



Make the NHS App your Front Door!

PrimaryCare+ 2026: 2nd July 2026



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NHS England (London)



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NHS England (London)



NHS App Dashboard

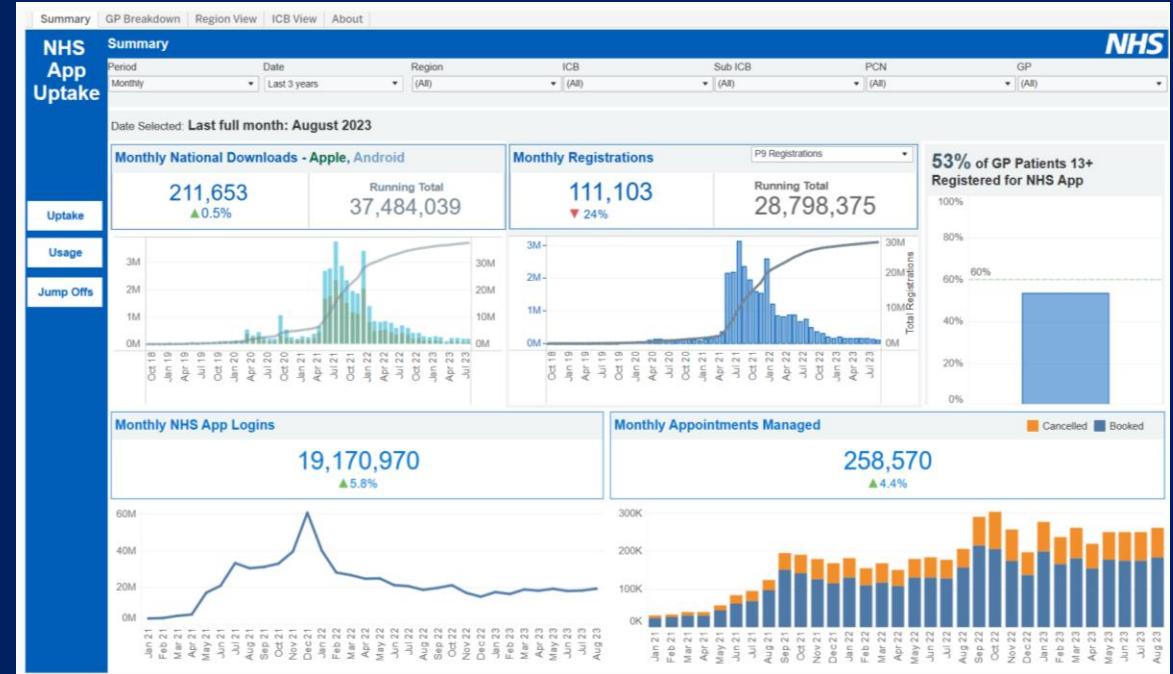
NHS App dashboard provides uptake and usage measures, such as:

- user sign-ups and logins
- appointment bookings and cancellations
- summary and detail coded record views
- repeat prescription requests
- organ donation registrations, withdrawals, lookups and updates
- number of clicks on services provided by integrated partners

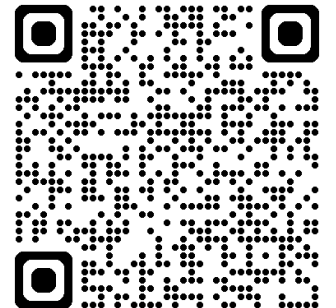
This data can be at Region, ICB, PCN or GP practice level.



Access your organisation's data on the NHS App dashboard



Scan / Click for
Dashboard







Play K

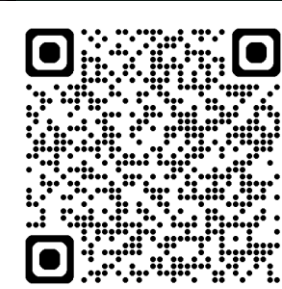
0:00 / 0:29

NHS app

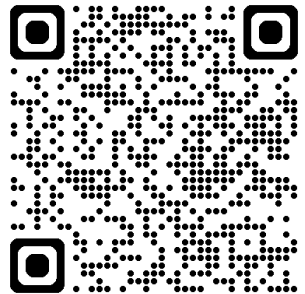
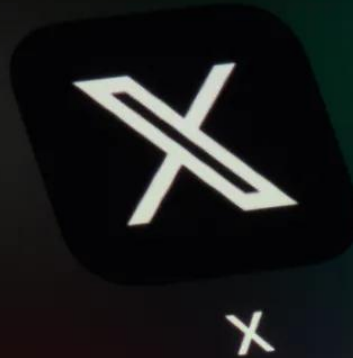
South East London ICS
515 subscribers

263

Share Save Download



TikTok: Doc Merton- NHS App Quiz (SWL ICB)

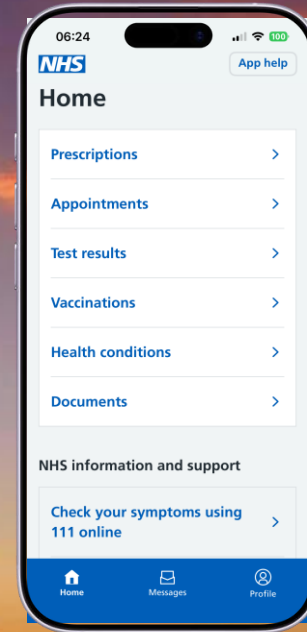


<https://vm.tiktok.com/ZNR58EEXC>



**“Give a man a fish,
and you feed him for a day;
Show him to catch fish,
and you feed him for a lifetime”**

-Proverb



Scan / Click
for More Info





HM Government

**People have
securely viewed
their health records**

>20 million times per mth

- Views GP & Hospital records
- View test results
- Contact GP surgery
- Request & view prescriptions
- Manage appointments
- Receive messages
- Nominate pharmacy
- Book flu vaccination
- Organ donation decisions
- Find NHS services
- Use 111 online
- Link accounts

**Found in
41.3 million
pockets across
England**

**67.3 million
prescriptions
ordered over
past 12mths**

NHS



The screenshot shows the SystmOne GP interface with the 'Send SMS' window open for a patient named Mickey. The window displays contact details, a list of message presets, and a preview of the selected message. A red box highlights the 'NHS App' preset, which is selected in the 'Preset' dropdown. The message content is: 'Repeat Prescriptions: Dear <title> <forename> <surname>, We can provide a faster service when you use the NHS App to request repeat prescriptions. Watch this video to see how: https://nhsapp.short.gy/repeatprescriptions'.

Download NHS App	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to download the NHS App: https://nhsapp.short.gy/download Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Contact GP Surgery	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to contact us using your NHS App: https://nhsapp.short.gy/contactgpsurgery Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Repeat Prescriptions	Repeat Prescriptions: Dear <title> <forename> <surname>, We can provide a faster service when you use the NHS App to request repeat prescriptions. Watch this video to see how: https://nhsapp.short.gy/repeatprescriptions If unable to do this, you can email requests to: *****. We do not accept requests over the phone and prefer if you can avoid requests by paper. We process your prescription requests within X working days. Regards <staff_member_title> <staff_member_surname> - <organisation_name>

Find NHS Services	NHS App: Dear <title> <forename> <surname>, Watch this video to find NHS services using the NHS App: https://nhsapp.short.gy/findnhsservices Regards <staff_member_title> <staff_member_surname> - <organisation_name>
111 online	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to use NHS 111 Online on your NHS App: https://nhsapp.short.gy/111online Regards <staff_member_title> <staff_member_surname> - <organisation_name>
See NHS App messages and notifications	NHS App: Dear <title> <forename> <surname>, Watch this video to show you how to see NHS App messages and notifications on your NHS App: https://nhsapp.short.gy/messages If you encounter any issues, please let us know as we may need to adjust your settings. Regards <staff_member_title> <staff_member_surname> - <organisation_name>

3 NHS App Walk through videos – Template messages



See NHS App messages and notifications	NHS App: Dear <title> <forename> <surname>, Watch this video to show you how to see NHS App messages and notifications on your NHS App: https://nhsapp.short.gy/messages If you encounter any issues, please let us know as we may need to adjust your settings. Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Home page	NHS App: Dear <title> <forename> <surname>, Watch this video to show you what is on the home page of the NHS App: https://nhsapp.short.gy/homepage Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Access documents	NHS App: Dear <title> <forename> <surname>, Watch this video to show you how to access your documents in the NHS App: https://nhsapp.short.gy/accessdocuments Regards <staff_member_title> <staff_member_surname> - <organisation_name>

