



England

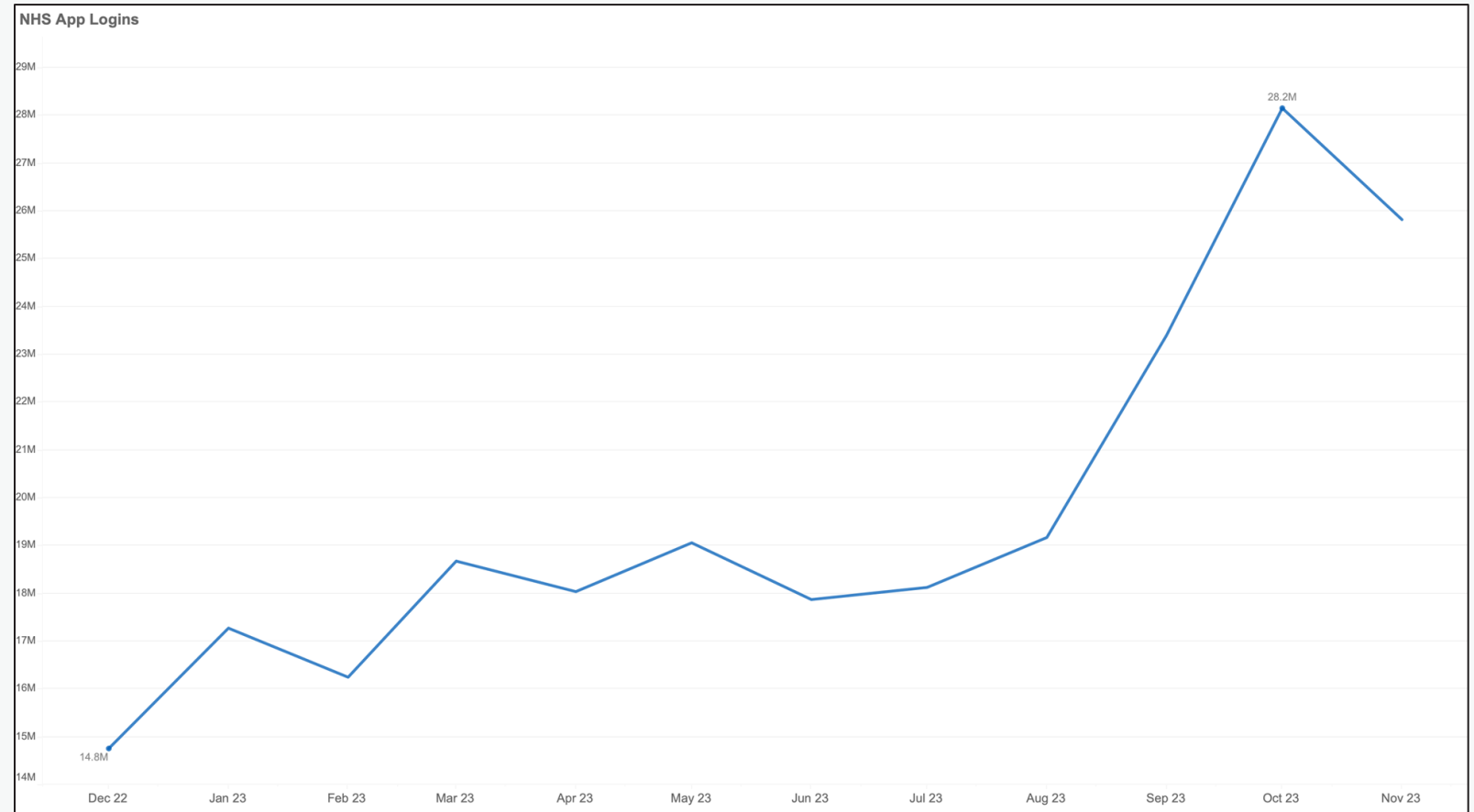
NHS App update

February 2024

Twice as many users in England as Netflix, and growing fast

Use of the NHS App grew rapidly throughout 2023, with a significant spike as we headed into winter.

Between December 2022 and November 2023 monthly logins to the NHS App rose by 53% from 14.8m in December 2022 up to 25.8m logins in November 2023.



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).

