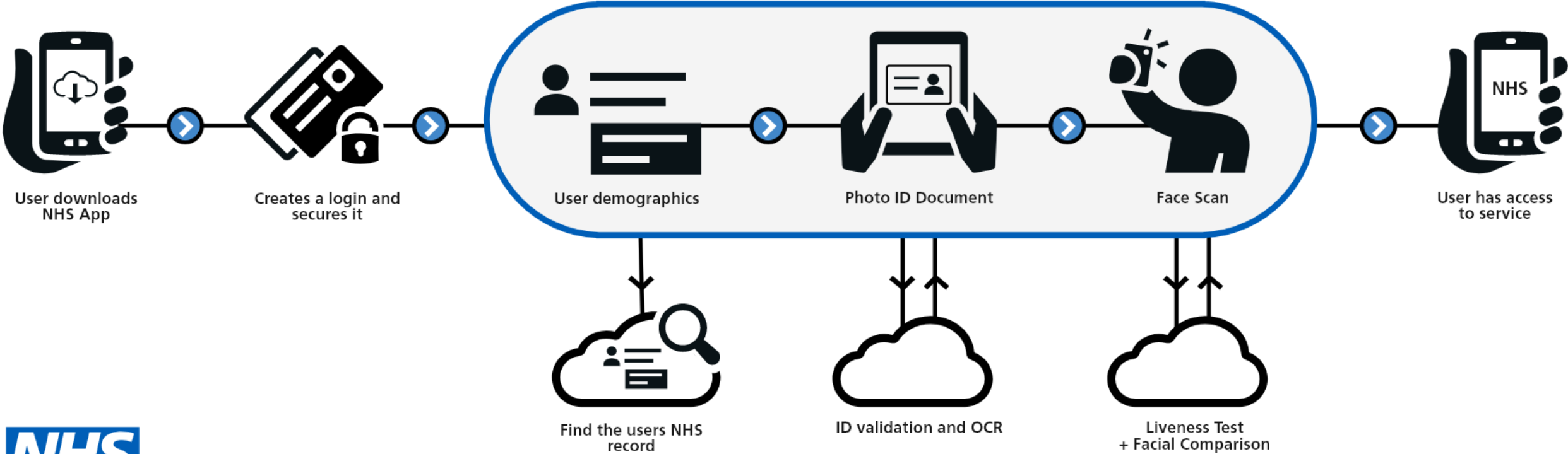
Most people will be able to register and verify their ID without the need to come in to practice

ID is verified by NHS England

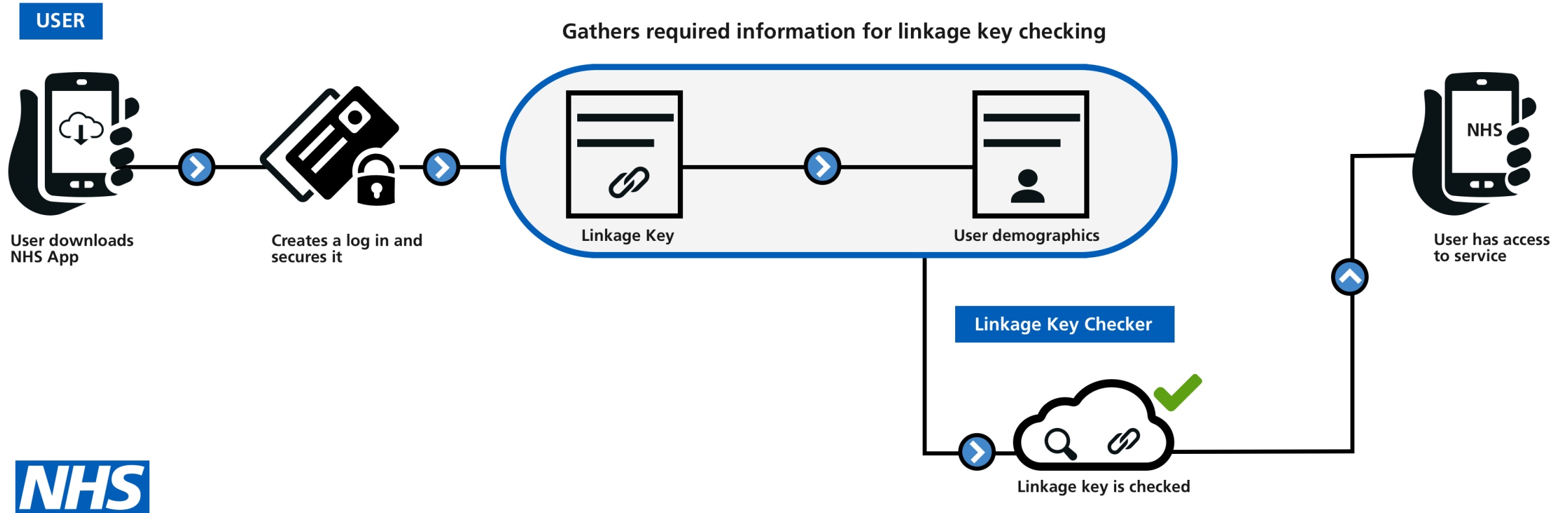


# NHS login – Automated Prove Your Identity

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



# NHS Login – Patient online (linkage key)



# Offline journey

A patient may need to come to the GP practice to ask for support if:

- they do not have photo ID that NHS login can accept
- their ID check was unsuccessful, or their details could not be matched to their GP record successfully
- their previous GP Online registration details have expired (this expires after 14 days)
- they prefer to use this method rather than the ID and video method
- they have moved GP practice recently, and originally verified their identity for NHS login using GP Online (linkage key) details
- the practice has recently changed clinical system supplier

## How to help your patients get online

Verifying a patients ID, you can help by:

- Providing them their GP online registration details (linkage key), or
- Resetting and reissuing their details if they're already registered with GP online services

# How to provide your patient with a linkage key

## EMIS

1. Go to 'Registration' and select the patient
2. If the patient is under 16, you need to **add the code EMISNQC0278**, which means 'Competent to consent to online access' to their record before you start registration
3. On the Registration screen, click the Patient Services tab.
4. Click Add online user > Add current patient.
5. Complete the Online user screen (follow your practices procedure for verifying identity)
6. Click 'OK'
7. Select how you want to send the PIN document

## TPP SystemOne

Make sure the patient's email address has the status of **'verified'** selected against it within the patient record. (This needs to be verified for NHS Login to be able to create a registration)

1. Confirm patient identity (follow your practices procedure)
2. Select **'Register for online services'** from the patient record
3. Send the account ID and the third-party passphrase via text or email, or print it out

## Patients who are registered

As the third-party linkage/passphrase key expires 14 days after it was issued you will need to generate a new one

- Generate a new linkage key/passphrase in the patient record
- Do not choose to **'Reset user name and password'**, as this will not reset the details they need to register

# Mobile Identity Verification – Fast Track



User has completed a medium level verification (P5) journey

User verifies NHS record information

User chooses to transfer a previous ID check for GP online services

High level verification (P9) is stored to the user's profile

# What does a patient see? Setting up a test patient

## in your clinical system

Test patients need:

- ✓ To be aged 16 or over
- ✓ Have an NHS number\*
- ✓ Have an account in clinical system
- ✓ To have patient online services activated

Record the full name, postcode, linkage key and account ID to use later.

\*if you do not have a test NHS number that's on the spine – contact [nhsapp@nhs.net](mailto:nhsapp@nhs.net) to request one

## in the NHS App

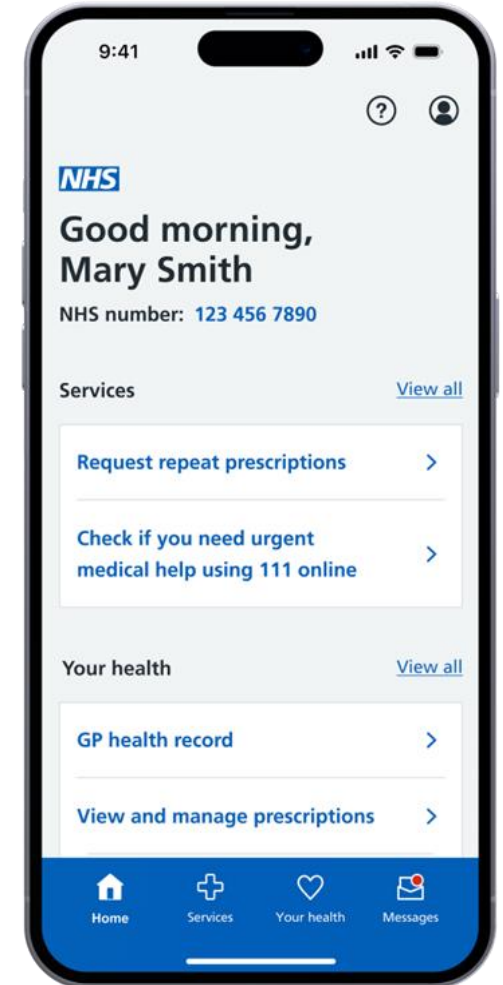
You will need:

- ✓ an apple or android phone or tablet
- ✓ an email account
- ✓ a mobile phone number, so you can get a text message even if you're using a tablet
- ✓ the full name, postcode, linkage key and account ID of the test patient account
- ✓ the practice's ODS code

Download the NHS App and follow the instructions to set up the account.