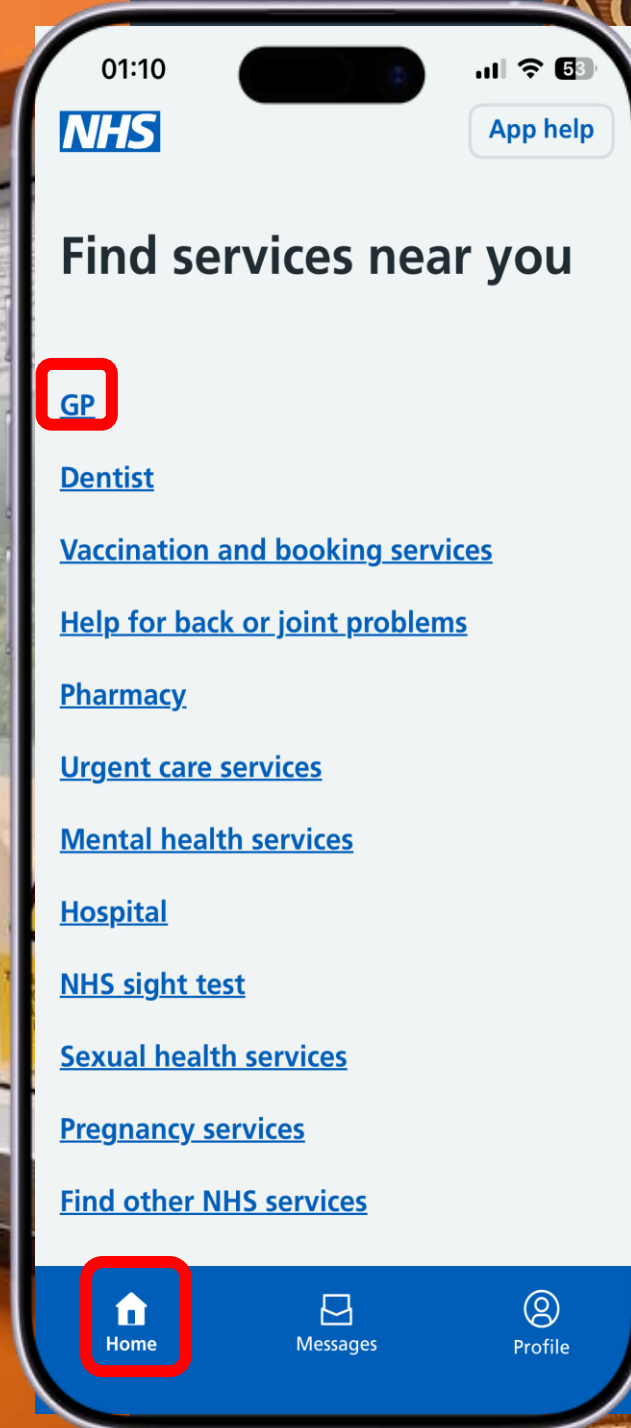
Switch Profiles	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to switch profiles in the NHS App: https://nhsuk.short.gy/nhsapp/switchprofiles Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Organ Donation Decision	Dear <title> <forename> <surname>, Watch this video to see how you can manage your Organ Donation Decision in your NHS App: https://nhsuk.short.gy/nhsapp/organdonation Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Contact about health problem	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to contact us about a health problems using your NHS App: https://nhsapp.short.gy/contacthealthproblem Regards <staff_member_title> <staff_member_surname> - <organisation_name>

Register with GP Surgery Service	Dear <title> <forename> <surname>, Watch this video to see how you can Register with a GP Surgery using your NHS App: https://nhsapp.short.gy/registergp Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Send a message to GP Surgery	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to send a message to us using your NHS App: https://nhsapp.short.gy/sendmessage Regards <staff_member_title> <staff_member_surname> - <organisation_name>
View GP Records	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to view your GP Records on your NHS App: https://nhsapp.short.gy/viewGPrecords If you encounter any issues, please let us know as we may need to adjust your settings. Regards <staff_member_title> <staff_member_surname> - <organisation_name>

Manage Appointments	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to manage your appointments using your NHS App: https://nhsapp.short.gy/manageappointments Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Request Letter or Information	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to request a letter or information using your NHS App: https://nhsapp.short.gy/requestletterinformation Regards <staff_member_title> <staff_member_surname> - <organisation_name>
Book Covid-19 vaccine appt	NHS App: Dear <title> <forename> <surname>, Watch this video to see how to book your Covid-19 vaccine appointment using your NHS App: https://nhsapp.short.gy/covid19vaccine Regards <staff_member_title> <staff_member_surname> - <organisation_name>

Register Office
– Lewisham, London

‘Register with a GP Surgery’
NHSE Online Service



Order repeat prescriptions in the NHS App



📍 prescriptions sent directly to our pharmacy

🕒 request prescriptions at a time that suits you

need help?
Scan here or visit nhs.uk/nhs-app



Download now

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

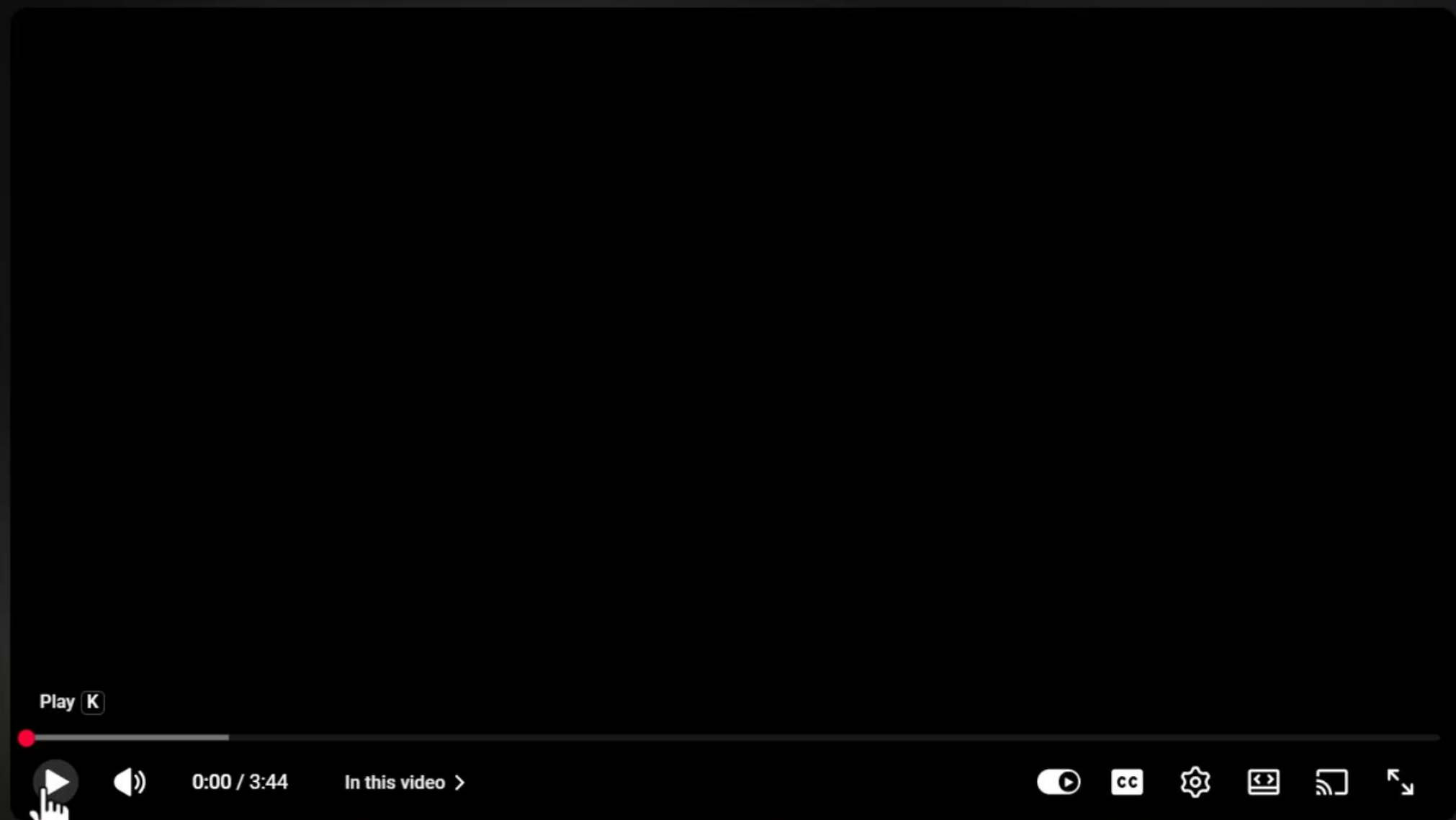


Repeat Prescriptions

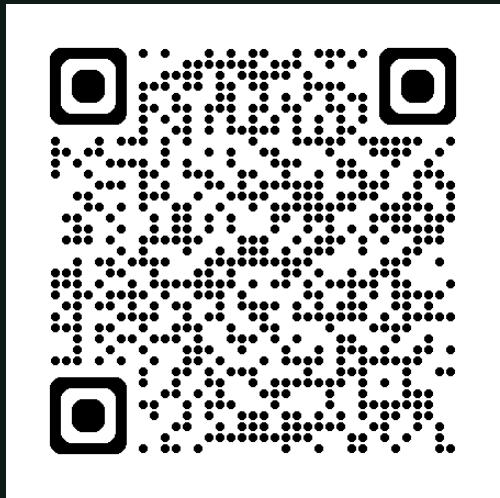
Promote NHS App as preferred option for repeat prescription requests via:

- Practice posters / media screens / websites
- Email autoreplies / signatures
- Notices near letterboxes to avoid paper requests if possible
- Consider bulk SMS/Email to patients?





