

All about the NHS App!

Lion Health Webinar 2024



The NHS App

Simple and secure
access to a range of
healthcare services

Aims for the session

- To help our patients understand the full range of health services which can be accessed through using the NHS App.
- To help our patients navigate the app in order to gain more control and access health services faster and easier.
- To provide patients with an insight into future plans and goals that practice has surrounding the NHS App.

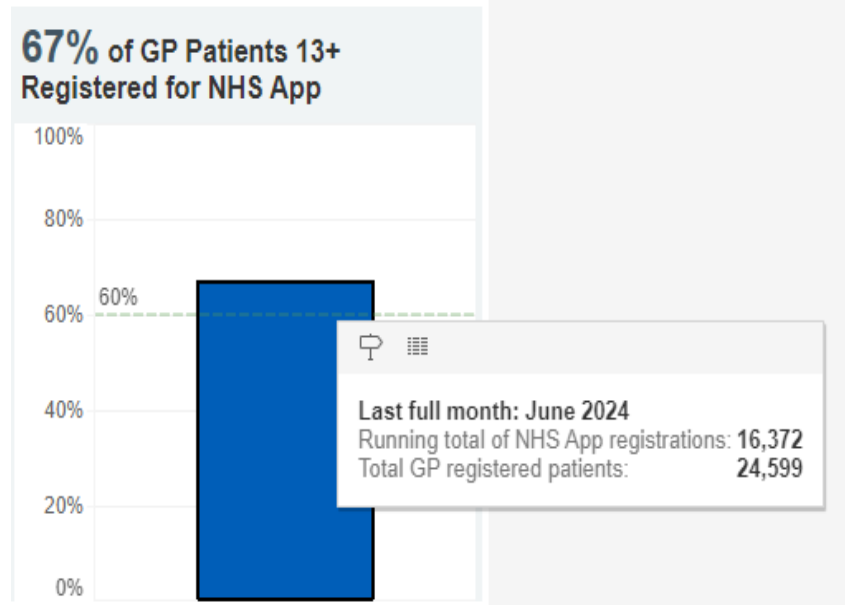


Topics of discussion...

- Introduction to what the NHS App is and the services that it can provide to Lion Health patients.
- A review of NHS App Data
- Logging in and signing up for existing and non-existing users.
- App Navigation
- Conclusion and Q & A opportunities



NHS App Data



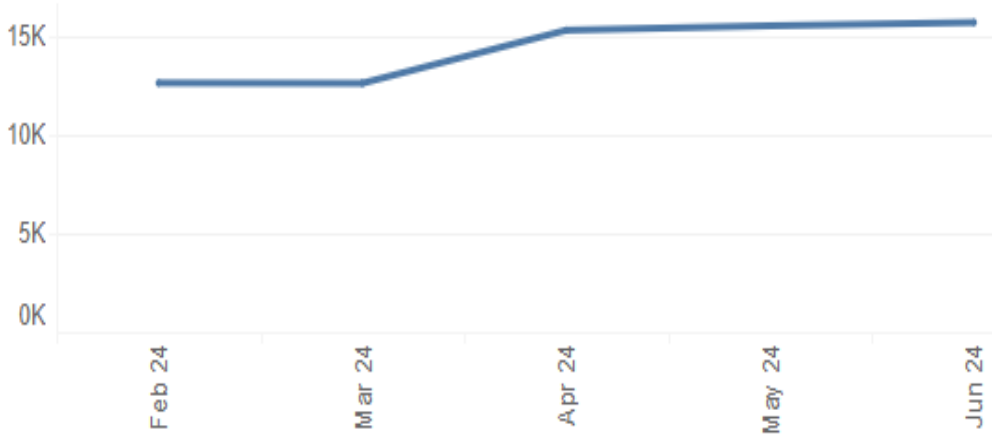
- This is how we monitor our progress within the Practice with regards to NHS App usage by our patients.
- From June 2024, we have **16372** patients registered with the NHS App.
- This is above the average target across the NHS at **67%** of our patient population registered with the NHS App.