# Top tips

- Encourage all staff to download and register to use the NHS App
- Identify and discuss benefits of digital for your practice and patient
- Familiarise yourself with the NHS Login journeys available
- Set up a test patient to understand what a patient can see





# **NHS App – core features**

# Request a repeat prescription

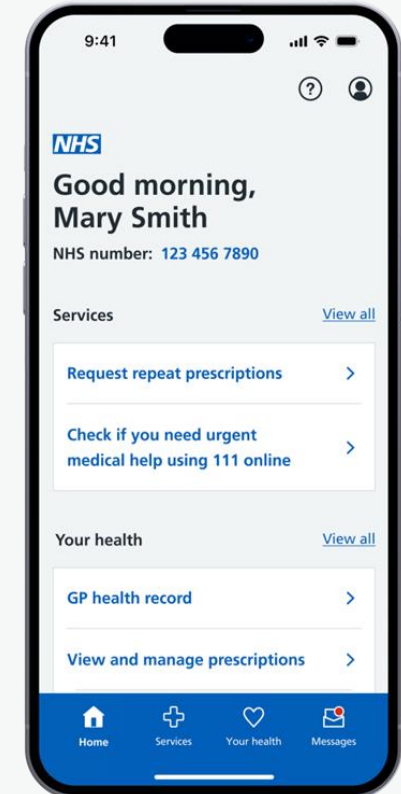
## You can request your repeat prescriptions on the NHS App

You can request repeat prescriptions at a time that suits you. It's an easy, quick and convenient way to order on the go. There's no need to wait until the GP surgery opens or join a telephone queue.

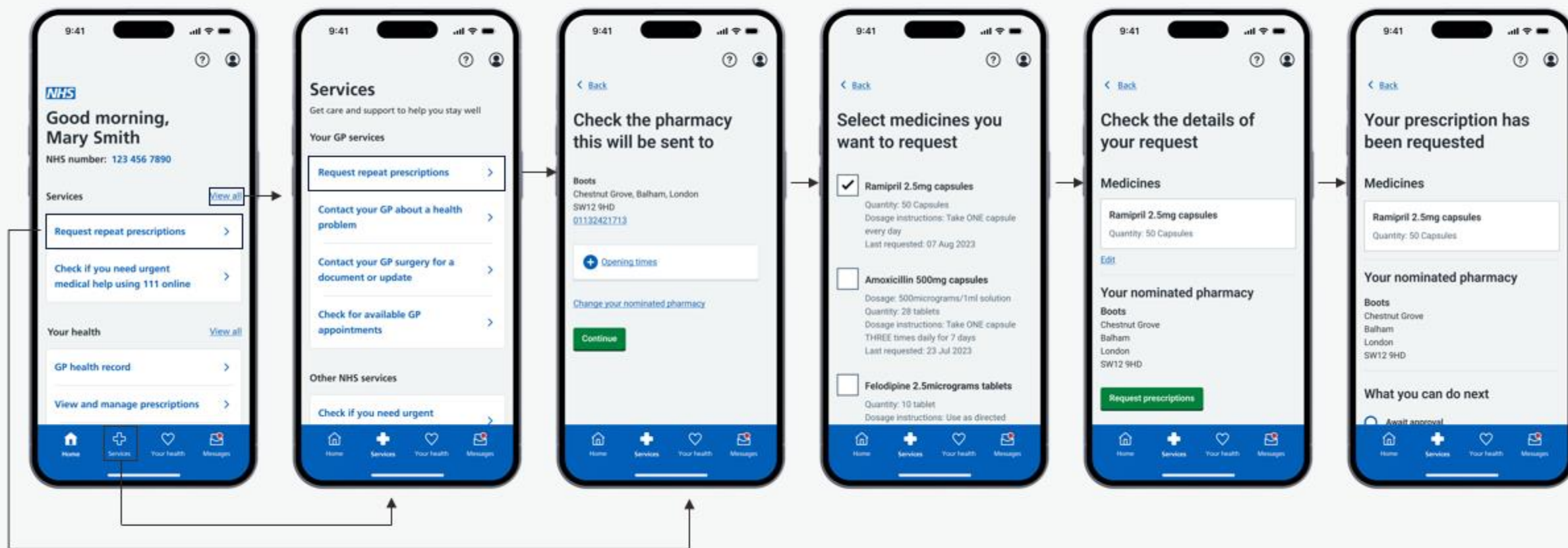
### Future Plans:

- Users can see the status of their prescription, including when it is ready to collect

Ordering repeat prescriptions on the App is expected to save 1.85 million hours of GP practice time in 2024



# Request repeat prescriptions



# View your prescriptions

See a list of your approved prescriptions in the App and get a barcode to present at any pharmacy to receive your medication

This gives you earlier visibility of what one-off and repeat prescriptions your healthcare provider has prescribed

If you don't have a nominated pharmacy you can use the barcode to collect it from any pharmacy.

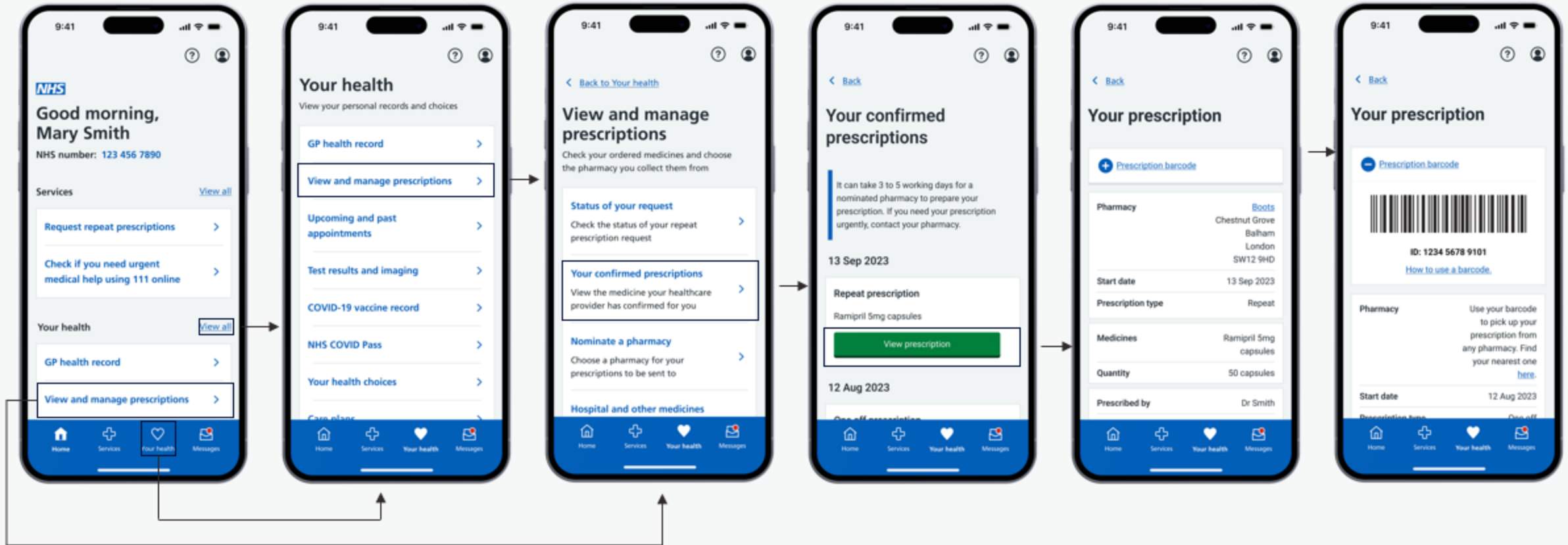
## Future Plans:

- Users can add the barcode to their device's digital wallet.

**16.8 million barcode views between January and October 2024, leading to over 500,000 hours of frontline staff time saved**



# View your digital prescriptions



# Change your nominated pharmacy

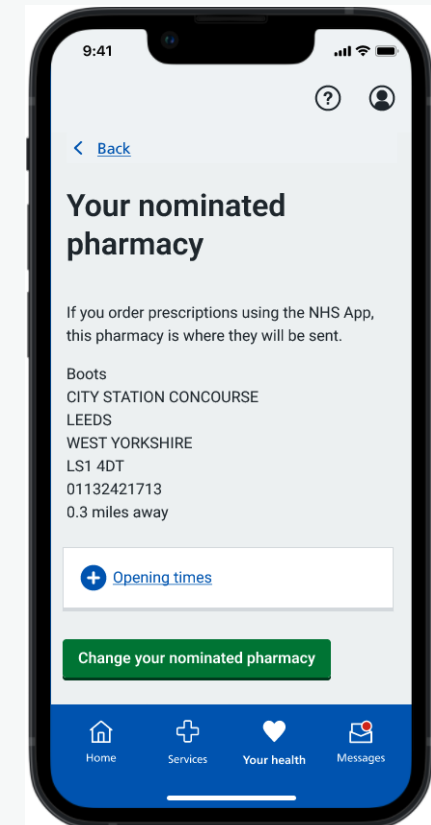
You can select the pharmacy that you will pick up your prescriptions from.

You can view and change your nominated pharmacy using the NHS App.