Using the NHS App for Repeat Prescriptions - Full Length



Prescription Tracking (New): From GP to Pharmacy

Menu

< Back

View and manage prescriptions

Check your ordered medicines and choose the pharmacy you collect them from

Requested medicines

Check if your GP surgery has reviewed medicines requested in the app

Your approved prescriptions

View prescriptions ready for pharmacy to prepare

Access services

Request prescriptions you take often

Request repeat prescription

< Back

Your approved prescriptions

If you need your medicines urgently, contact your pharmacy

Ready to collect

One off prescription

- Amoxicillin 250mg capsules
- Co-codamol 30mg/500mg tablets
- Pseudoephedrine hydrochloride 60mg tablets
- Azithromycin 250mg capsules

Prescribed on 13 Aug 2024

2 items cancelled

Ready to collect

One off prescription

Dexamethasone 0.1% eye drops 0.4ml unit dose preservative free

Prescribed on 19 Jul 2024

Part ready to collect

One off prescription

Methotrexate 10mg/0.2ml solution

Pharmacy does not provide tracking

One off prescription

Methotrexate 10mg/0.2ml solution for injection pre-filled syringes

Prescribed on 14 Aug 2024

Pharmacy does not provide tracking

One off prescription

- Amoxicillin 250mg capsules
- Co-codamol 30mg/500mg tablets
- Pseudoephedrine hydrochloride 60mg tablets
- Azithromycin 250mg capsules

Prescribed on 13 Aug 2024

Pharmacy does not provide tracking

One off prescription

- Amoxicillin 250mg capsules
- Co-codamol 30mg/500mg tablets
- Pseudoephedrine hydrochloride 60mg tablets
- Azithromycin 250mg capsules

Prescribed on 13 Aug 2024

2 items cancelled

Pharmacy does not provide tracking

One off prescription

Prescribed on 19 Aug 2024

1 item cancelled

Dispatched by pharmacy

One off prescription

Methotrexate 10mg/0.2ml solution for injection pre-filled syringes

Prescribed on 19 Aug 2024

Collected

One off prescription

- Amoxicillin 250mg capsules
- Co-codamol 30mg/500mg tablets
- Pseudoephedrine hydrochloride 60mg tablets
- Azithromycin 250mg capsules

Prescribed on 13 Aug 2024

Cancelled by pharmacy

One off prescription

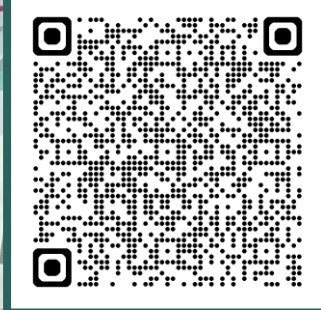
Dexamethasone 0.1% eye drops 0.4ml unit dose preservative free

Prescribed on 19 Jul 2024

1 item cancelled



Encourage staff to become NHS App ambassadors! Get early updates about NHS App and extra support.



england.appambassadors@nhs.net



NHS App – Troubleshooting Guide



NHS
England

Digital

Q Menu

[NHS Digital](#) > [Services](#) > [NHS App](#) > [Resources](#) > [Trouble shooting guide](#)

NHS App trouble shooting common issues guide

Date Published: 6 June 2025

[Jump to overview](#)

Current Chapter

NHS App trouble shooting common issues guide

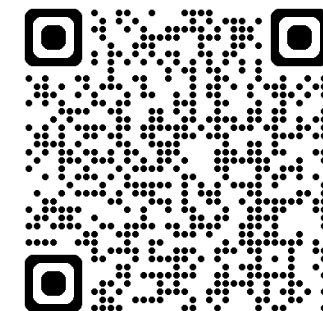
[View all](#)

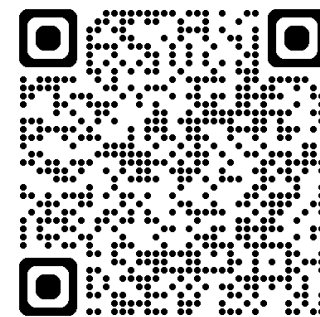
Next Chapter →

[Error codes explained](#)

This guide covers troubleshooting common NHS App issues that patients may ask about, explaining further how the NHS App works in practice.

[Help us improve](#)







NHS Screening
You have a new message

now

**Cervical screening
invitations are now
being sent through
the NHS App**



**Get your cervical
screening result
faster with the
NHS App**



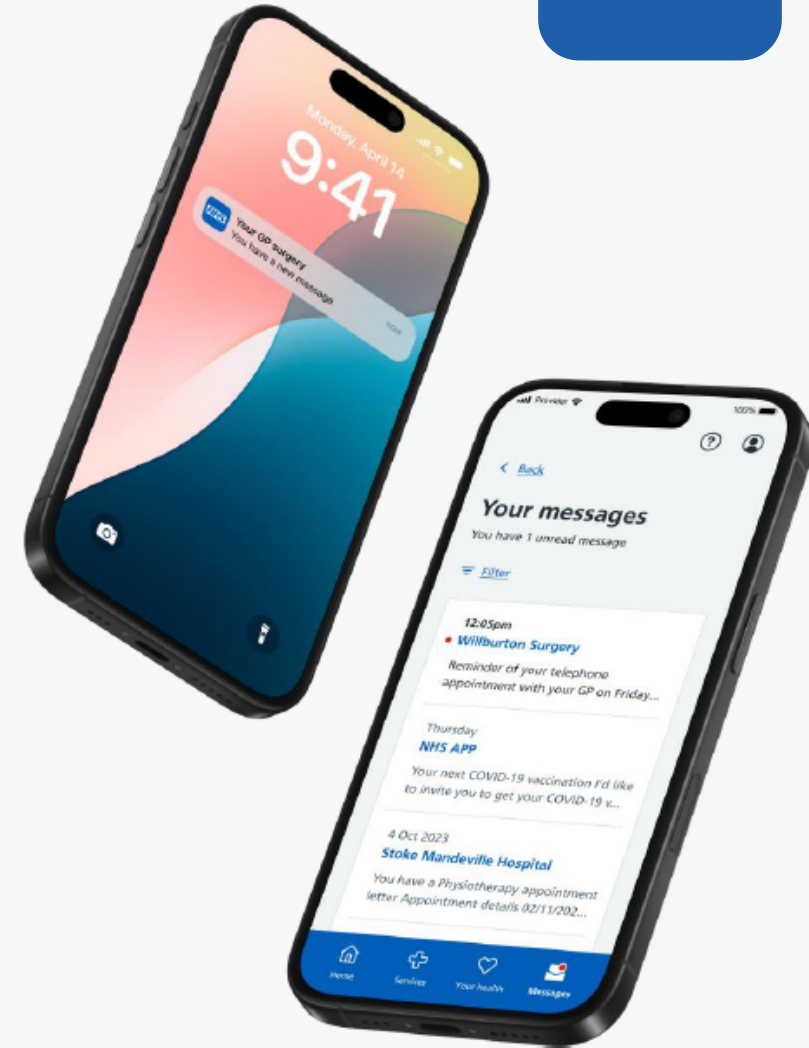
Scan for more
information on
the NHS App

We will send paper letters to people who
do not get their results by NHS App

Notifications and Messaging – Summary



- Digital First Strategy. NHS App at the forefront
- Messaging through the App on an upward trajectory
 - Message volumes up to ~850,000 a day (up from ~300,000 at the start of last year)
 - Integrated with 20+ messaging suppliers across primary, secondary and national care
- Importance of Notification '**Opt In**' % and **Read Rates**
 - Currently at **61.40 (41.88M sign-ups)**
 - Opt-in rate London region = **58.00% (7.13M sign-ups)**
 - London region Read rate within 24hrs = (29%) **33%**
 - London region Read rate greater than 72hrs = 51%
 - National Read rate within 24hrs = (31%) **35%**
 - National Read rate greater than 72hrs = 52%



