

# Patients are going to ask you about the NHS App



## Here's what you need to know

- A marketing campaign for the NHS App starts in January 2020, including activity on social media, in the media, and through partners in the charity sector.
- Patients registered at 95% of practices in England can now download the NHS App and use it to access a range of NHS services on a smartphone or tablet.
- If your practice uses an EMIS or TPP clinical IT system, your patients can use the NHS App to order repeat prescriptions, view their GP medical record, manage appointments at your practice and more.
- Patients registered at practices that use other IT systems can still download the NHS App and use it to access the symptom checker which does not link to their medical record. We are working towards ensuring that all patients have full access to all the app's features.
- A range of digital tools are available alongside the NHS App, giving people an important choice in how they access GP services online. Our intention is to encourage NHS staff to help people to understand the choices available. This will mean that some people choose to use another tool instead of, or alongside, the NHS App. This might be an app they have used previously on a longstanding basis or one that provides an additional service that better meets their particular needs.
- This supports our ambition to deliver a modern health service that takes advantage of technology and innovation, provides choice for patients and delivers an NHS that is fit for the future.

## Here's what you need to do

To make sure your practice is prepared, and staff can help patients, 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)
- setting up a test patient so you can see what your patients will see - [digital.nhs.uk/apptest](https://digital.nhs.uk/apptest)
- 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 leaflets and a film for your waiting room screen - [digital.nhs.uk/apppromote](https://digital.nhs.uk/apppromote).

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.

**Prepare your practice today.**

**For more information go to [digital.nhs.uk/nhsapp](https://digital.nhs.uk/nhsapp)**