This does not include dispensing practices.

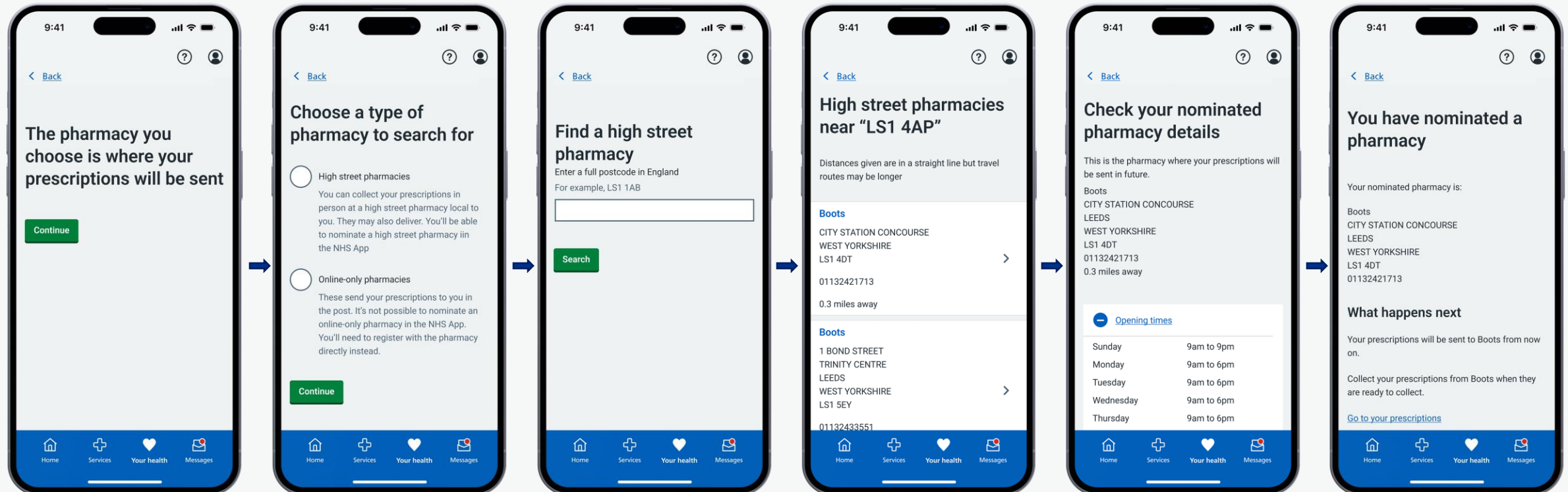
## Future Plans:

- Users can nominate a distance-selling pharmacy



# Nominate a pharmacy

Patients can view and change their nominated pharmacy and where their prescriptions are sent on the NHS App.



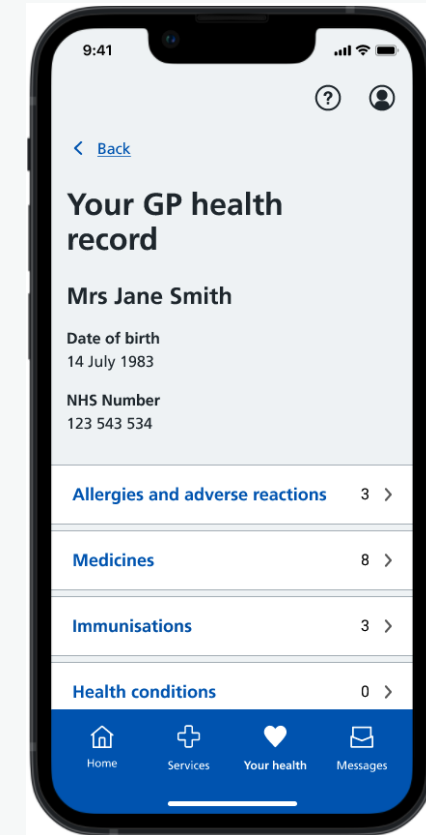
# View your GP health record

Most users have access to their summary record from before Autumn 2023 and their full record after this date

Patients can request access to their full historic record from their GP.

Entries could include consultation notes, immunisations, test results and letters

GP health records were viewed 17.9 million times in September 2024 – up from 8.4 million views in September 2023





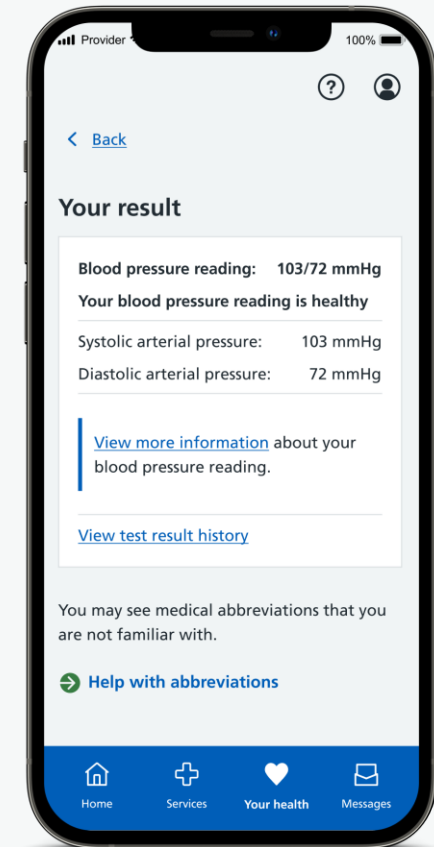
# View your test results

If you are registered with a GP, and are aged 16 or over, you can view test results in your GP health record

Having access to test results in the NHS App means you don't need to contact your GP surgery to view your results.

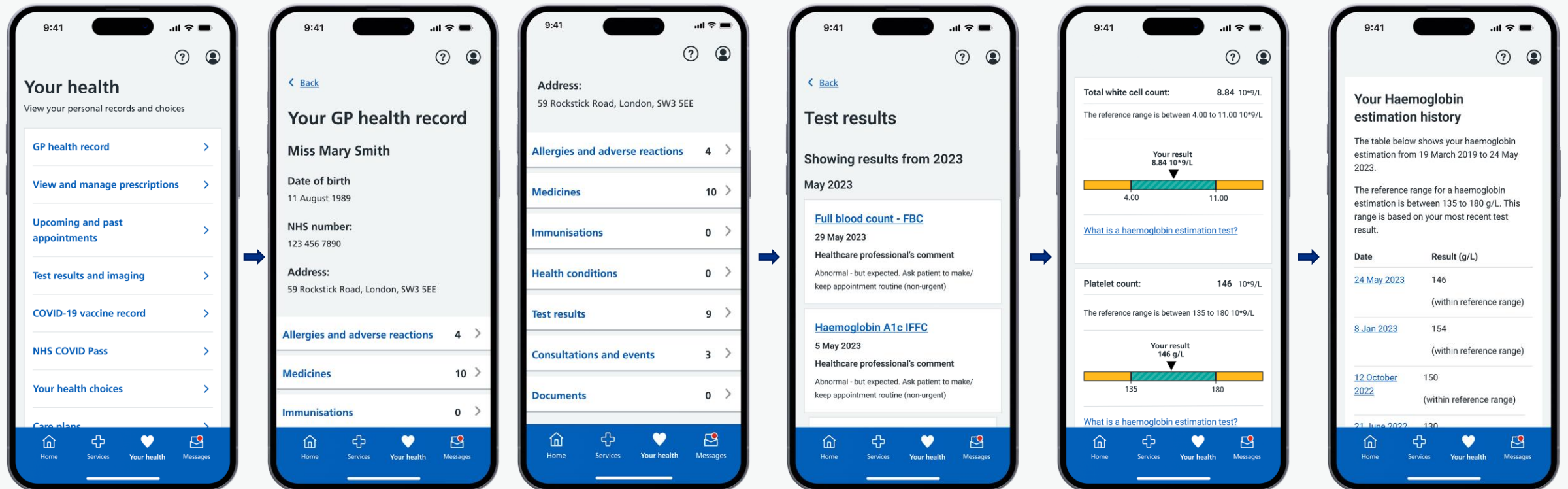
HbA1c test results now display in a graph, enabling users managing diabetes to easily see trends over time.

**Test results is the most frequently viewed section of the GP health record**



# View test results

Test results are part of the GP health record. We have made some improvements to the way test results are displayed for EMIS users. We'll be making further improvements this year and have plans to explore how we can help trusts to make more digital test results available for tests which happen outside of GP practices.



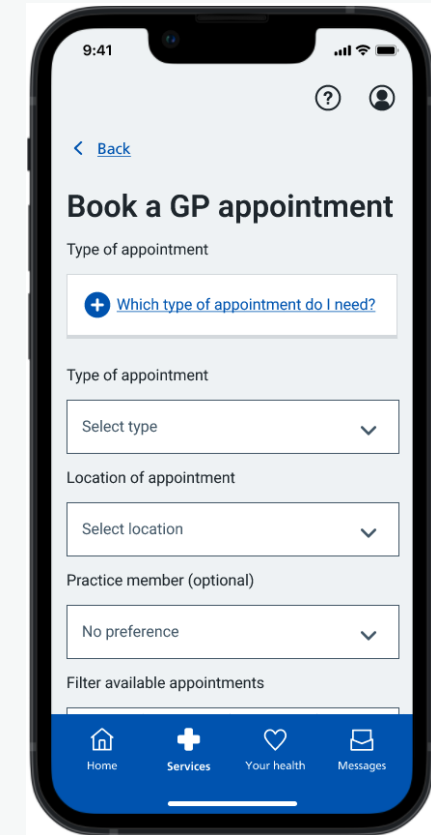
# Book a GP appointment

Where available and enabled by your GP surgery, you can book GP appointments

Users can book, manage and cancel your GP appointments using the NHS App.