NHS

App help

Home

Prescriptions



Appointments



Test results



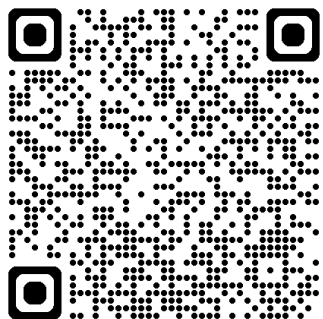
Vaccinations



Health conditions



Documents



NHS

View messages about your care in the NHS App



- Turn on notifications for the NHS App to get messages from your trusted healthcare providers
- The NHS App messaging service is a simple and secure way to stay up to date
- You can also use these services by logging in through the NHS website



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

NHS App Messaging (NHS Notify API)

Communications Annexe

XXTESTPATIENT-TEMQ-TESTPATIENT, Mickey
(Ms) 13 Jul 1991 (34 y) F
West London Mental Health Nhs Trust, Uxbridge
Road, Southall UB1 3EU
Mobile (preferred): 07999 111999

Contact Details

Type	Details	Verified
Email		☐
Mobile number	07943140906	☐
Airmid	No Airmid account	☐

Preferred contact method SMS

SMS consent Consent recorded

Message

Send SMS

Send SMS

Send email

Send Airmid notification

Send NHS App notification

Set File Link No linked files

☐ Allow reply

Enter message text

Preview

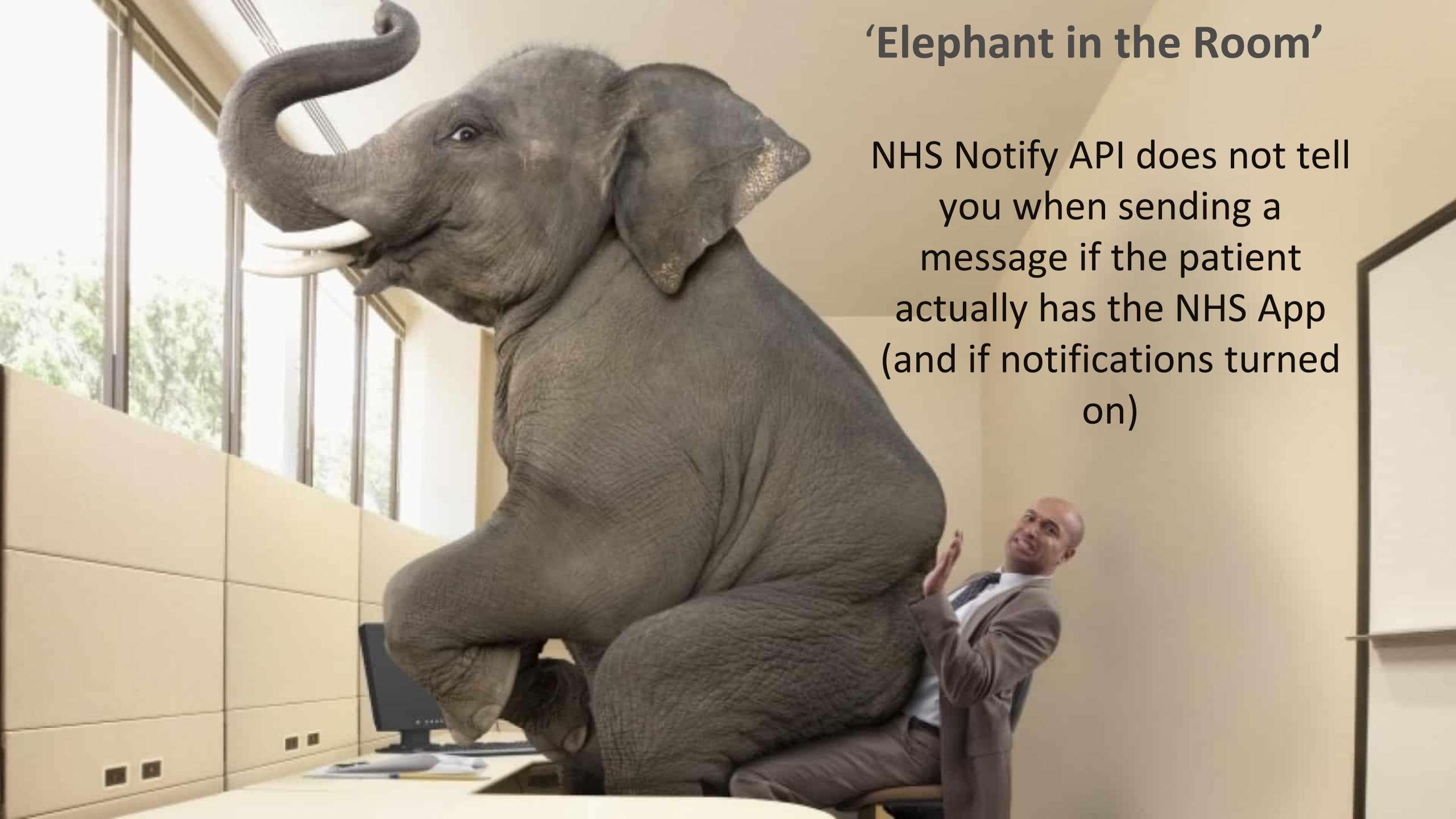
☐ Delay sending until for finishing on

☐ Repeating every for finishing on

☐ Send me a task after days to prompt a review

‘Elephant in the Room’

NHS Notify API does not tell you when sending a message if the patient actually has the NHS App (and if notifications turned on)



 **TikTok**

NHS App
Messages
&
Notifications



Facebook



Instagram



YouTube



Pinterest



X



LinkedIn



Reddit



TikTok



Threads

TikTok: NHS App Messaging & Notifications



Facebook



Instagram



YouTube



Pinterest



X



LinkedIn



Reddit



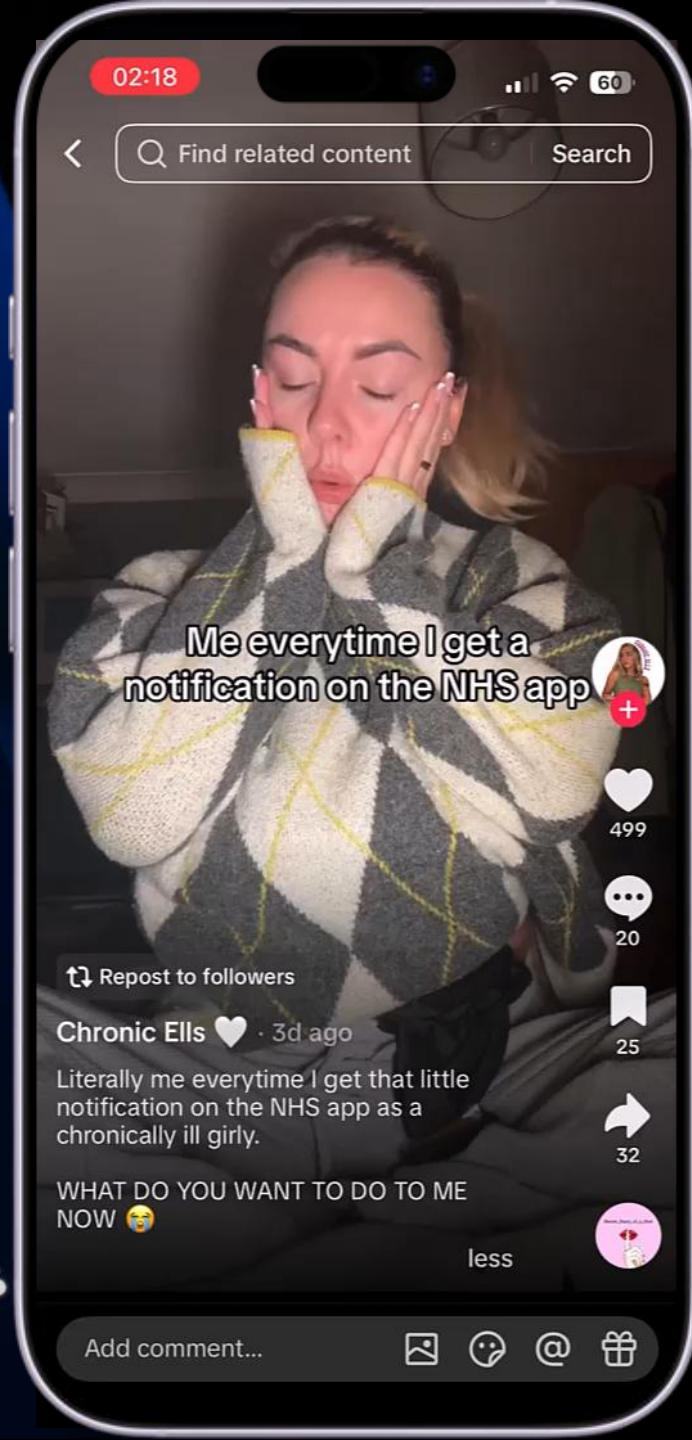
TikTok



Threads



<https://vm.tiktok.com/ZNR58TV8u/>



 **TikTok**

Record
Access:

Female
Perspective



Facebook



Instagram



YouTube



Pinterest



X



LinkedIn



Reddit



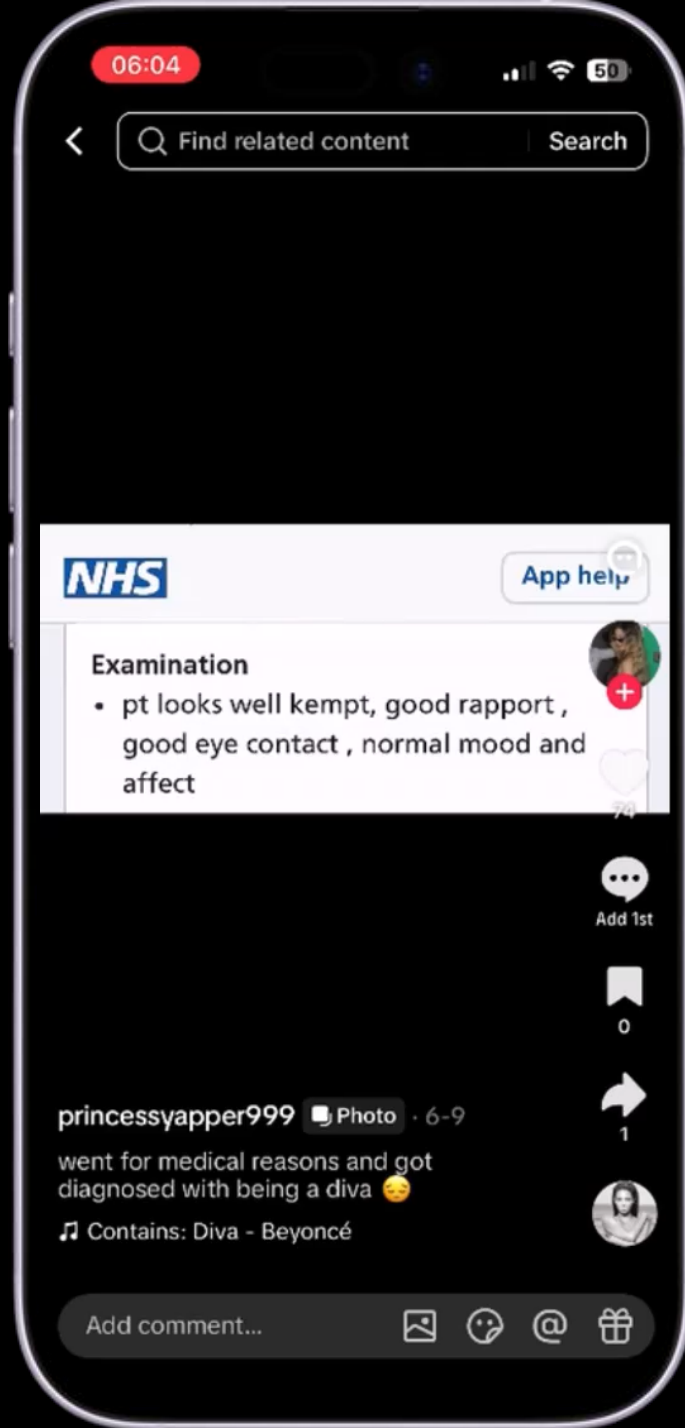
TikTok

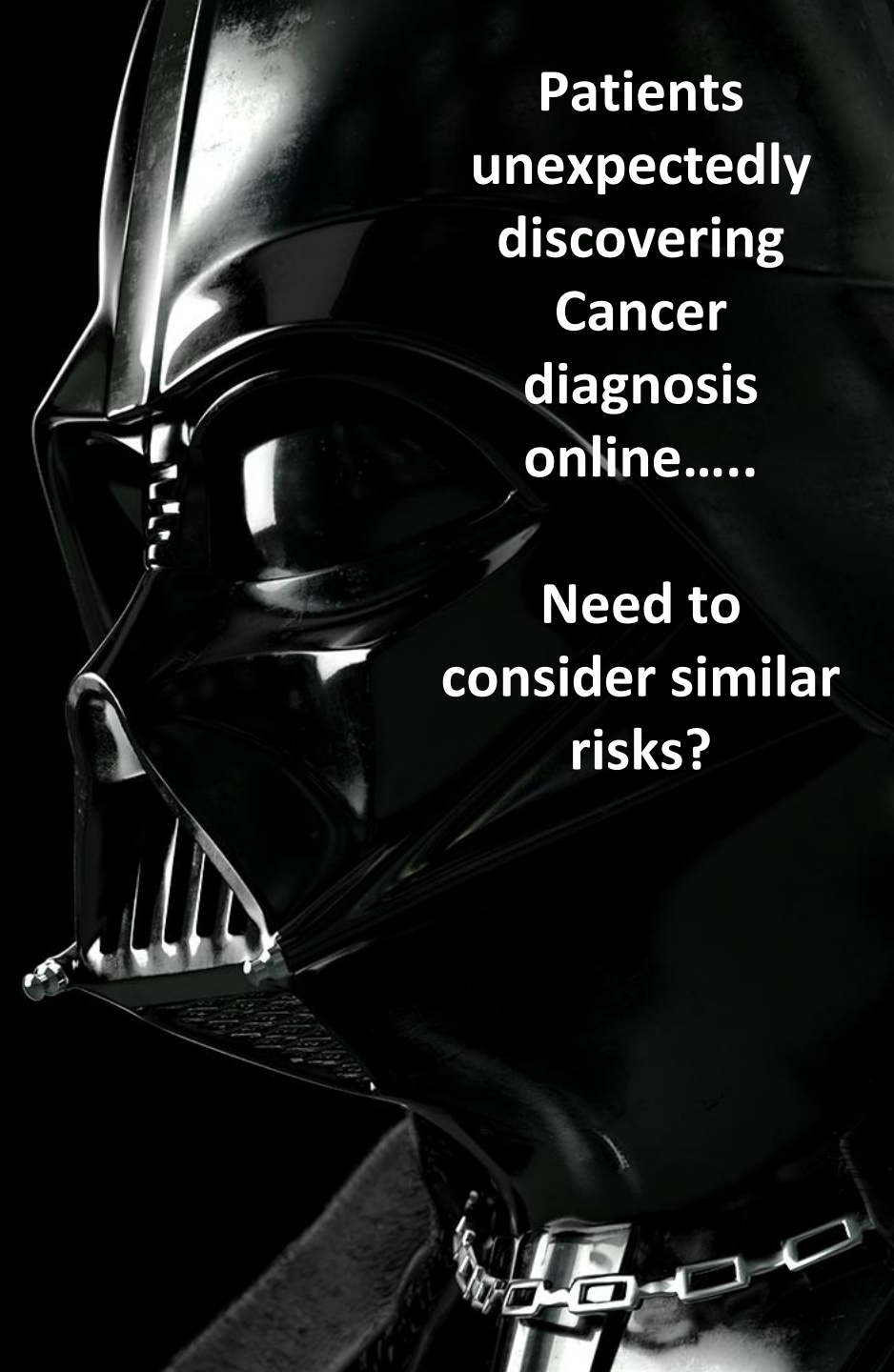
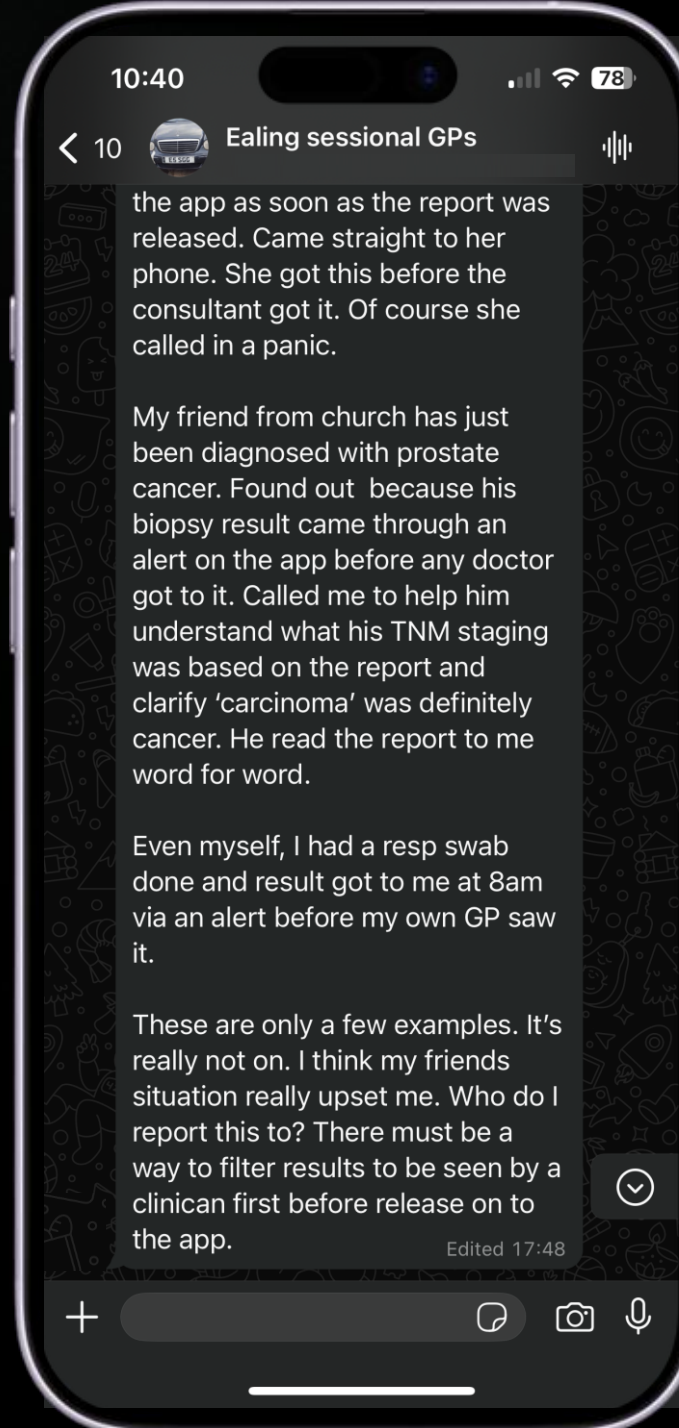
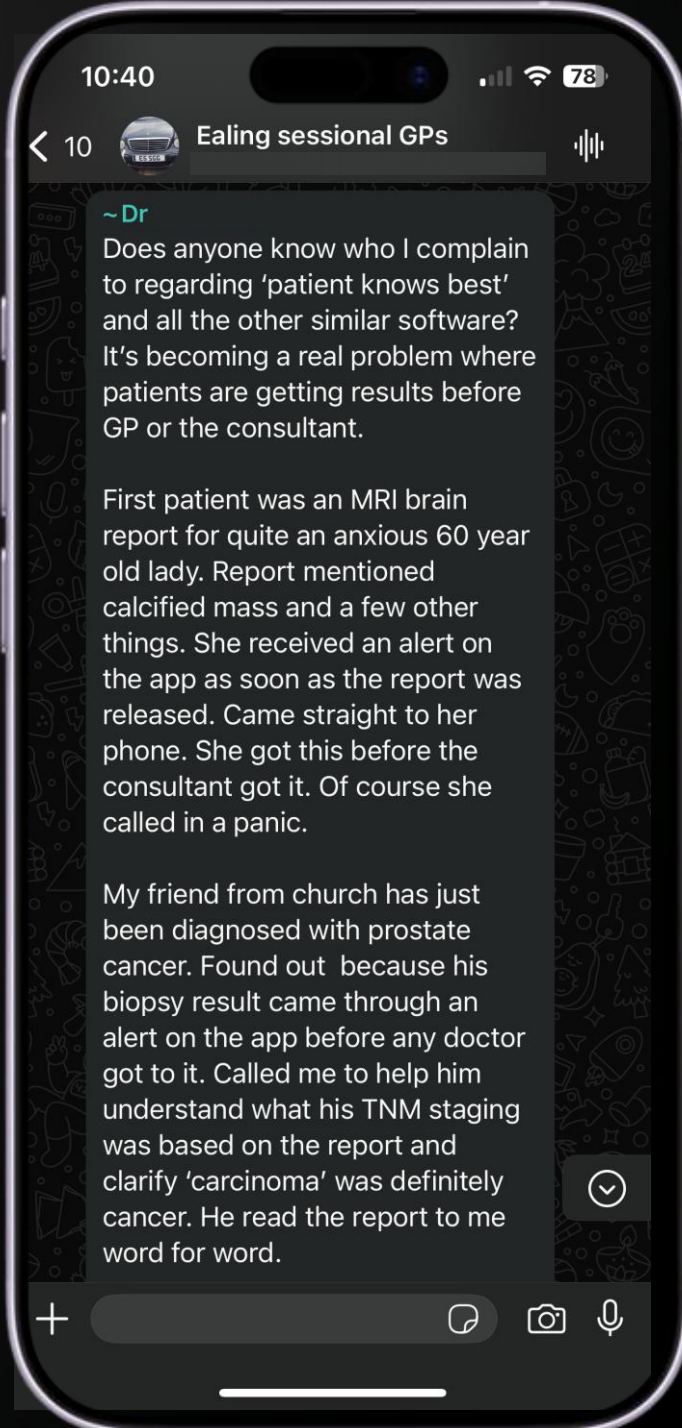