NHS App Data

Monthly NHS App Logins

15,762

▲ 1.1%

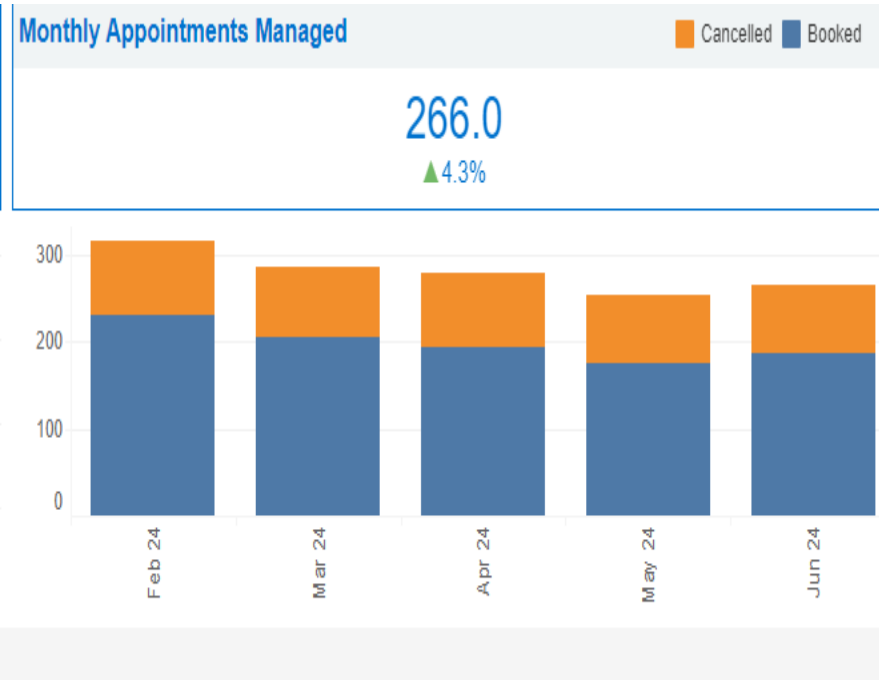


-From **Feb 2024- June 2024** this shows a steady increase in Logins into the app.

-On **average** we have **15,762 users** logging in a month.

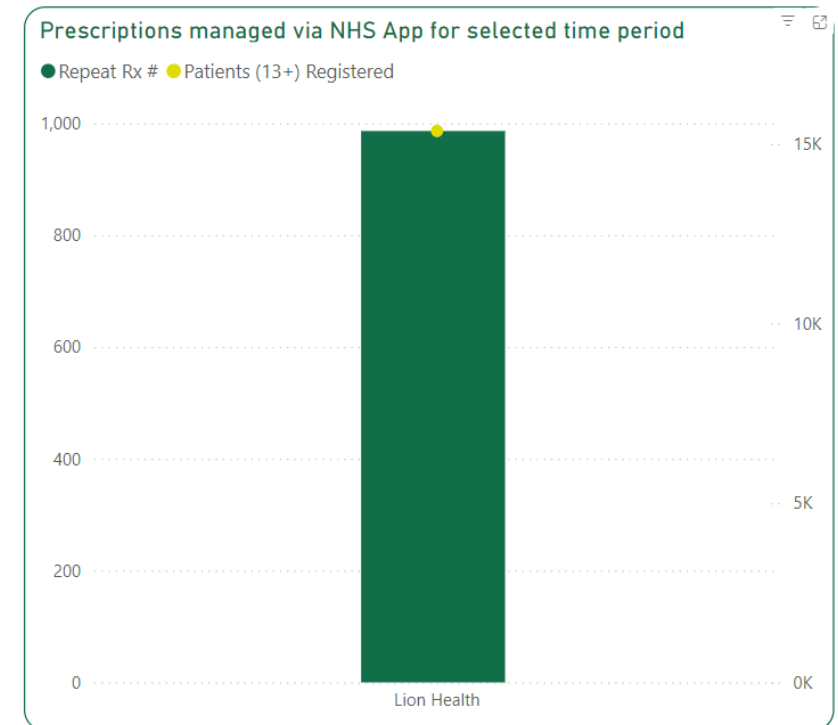
- However if we look at utilisation of certain services a month they are much lower.

NHS App Data



From **Feb 24- June 24** this shows on average that **266 patients managed their appointments** through the NHS App.

From June 2024 we had **83 patients** manage their **repeat prescriptions** through the NHS App.



A quick poll!

- <https://take.supersurvey.com/poll5229647x3DC1245E-158> - **Poll 1**
- <https://take.supersurvey.com/poll5229648x9AAA3fo5-158> - **Poll 2**
- <https://take.supersurvey.com/poll5229651x3479da1A-158> - **Poll 3**

A brief overview of the NHS App.