## Future Plans:

- Making it easy for users to add GP appointments to their device's calendar application
- Improving the GP appointment booking journey, including better navigation between the core NHS App journey and online consultation services



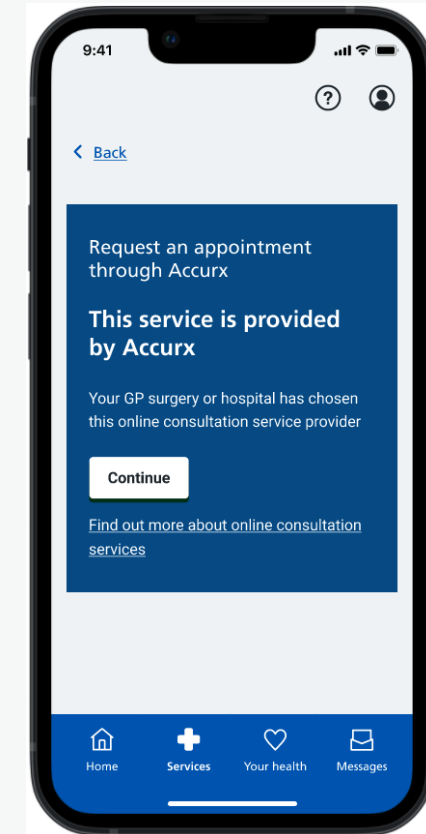
# Online consultation services

You can request care or ask a question using an online form in the NHS App

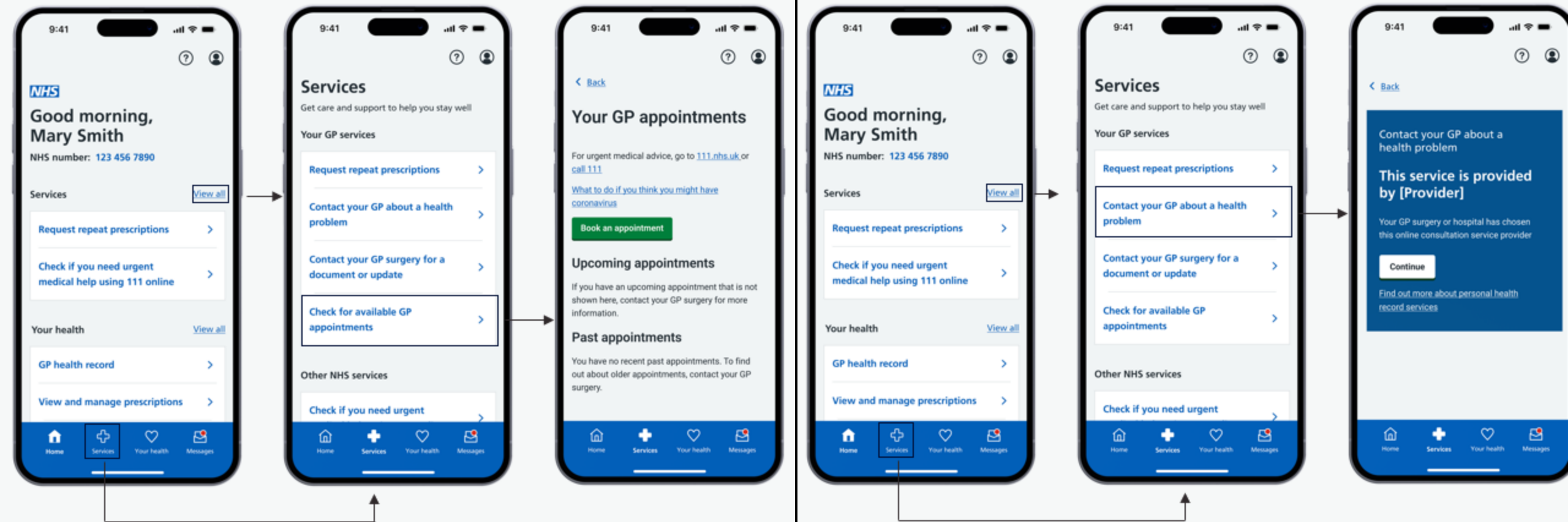
You can ask your GP for medical advice, as well as request test results, fit notes or referrals using online consultation services.

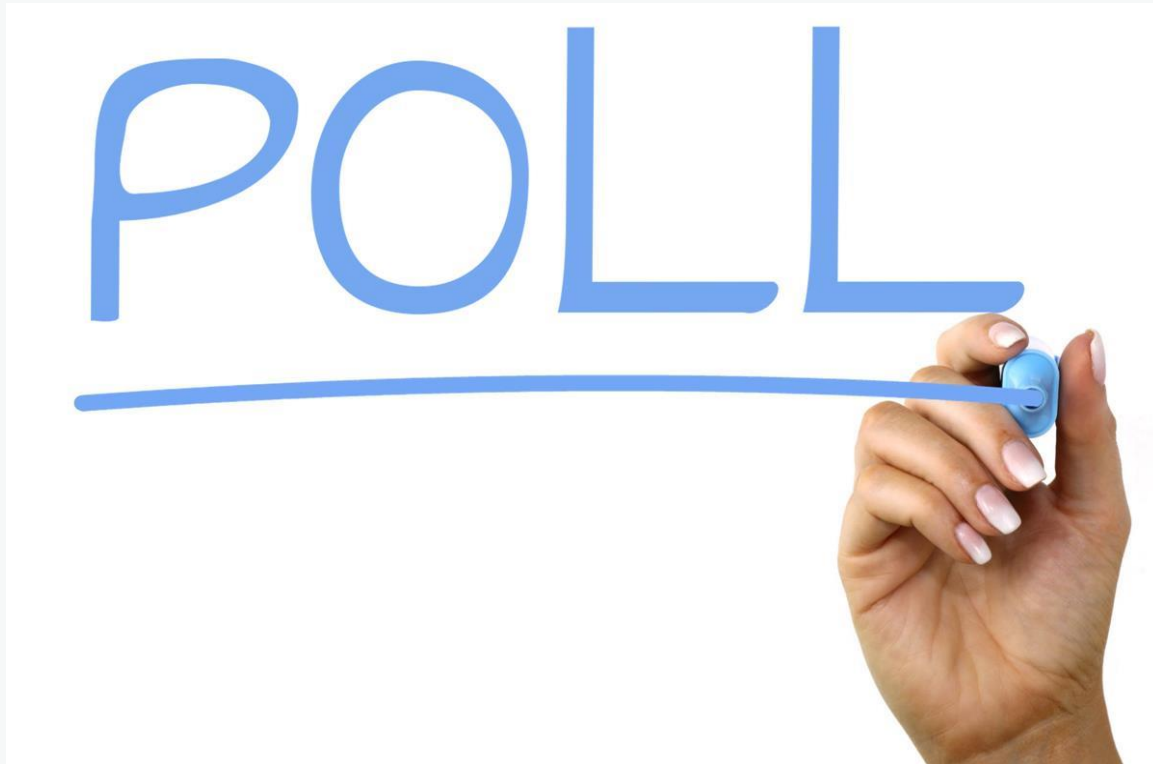
## Future Plans:

- Integrating more third-party online consultation services
- Improving how users navigate to online consultation services



# Upcoming & past appointments/check for available GP appointments & Contact your GP about a health problem





Menti.com - use code: 4282 0570

# Notifications and messaging

## Receive messages from your health and care providers via the NHS App

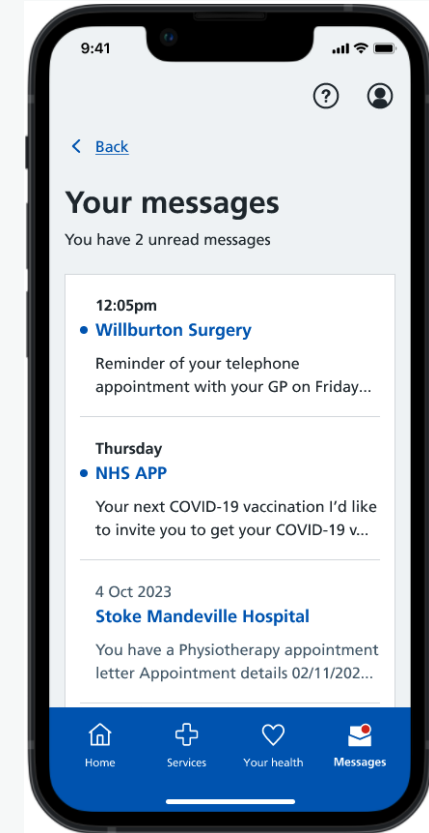
Turn on notifications for the NHS App to get messages from your trusted healthcare providers

It is a secure and simple way to stay up to date.