Threads



Record Access







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

It's available to anyone 13 years and over, who is registered with an NHS GP practice in England or the Isle of Man

Free to download, it's a safe and simple way to access a range of NHS services anytime, anywhere

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

Download the NHS App for yourself: phs.uk/nhs-app/

Do more with the NHS App!



NHS App for Libraries

Download the NHS App

You can quickly:

- ✓ Order repeat prescriptions
- ✓ Request appointments
- ✓ Contact your GP online
- ✓ and much more...

GET IT ON Google Play
 Download on the App Store

www.nhs.uk/nhs-app

NHS نزل تطبيق

بمكنك إنجاز ما يلي بسرعة:

- ✓ طلب الوصفات الطبية المكررة
- ✓ طلب تحديد المواعيد
- ✓ الاتصال بالممارس العام عبر الإنترنت
- ✓ وأكثر من ذلك بكثير...

GET IT ON Google Play
 Download on the App Store

www.nhs.uk/nhs-app

NHS ایپ ڈاؤن لوڈ کریں

آپ تیزی سے کر سکتے ہیں:

- ✓ دہرائے جانے والے نسخہ جات آرڈر کریں
- ✓ اپائنٹمنٹس کی درخواست کریں
- ✓ اپنے GP سے آن لائن رابطہ کریں
- ✓ اور بہت کچھ...

GET IT ON Google Play
 Download on the App Store

www.nhs.uk/nhs-app

WNL ICB – Promo resources in other Languages

Pobierz aplikację NHS App

Pozwala szybko:

- ✓ Odnawiać recepty
- ✓ Umawiać wizyty
- ✓ Kontaktować się z lekarzem POZ online
- ✓ I nie tylko...

GET IT ON Google Play
 Download on the App Store

www.nhs.uk/nhs-app

NHS એપ ડાઉનલોડ કરો

તમે ઝડપથી કરી આ શકો છો:

- ✓ પુનરાવર્તિત પ્રિસ્ક્રિપ્શનોનો ઓર્ડર આપી શકો છો
- ✓ એપોઇન્ટમેન્ટ માટે વિનંતી કરી શકો છો
- ✓ તમારા GP નો ઓનલાઇન સંપર્ક કરી શકો છો
- ✓ અને બીજું ઘણું બધું...

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 Download on the App Store

www.nhs.uk/nhs-app

NHS অ্যাপ ডাউনলোড করুন

আপনি দ্রুত:

- ✓ রিপিট প্রেসক্রিপশন অর্ডার দিতে পারবেন
- ✓ অ্যাপয়েন্টমেন্টের অনুরোধ জানাতে পারবেন
- ✓ আপনার GP-এর সাথে অনলাইনে যোগাযোগ করতে পারবেন
- ✓ এবং আরও অনেক কিছু করতে পারবেন...