- The NHS App is a **free downloadable digital application** on any **Android** or **IOS** device through your app store.
- **History:** Available for download since 2018 developed by NHS Digital and NHS England – created by the NHS.
- The app gained more public awareness of the NHS App in 2020 during the COVID 19 pandemic specifically for the use of the covid passport to confirm their vaccination type and quantity. As well as booking and managing covid vaccinations which you can still do!
- **Requirements:** You must be **over the age of 13** to use the NHS App and will need to be **registered with a GP surgery** in England or the Isle of Man.

A brief overview of the NHS App.

- You can connect your app with your GP practice to access a range of services such as:
- **Booking and managing appointments**
- **Order repeat prescriptions and pharmacy nomination**
- **Securely view your GP medical record**
- **Viewing test results**
- **Check symptoms using the NHS 111 online and the health A-Z on the NHS website**
- **Register as an organ donor**
- **Find NHS services near you**
- **Access NHS 111 services (emergency repeat prescriptions and check if you need help)**

Logging on and Signing up

Logging on for existing users:

- Enter your NHS login email and password and receiving a security code via your mobile phone.
- Use fingerprint, face or iris recognition (biometrics) if supported by your device.- for further information about how to set up biometrics please follow [How to log in to the NHS App - Help and support - NHS \(www.nhs.uk\)](https://www.nhs.uk/help/using-apps/how-to-log-in-to-the-nhs-app).

Logging on and Signing up

Signing up for non-existing users:

- You will need an email address, mobile/landline number (minimum requirement).
- To be able to use some services you will need to provide your NHS number or full name, date of birth and postcode.
- To access your health records or any personal information you will need to provide a valid form of ID e.g.. Passport, driving licence etc.
- With setting up your NHS login for the NHS App you will also be able to access a list of NHS services, for more information on this please go to: [Websites and apps you can access with NHS login - NHS \(www.nhs.uk\)](https://www.nhs.uk) .
- **Here is a really useful video that takes you through step by step of how to set up the NHS app:** [Register with the NHS app: Quick guide \(youtube.com\)](https://www.youtube.com).



Steps to set up NHS login



How to set up an NHS login

You must access a health and care website or app before you can set up an NHS login. Many of them will show the NHS login button.

You will need to:

1. Enter your email address.
2. Create a password.
3. Enter the security code we email to you.

For added security, you will need to set up Two-step verification by:

1. Providing a mobile phone or landline number.
2. Entering the 6 digit security code we send to this number.

To access some websites and apps, you may need to provide additional information and prove who you are. This is so we can connect you to your NHS record and protect your health information.



Navigating the App

Home Screen

Home Screen interface showing the NHS logo, a greeting "Good afternoon," a field for "NHS number," and a "Services" section with options like "Request repeat prescriptions," "Check if you need urgent medical help using 111 online," and "Find NHS services near you." A "Give Feedback" button is visible in the bottom right corner of the content area.

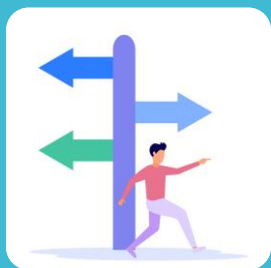
Your Health

Your Health interface showing the title "Your health" and the subtitle "View your personal records and choices." It features a list of options: "GP health record," "View and manage prescriptions," "Upcoming and past appointments," "COVID-19 vaccine record," and "Your health choices." A "Give Feedback" button is visible in the bottom right corner of the content area.

View and manage prescriptions page

View and manage prescriptions page interface showing the title "View and manage prescriptions" and the subtitle "Check your ordered medicines and choose the pharmacy you collect them from." It features sections for "Status of your requests" and "Your approved prescriptions." A "Give Feedback" button is visible in the bottom right corner of the content area.