### Future Plans:

- More services can send more types of message through the NHS App
- Users can more easily manage their inbox

**During 2023/24, 22.5 million messages were sent through the NHS App, saving the NHS £1.1 million**



# 4 key benefits

**Reduce spend on  
patient  
communications**

**Safe and secure  
messaging**

**Messages from  
multiple care  
settings in one  
place**

**Unaffected by  
contact detail  
changes**

**During 2023/24, 22.5 million messages were sent through the NHS App, saving the NHS £1.1 million**



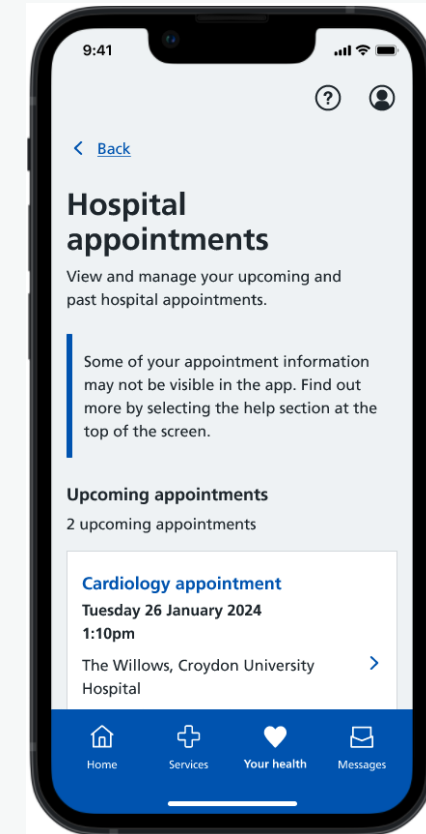
# Hospital appointments

Where enabled, patients can view and manage their hospital appointments.

Available at [103 acute trusts](#), users can view and manage their hospital referrals and outpatient appointments. Some trusts also have enabled additional features, such as the ability to send messages, and share documents and questionnaires.

## Future Plans:

- Increasing the number of hospital trusts that can surface users' appointments in the App
- Allowing users to view and manage their inpatient and day case appointments

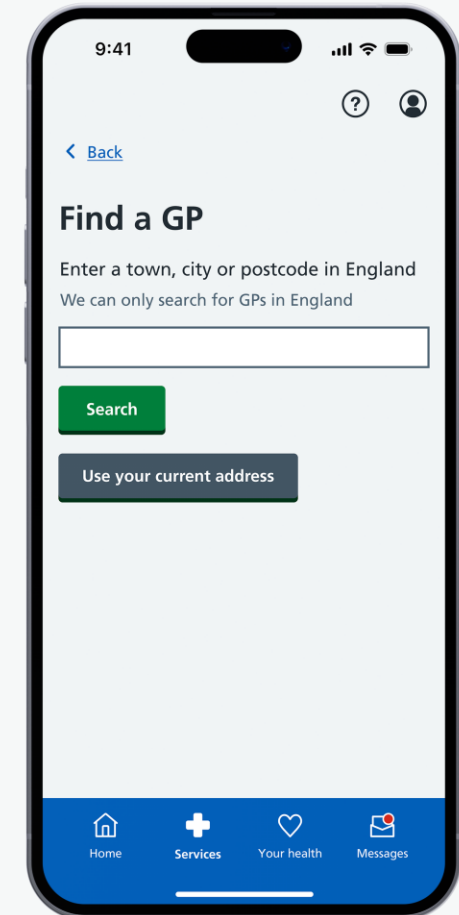


# Register with a GP online

You can register for a GP online using the NHS App

The service is available through the NHS App via the NHS website's Find a GP service.

The service is user-friendly, accessible, captures access needs and has a high satisfaction rate, with 95% of patients reporting a positive experience



# **NHS App – additional features**

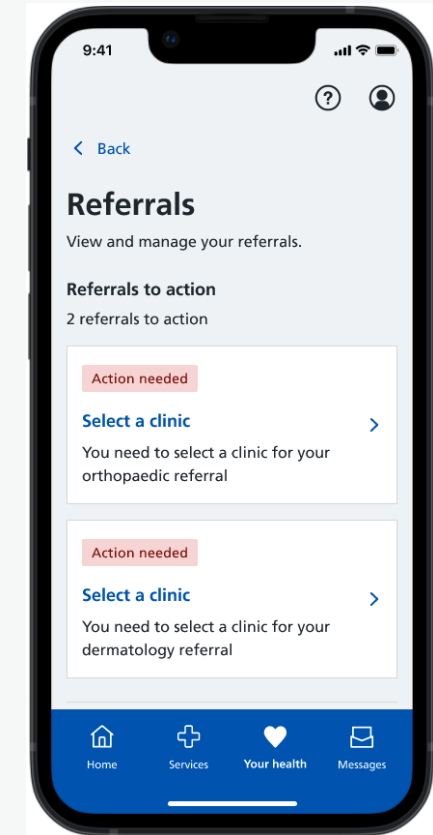
# Manage your referral

## You can manage your first GP referral to a hospital or clinic in the NHS App

You can manage your referral if you were referred through the NHS e-Referral Service (e-RS). You can use the NHS App to book, view, reschedule and cancel your first appointment.

This means GP practices do not need to print or post booking instructions.

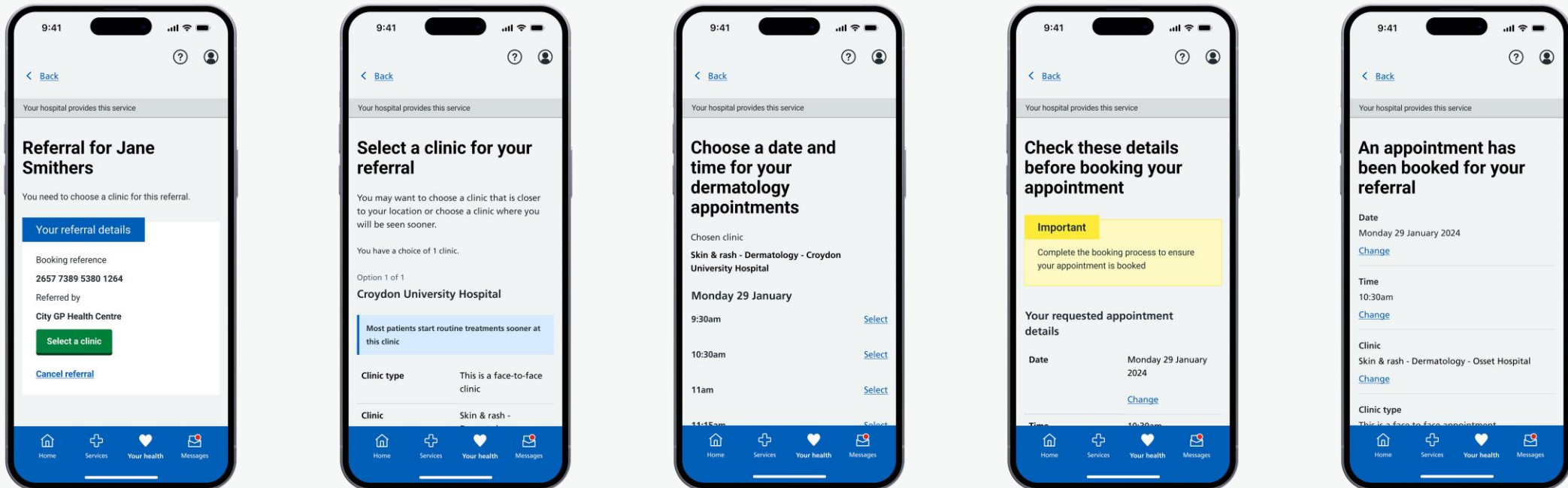
**Average 503k monthly uses by users with referrals (Mar 2023 to Feb 2024)**



# Electronic referral Service (e-RS)

When a practice makes a referral to a specialist at a hospital or clinic, using the NHS e-Referral Service, the patient can manage their first appointment themselves, on the NHS App, by clicking on Hospital and other appointments.

This means practices do not need to print or post booking instructions. The patient can easily book, check, change or cancel their appointment online.



# Manage healthcare on someone else's behalf

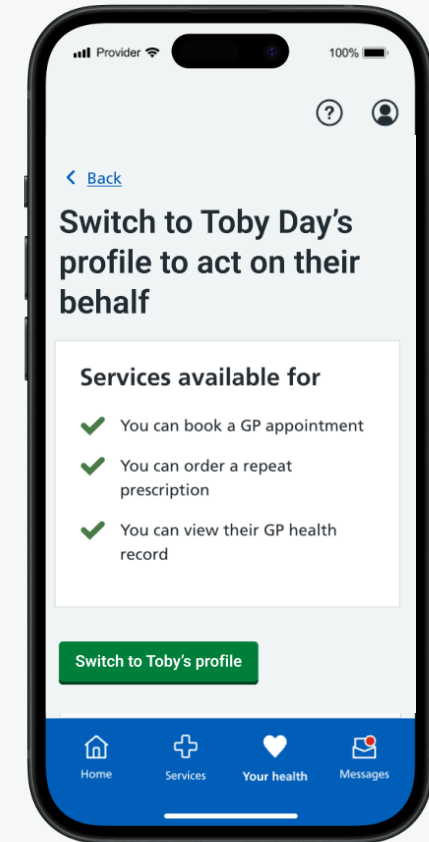
## Linked/Proxy profiles

Allows you to access healthcare services on behalf of someone you care for, where appropriate consent is in place, and you are both at the same GP practice.