GET IT ON Google Play
 Download on the App Store

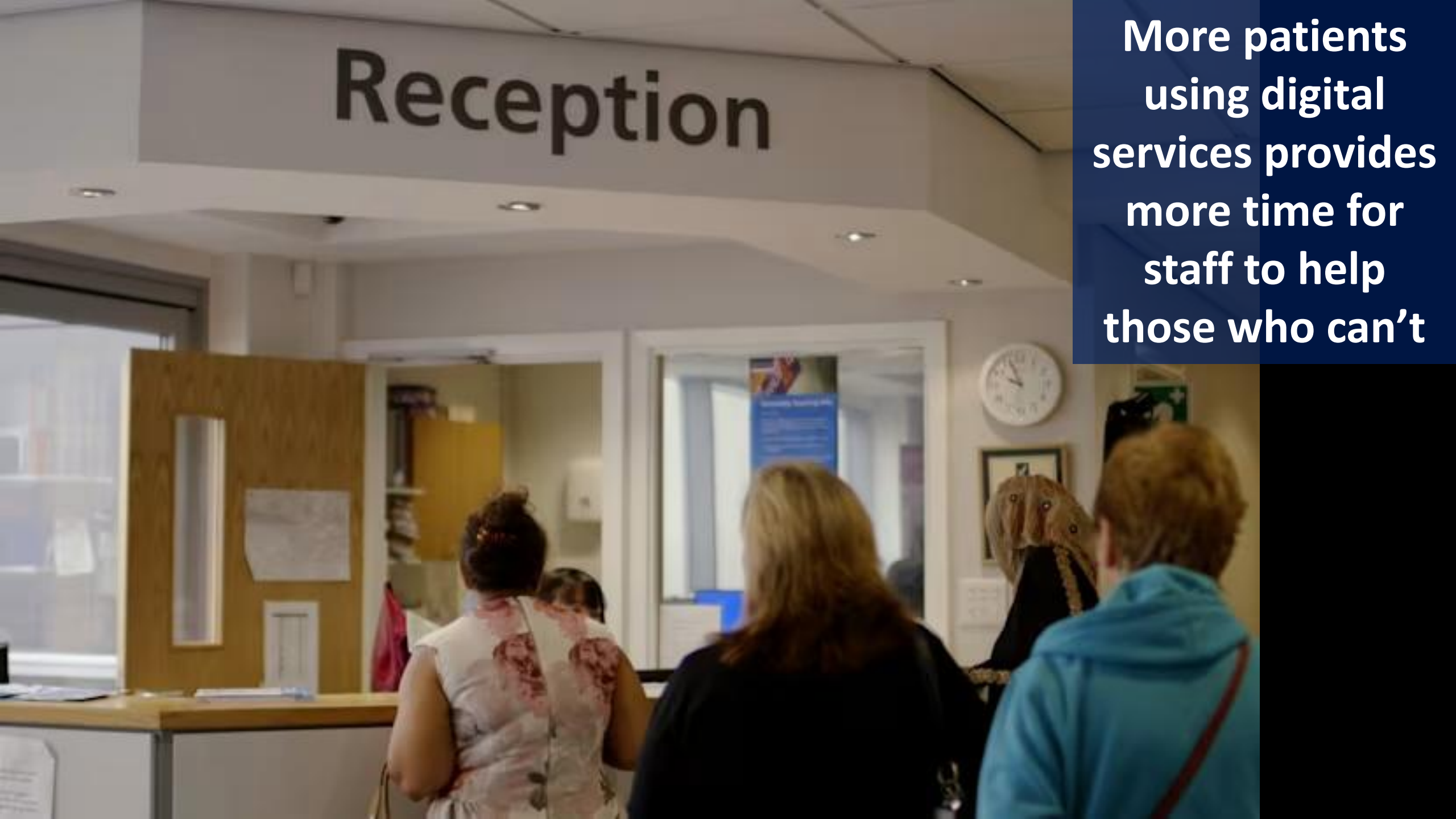
www.nhs.uk/nhs-app



Eastmead Surgery, Ealing, London

Reception

**More patients
using digital
services provides
more time for
staff to help
those who can't**



TikTok: Digitally Included can still feel excluded



Facebook



Instagram



YouTube



Pinterest



X



LinkedIn



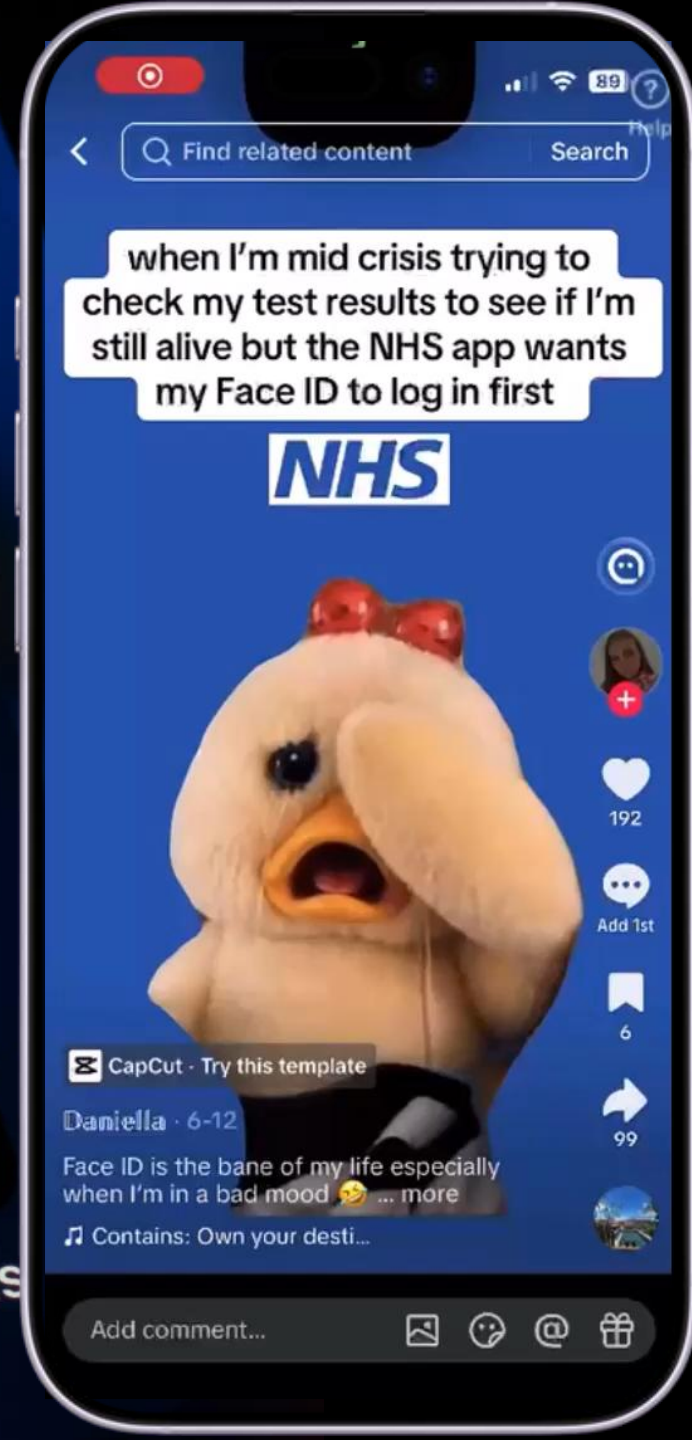
Reddit



TikTok



Threads





My Family – NHS App (1)



My NHS GP

Use AI algorithms

My Choices

Choice of Providers

My Specialist

- Self-refer to services like Talking therapies, MSK, Podiatry & Audiology
- Book Tests

My Consult

Remote Consultations

My Medicines

Including information

My Vaccines

Info about Travel vaccines



Check if you can get the RSV vaccine

Protect yourself against respiratory syncytial virus (RSV) this winter. You can now use the NHS App to check if you should have the RSV vaccine.

Read more about the new RSV service



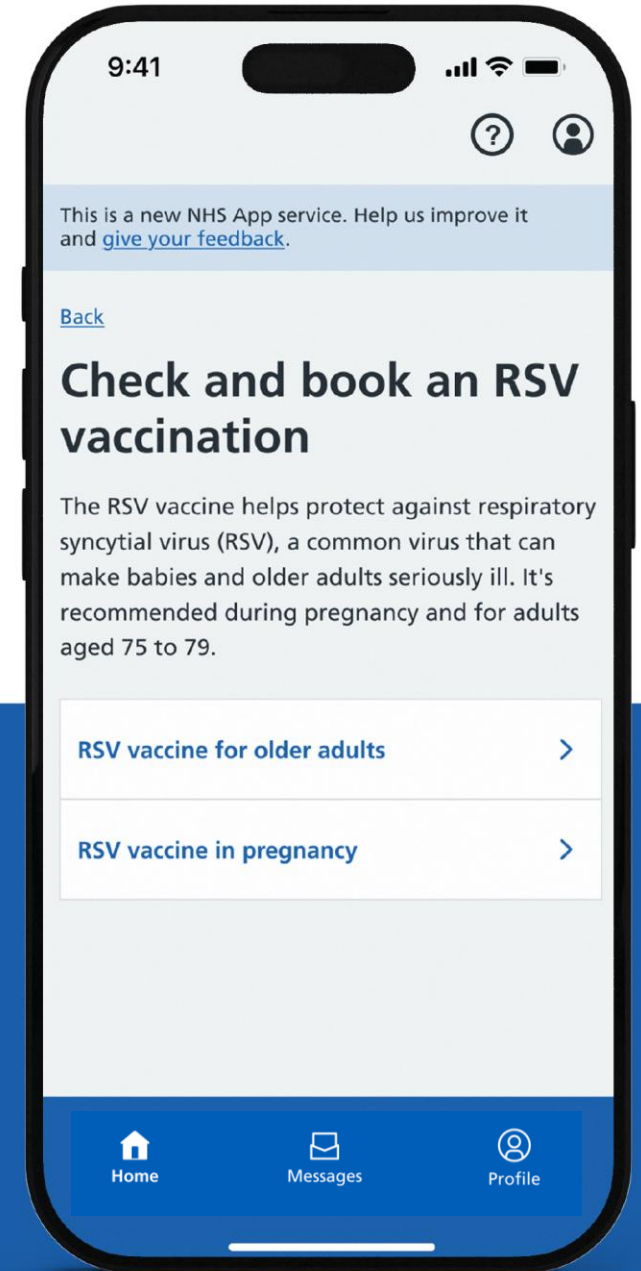
Find it in the NHS App under Services



Download on the
App Store



GET IT ON
Google Play



My Family – NHS App (2)