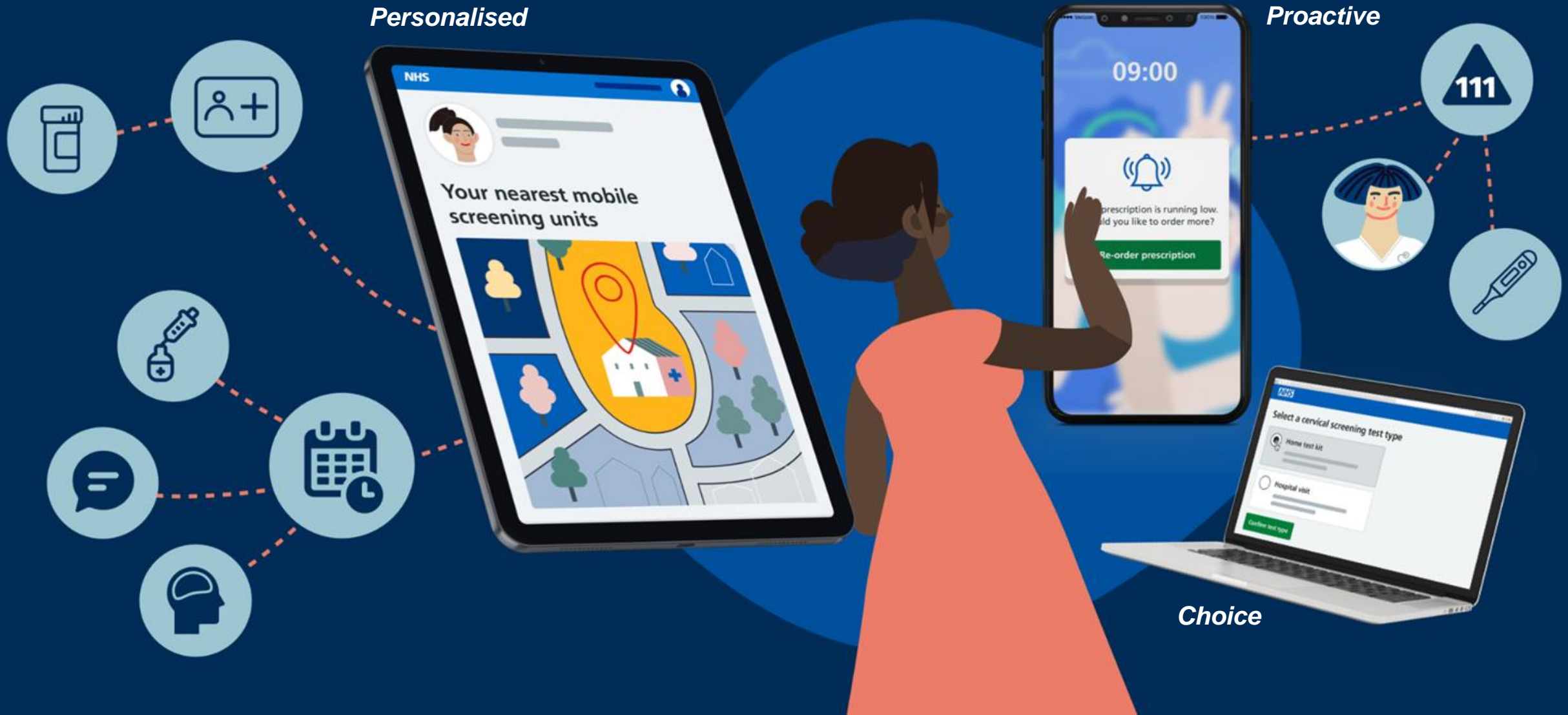


3.4 million secondary care appointments were viewed and managed via the NHS App in December 2023, approximately 3-fold increase since December 2022 (1.2m)