For example, you could order and collect a repeat prescription for someone you care for.

### Future Plans:

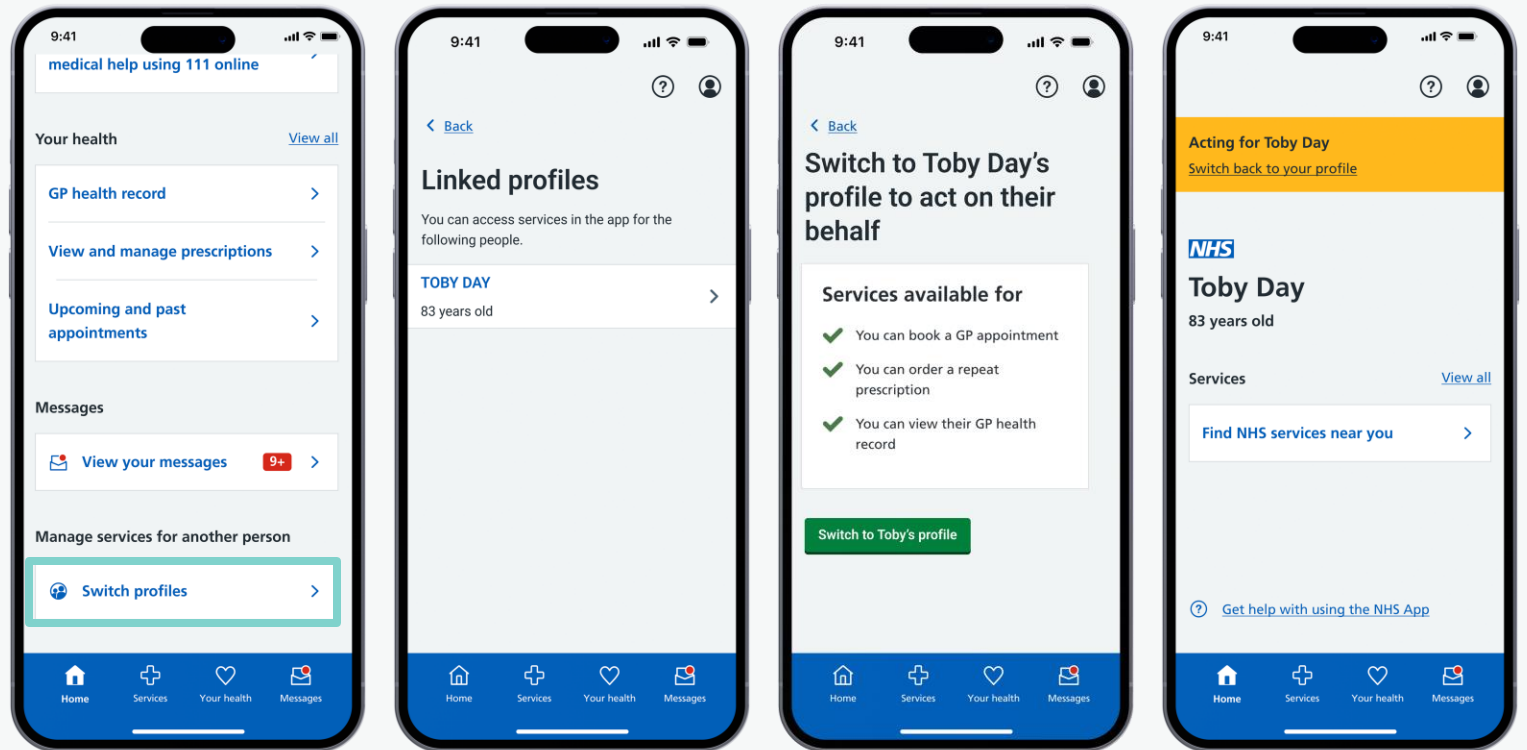
- Integrating the new [apply for proxy access service](#) which makes it easier for users to send applications for proxy access to their GP surgeries



# Linked accounts

Linked accounts allow patients, family members and carers to access health services on behalf of other people, where appropriate consent is in place. There is work happening in NHS England to improve the experience of proxy accounts.

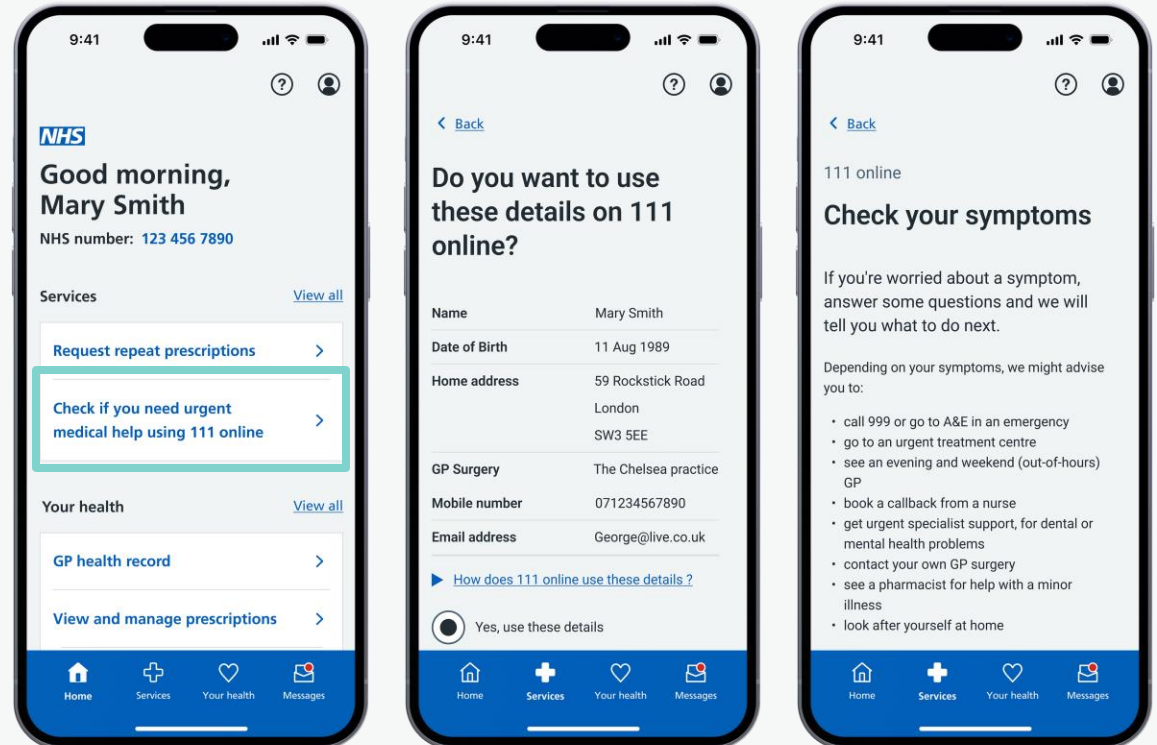
An example of this is when a carer requires access to nominate a pharmacy; the carer can both order a prescription and nominate a pharmacy for delivery near them, so they are able to safely collect and deliver it to the patient.



# NHS 111 online

If people think they need help right now, they can use the NHS App to check their symptoms via the NHS 111 online service.

- Integration with NHS login to carry over their details.
- 'Check if you need urgent medical help' is on the NHS App homepage and Services page.





# Go to the NHS website in the NHS App

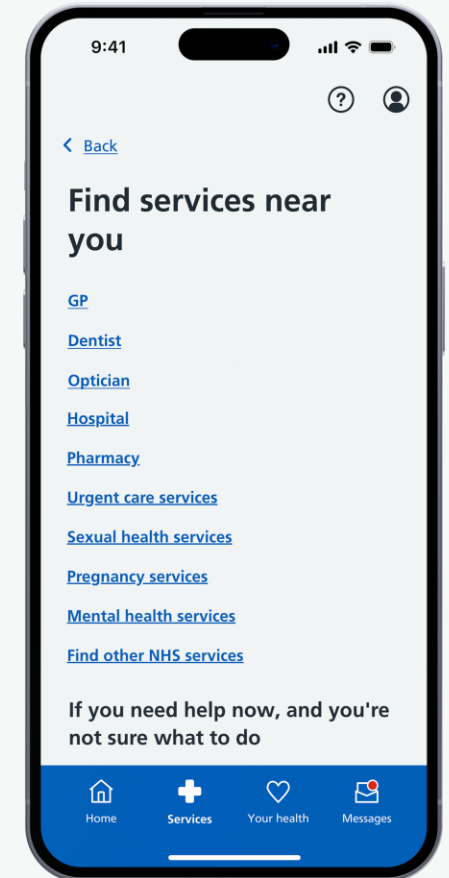
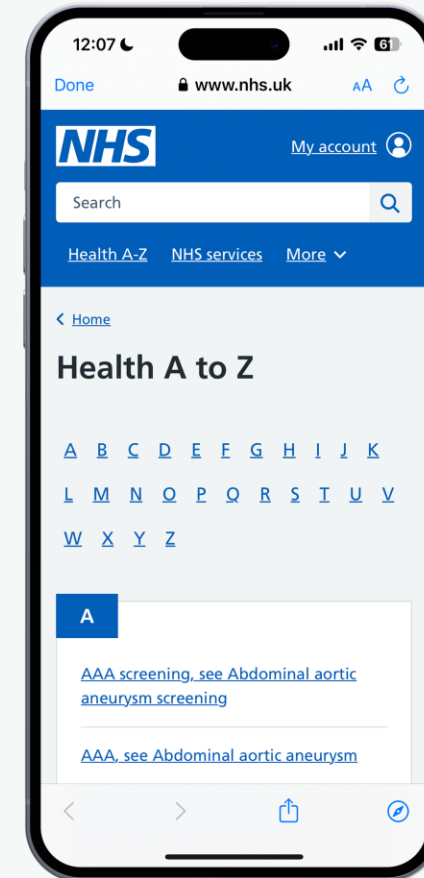
## Health A-Z

The NHS App enables people to get trusted NHS information and health advice on hundreds of conditions and treatments.