My Care

Access the new Single Patient Record & Care plans

My Health

Including data from Wearable devices by 2035

My Companion

Patient empowerment & information

My Children

e.g. 'Digital Red Book'

My Carer

Others

- Patient initiated specialist follow-up by 2026
- Cervical-screening self-sample kits

NHS

App help

< Back

Add blood pressure reading

Systolic (the higher number)

mmHg

Diastolic (the lower number)

mmHg

▶ [What do these numbers mean?](#)

Date

For example, 15 3 1984

Day

Month

Year

03

12

2025

Time

For example, 9am or 2:30pm - 12pm for midday

5:45pm

Continue

Home

Messages

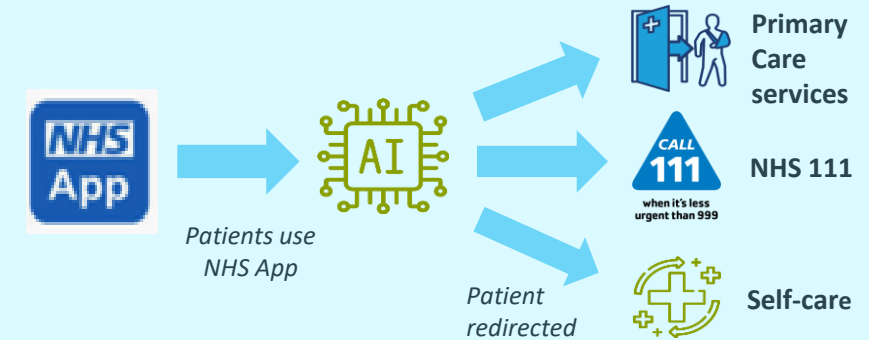
Profile

Blood Pressure Readings Pilot

NHS App – AI algorithms

My NHS GP

- Use AI algorithms
- London pilot in development



FIT FOR THE FUTURE

10 Year Health Plan
for England

"...by 2028 we will support more patients to book into an appropriate urgent care service for them, via 111 or the App, before attending. This will be an optional way for people with urgent needs to identify the fastest route to care ..."





Confusion around Referral Pathways

**Oops, No
I meant
the first**

**Maybe
this one?**

**Take the
second**



**You'll have to
go round again**

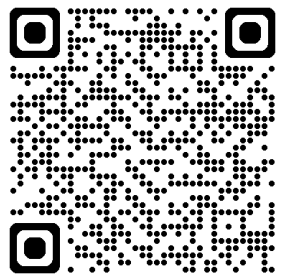
Treatments

NHS

No entry here

**OK I give up!
Dial 999**

NHS 111 online



00:04

111.nhs.uk — Private



111 online

111 online

If you think you need medical help right now, 111 online can tell you what to do next.

 Get medical help

I want to get:

help for my symptoms or injury >

dental help >

mental health help >

a prescription or medicines information >

help with an existing medical condition >

[Other ways to contact 111 if you have a hearing problem or need help in other languages](#)

 [See more NHS services](#)

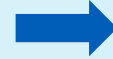
Changing the Patient's Journey



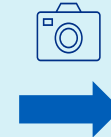
Patient calls 111, or links in via the NHS App, and states their reason/symptoms for call via IVR.



NLP identifies key words i.e. *rash*, wound or *dental pain* etc in speech.



Patient presented with option to complete AI Virtual Triage assessment / provide an Image Capture of their symptom



AI Information plus Image provided to CAS Clinician enables a more informed, accurate decision on care.

 Visiba Care  Infermedica



<https://youtu.be/uSZaR1V7EsA>



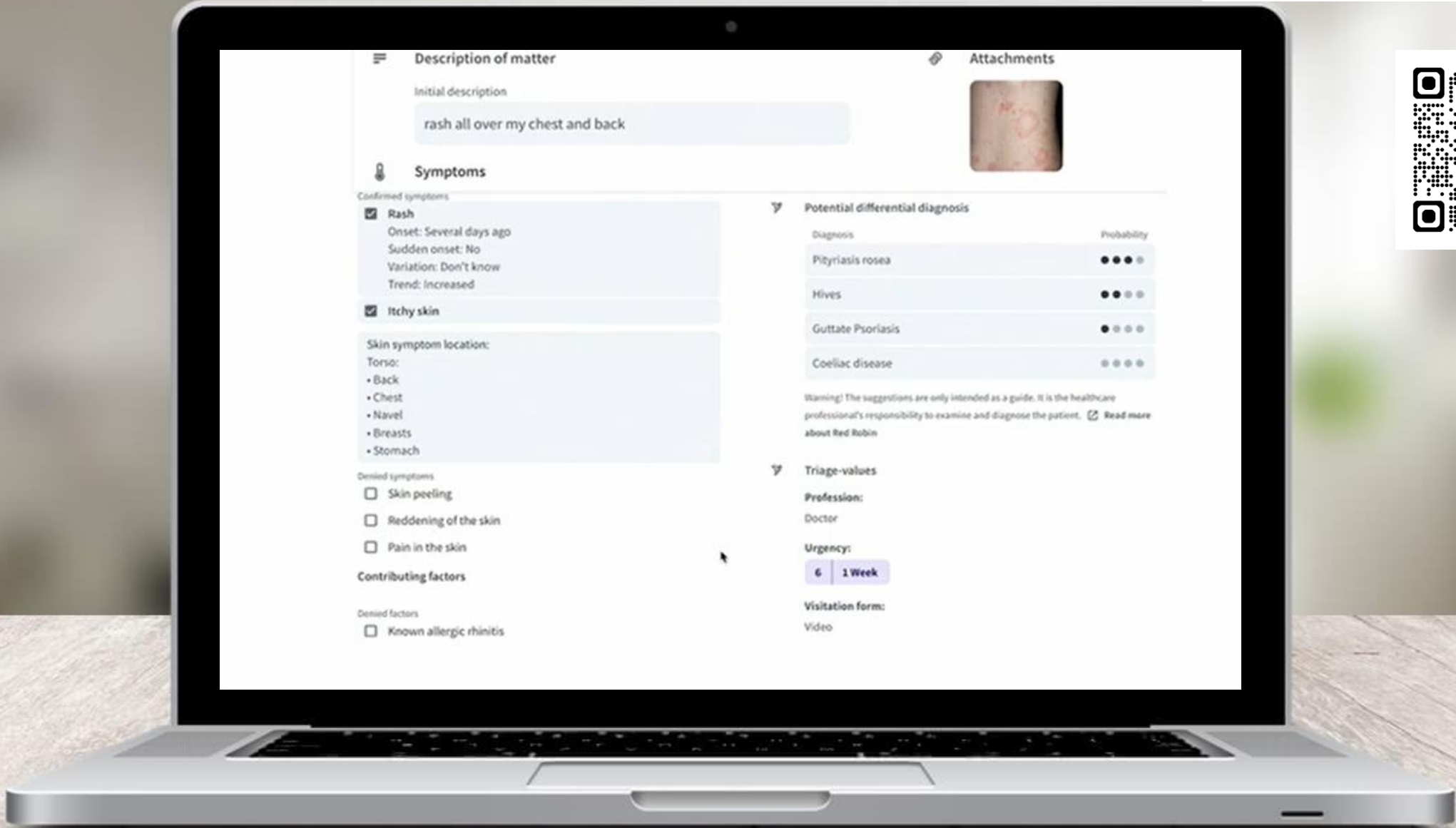
LCW London Central
& West

 **Visiba Care**

NHS

NHS 111
Patient flow

Clinician receives Visiba output to review....



Patient Feedback:

Average satisfaction
score

4 out of 5

for Skin Rash
Smart Triage Service

(186 responses received)

Clinician Feedback:

65% agreed with
outcome for Skin Rash
Smart Triage Service

(only 29% clinicians gave
feedback)