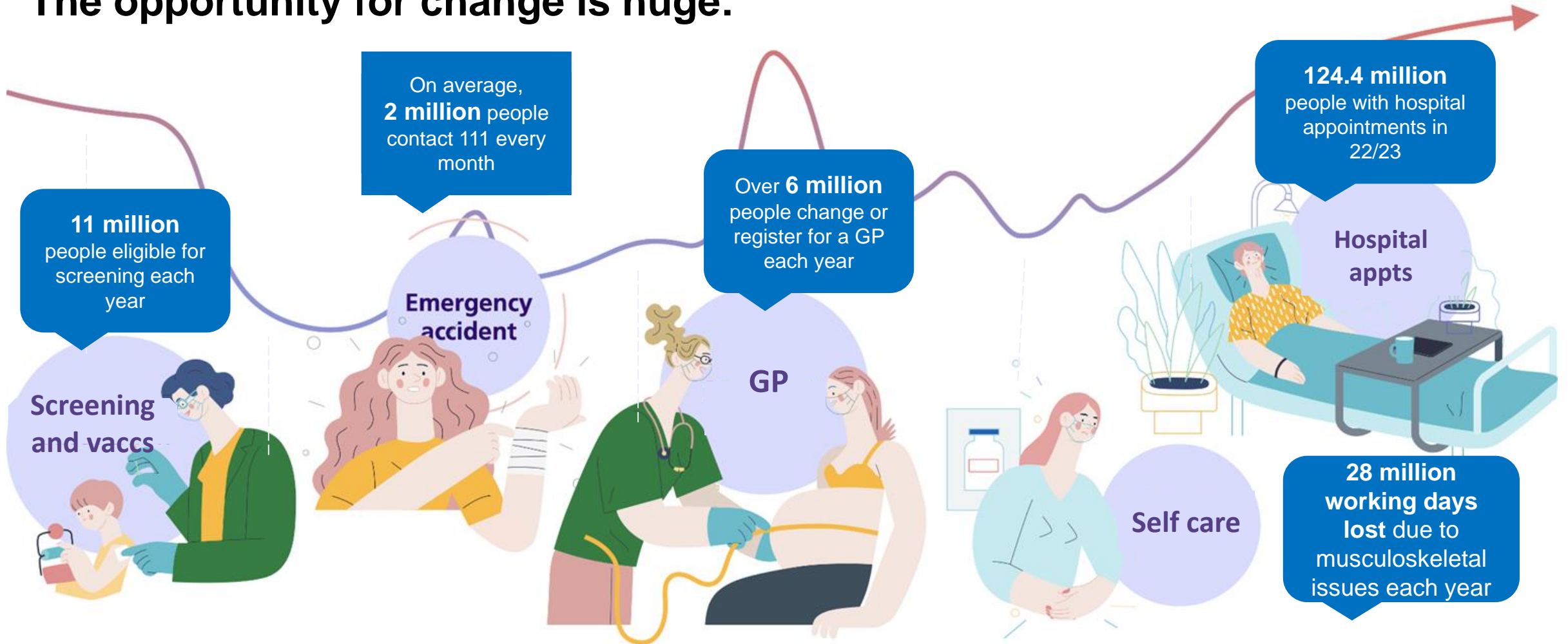
A total of **3.1 million** repeat prescriptions were ordered in December 2023, an increase of 44% since December 2022 (2.2 million).

Our focus is now shifting from transactional to transformational change across key NHS touchpoints



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:



Our priorities in 2024

Keep me healthy

Improving people's health and preventing illness through supported self-management and modern screening and vaccinations

Access my information

Increasing access to GP record and joined up information across care settings with a focus on vaccines and test results

Self-care and digital therapeutics

Improving self-care and results by actively signposting to external therapeutic tools

Navigation and triage

Relieving pressure on the front line by improved navigation to the right place at the right time – navigation, triage and first contact appointments



Modern mobile experience

Enabled by phone smarts and data access to support tech and design that increases engagement and usage

Messaging

Increased volume and range of messages and ability to respond through the NHS App and comms manager

Digital prescriptions

Increasing digital adoption of prescriptions through GPs

Secondary care appointments and my elective care

Unlocking the true potential of appointment booking with a focus on follow ups

Mobile First: Spring / Summer 2024 Delivery Highlights

Wellness: prevention, early intervention and self-care

Illness: effective navigation and management of care

To improve health outcomes for people and those they care for

To ensure people think digital first and reduce the burden on the system

Keeping me healthy

- Digital health checks
- Find a walk-in vaccine centre on NHS App
- School age immunisation
- Record a vaccine
- Screening campaigns

Access my information

- Increase coverage and accessibility of proxy
- Improve access to core GP record
- GHIC card on NHS App
- Improve primary care test results
- Care plan discovery

Therapeutics

- Access digital therapeutic tools through the NHS App to support MSK and Mental Health

Navigation and triage

- First contact Discovery
- Mental health self-referral through 111 online
- Services available to me

Secondary care referrals and elective care

- Download and store triage outcomes
- Scale collaboration between PEPs and eRS to increase access to secondary care appointment booking

Prescriptions

- Scaling digital prescriptions token
- Inform patients about medication options
- End-to-end prescription tracking
- Request a medication review Discovery



Messaging and campaign management

Cross cutting enablers to enable a modern mobile experience



A design refresh for the NHS App went live to all users on **15 January 2024**.

This refresh delivers a more intuitive interface, making it easier for people to access their information and services.