## Find NHS services near you

On the homepage of the NHS App, people can 'Find NHS services near you'. This includes:

- General practices
- Dentist
- Pharmacy
- Mental health services
- And many more



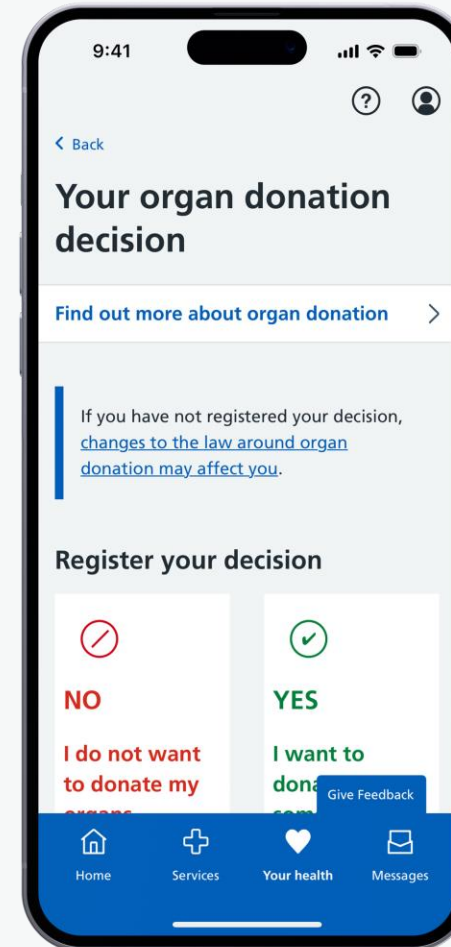
# Organ donation decision

People can manage their organ donation decision on the NHS App.

They can register a decision for the first time or change a decision they have previously made.

Keeping this decision up to date helps families, should organ donation be possible.

**584,583 organ donation preferences managed since 31st December 2018**



# Be Part of Research

## Register to be part of health research

You can register to get updates about health research you may be interested in joining.

This makes it easier to take part in wider research.

The service is run by the National Institute for Health and Care Research (NIHR).

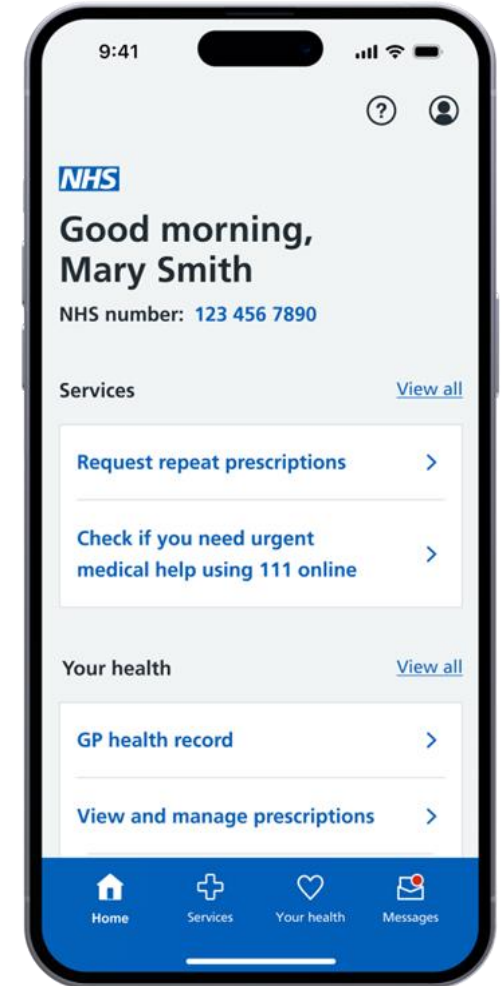
*Be Part of Research currently features on the NHS App homepage.*

**As of October 2024, 437,204 volunteers registered on NIHR's Be Part of Research registry, of whom 96% registered via the link on the NHS App**



# Top tips

- Familiarise yourself with the App and the features
- Encourage all staff to direct patients to view their test results in the NHS App
- For those practices that do offer online bookable appointments, ensure appointment names are clear and simple to understand
- Encourage patients to switch on push notifications in their device setting so they can receive in-app messages
- **Remember**, the NHS App mirrors what is in your GP system



# Grace Holder (She/Her)

PCN Care Coordinator

Covering Health and Beyond LTD

# Future Developments

# The NHS App roadmap

The NHS App team are always working to improve the NHS App.

[View the NHS App roadmap](#) to find out what the team:

- have **recently delivered** to improve the NHS App
- what they are **currently working on**
- what they **plan to work on next**



**Do more with the NHS App!**

Access your NHS services

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

And much more...

You can also use these services by logging in through the NHS website

**Need help?**  
Get support in the app or visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp)

**NHS App**

Download on the App Store | GET IT ON Google Play

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# NHS App national webinars

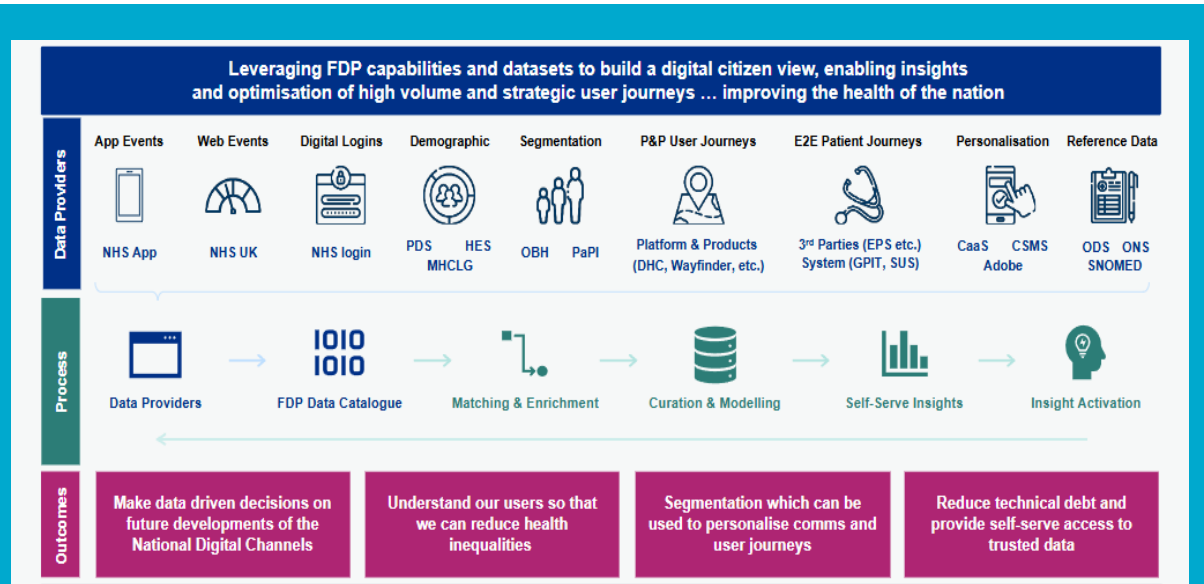
- **Frequency:** Quarterly
- **Next date:** Tuesday 8th April, 11.30am-12.30pm
- FutureNHS – join our workspace, to find out about future webinars and access previous recordings

[NHS App Webinars - FutureNHS](#)





# Action to drive down digital exclusion



**IMPROVING DATA ANALYSIS** New data capture agreed and data set analysis

## Libraries

Partnering with 1400 libraries to help people access digital health

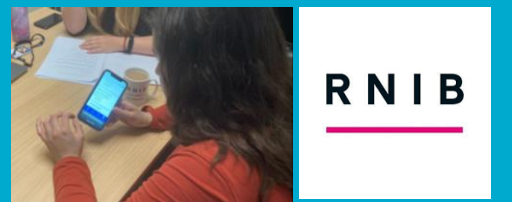
1.4k App Ambassadors on the frontline & in communities




## Accessibility

865 Accessibility Lab attendees  
20 Accessibility Audits  
NHS.uk accessibility clinics  
2,464 staff Accessibility overviews

Partnering with charities to do inclusive user research



NHS app specific design system products WCAG 2.2 compliant



NHS Service standard NHS app "design assurance review"