Navigating the App



Manage your appts

Upcoming and past appointments

Check and change your bookings, or view past appointments

- GP surgery appointments >
- Hospital referrals and appointments >

Access services

Find available GP appointments and other available services

Home Services Your health Messages

Make your health choices

Your health choices

Record your decisions and keep track of your health information

- Make your organ donation decision >
- Choose about your health records data >
- Be part of health research >

Home Services Your health Messages

Receive messages from your GP (opt in notifications must be on)

Messages

Your NHS healthcare services

You may receive messages:

- from your GP surgery >
- about hospital and specialist care appointments >
- about invitations and reminders

Home Services Your health Messages



Navigating the App

NHS Services

Home Services Your health Messages

Request an emergency repeat prescription using 111 online >

Find NHS services near you >

Find health information

Browse NHS health information >

Browse NHS medicines information >

Find COVID-19 guidance > Give Feedback

Find services near you

Home Services Your health Messages

Find services near you

GP

Dentist

Pharmacy

Urgent care services

Mental health services

Hospital

NHS sight test

Sexual health services

Pregnancy services

Find other NHS services

If you need help now, and you're not sure what to do

Services A to Z

Home Services Your health Messages

Services A to Z

A B C D E F G H I J K
L M N O P Q R S T U V
W X Y Z

A

Abdominal aortic aneurysm screening

Accident and emergency services

Adventure/outdoor sports

Alcohol addiction

Allergy services in hospital

Alzheimer's information and support

Antenatal classes

Arthritis information and support

Useful links

- <https://youtu.be/Qvn-cdVFgWw?feature=shared> – **how to access GP health record.**
- <https://youtube.com/shorts/-YW3fDqzW8w?feature=shared> - **how to order repeat prescriptions.**
- <https://youtube.com/shorts/6aP9sDo1E1k?feature=shared> - **NHS services access.**
- <https://youtube.com/shorts/Q-R9XEmTuTY?feature=shared> – **switching profiles for proxy access.**
- https://youtube.com/shorts/akA_fJGkNR4?feature=shared – **How to use NHS 111 online using the App.**

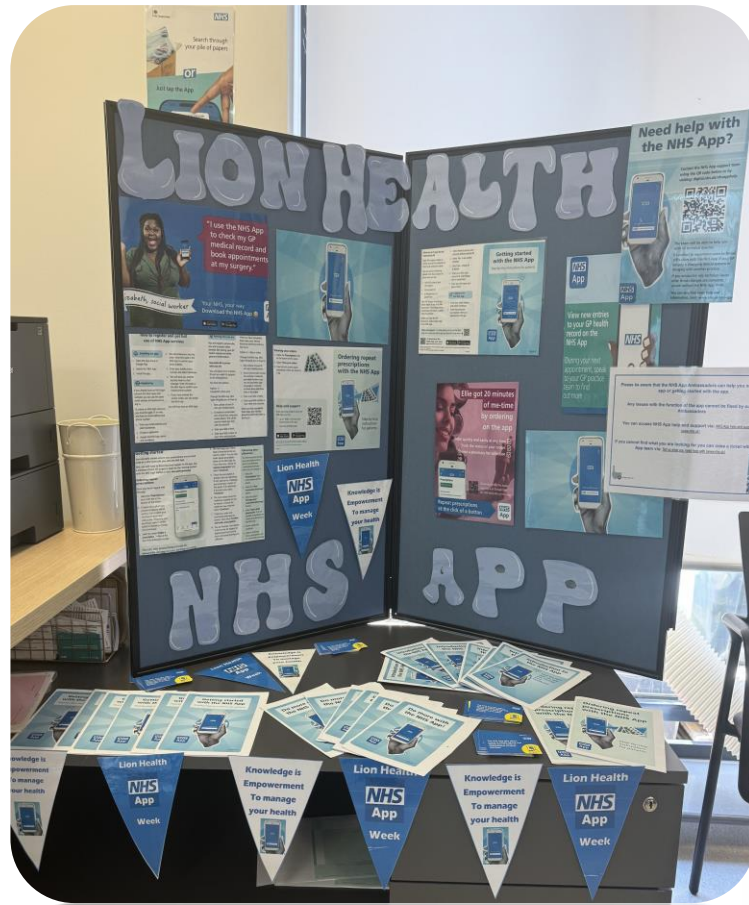
Useful links

- [MONDAY-release-FAQS.pdf \(lion-health.co.uk\)](#)- Myth Busters and Frequently asked questions information leaflet.
- [Lion Health NHS App Special – Lion Health \(lion-health.co.uk\)](#)- NHS App News Bulletin.

Q & A

- If you have any questions please pop them in the chat box, I will read some out to answer.
- We do have a member of staff answering on the chat as well.

Thank you!



Check our website and Facebook page for further information and support!