Work with Red Cross to include asylum seeker ID for log in



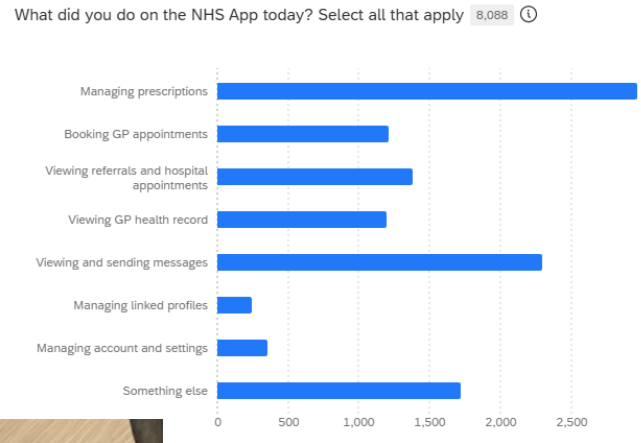
NHS app available via the NHS website

User research in the community with hard-to-reach audiences and those from lower socio-economic groups



# NHS App user research

**Over 12k**  
users involved in UR  
in the past year



Conducting user research in the community to reach hard to reach audiences and non-NHS App users



Partnering with charities and ICBs to do inclusive research



**100+**  
sessions run in the UR Lab  
in the past year

**Over 60k**  
users completing our in-app  
feedback survey



# Getting involved in user research

If you want to get involved in any of the user research work we are doing (surveys, interviews, usability testing, focus groups, etc.) then you can join one of our volunteer panels:

For NHS staff: email [simon.davis@nhs.net](mailto:simon.davis@nhs.net)

For non-NHS staff: <https://tinyurl.com/2eue7vsn>





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# Tableau Dashboard Walkthrough

# Accessing the dashboard

## **How to access the dashboard**

The dashboard can be found by [logging into NHS England Apps](#) with an OKTA account and searching for 'NHS App Reporting Dashboard'.

## **I do not have an OKTA account**

[Register for an OKTA account](#) and wait for your account to be set up, before following the process above.

You may have to wait up to 30 minutes before gaining access. If you still cannot get access after 30 minutes, contact IT and raise a ticket via [IT.support@improvement.nhs.uk](mailto:IT.support@improvement.nhs.uk).

# Common Issues



# How and when to raise to NHS England

If you have a patient raising an NHS App issue and it is not something you can resolve, encourage the patient to raise this directly to us via one of the following contact forms:

- **NHS login issues** (*logging in, registering, verifying their identity, changing account login details*): <https://help.login.nhs.uk/>, contact form found under “error messages and support section”.
- **NHS App issues** (*after logging in, any issues experienced by users accessing or using the features and functions*): <https://www.nhs.uk/contact-us/nhs-app-contact-us/>

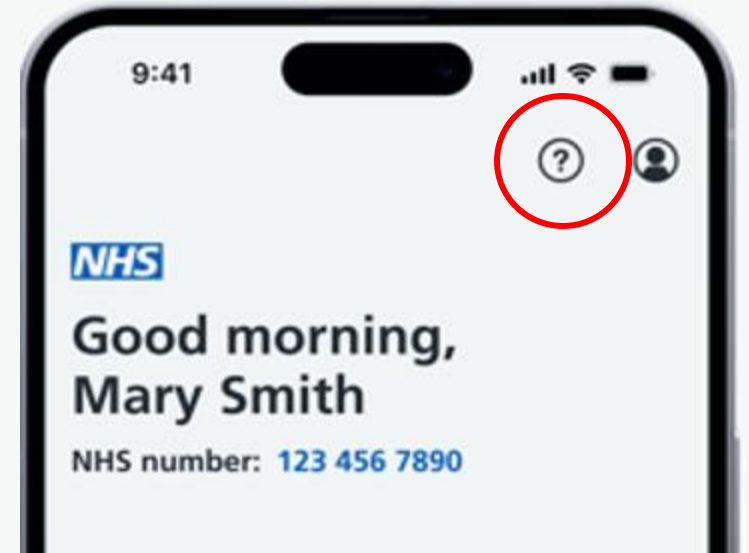
If they cannot, or do not, want to do this themselves, you can choose to raise this to our service desk on their behalf. If you do this, please provide us with the following information:

- Patient name
- Patient email address associated with their NHS login account
- Description of issue, and any triage steps you have taken to date
- Confirmation that the patient consents to you raising this on their behalf (you must seek this)



# Help with the NHS App


- Go to 'Help' in the top right-hand corner of the app and scroll down to 'Contact the NHS App team' to complete an online form
- Visit: [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp) for lots of help and support, and to raise a ticket with the NHS App helpdesk




# NHS App Guidance


This guide covers troubleshooting common NHS App issues that patients may ask about:

 [Device Compatibility and Versions](#)


 [Error Codes Explained](#)

## Permissions

 [Turning off patient facing services: Merging practices and changing clinical systems](#)

 [Practice/Patient level permissions](#)

- [if no one can use a certain functionality](#)
- [if only some can use a certain functionality](#)





 [Patient can't access GP health record](#)


 [Proxy access \(linked accounts\)](#)


 [Prescription permissions](#)


 [GP appointment permissions](#)

## Common Issues

-  [Patient cannot log in](#)
-  [Patient cannot access the App in their area](#)
-  [Patient cannot order or view repeat prescriptions](#)
-  [Patient has no repeat prescriptions available to order](#)

-  [Duplicate accounts: Patient changed their email address or no longer has access to their email](#)

 [General guidance on what the NHS App can do and how to navigate it](#)

 [When to seek support from the NHS App team](#)

[Link to: NHS App trouble shooting common issuesguide](#)

# Promoting the NHS App

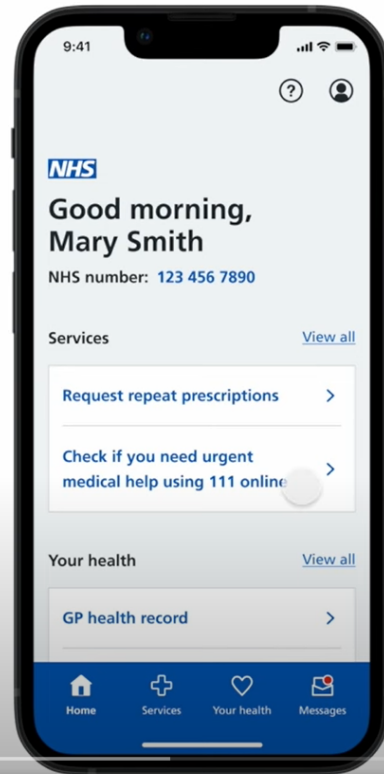
# NHS App 'Walk Through' Videos



Video guidance showing how to use the NHS App step-by-step. The videos show how to navigate the NHS App and use its services:

<https://digital.nhs.uk/services/nhs-app/toolkit/walk-through-videos>

You can order your repeat prescription on the NHS app



How to order your repeat prescription on the NHS App

Unlisted

NHS 172K subscribers

Subscribe

2 likes, Share, Save, and more options

# How you can promote the NHS App

[The NHS App toolkit](#) makes it easy to promote the NHS App.

It contains:

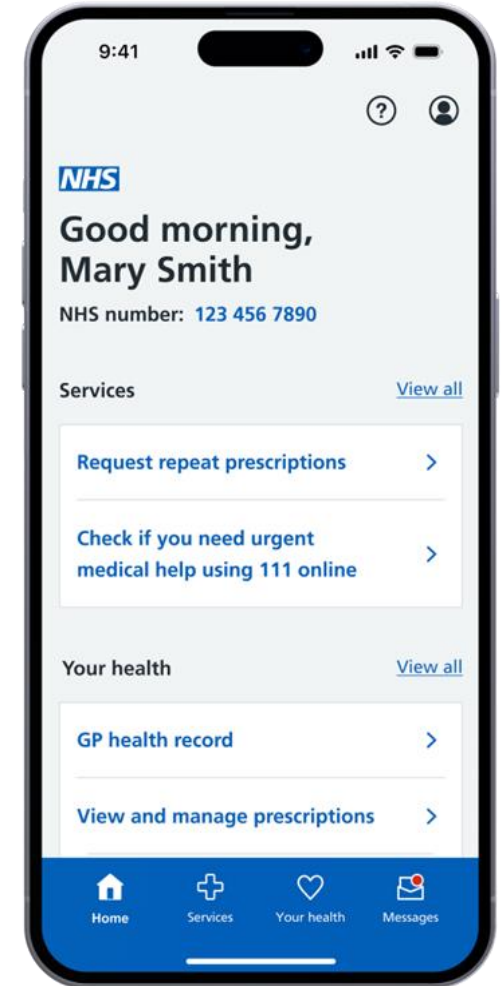
- **Posters** and step by step leaflets
- **Images** to share on your website, display screens and social media
- **Messages** to use on your website and social media
- **Videos** which show how to use the App
- **Downloadable Packs** to give an overview of the App to different audiences

*Designs can be printed in black and white*



# Top tips

- Review the toolkit and available resources
- Register and get familiar with the Tableau Dashboard
- Work with your PPG group to get them championing the NHS App
- Sign up to [FutureNHS](#) so you can keep informed about the national webinars



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# Q&A





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## Thank You



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**england.nhs.uk**