



# DHACA & NHS App

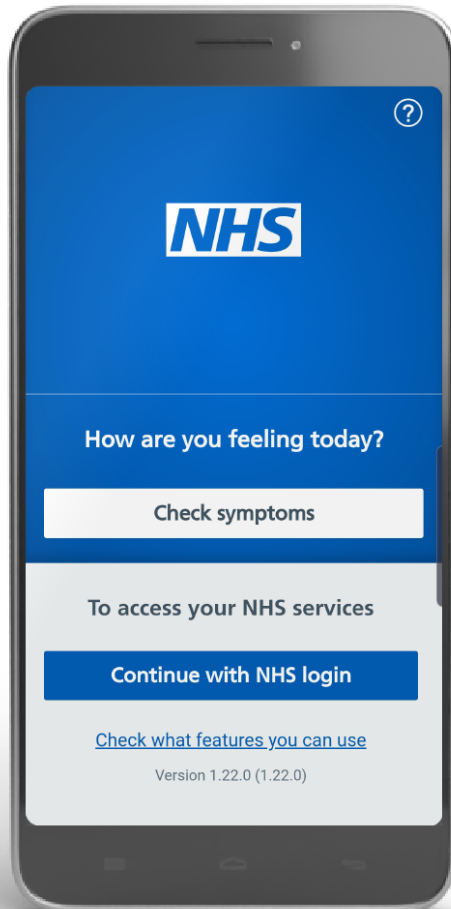
- NHS App overview and feature update – David Hodnett
- Questions
- Onboarding and integration with the NHS App – Darren Dodd
- Questions and close



# The NHS App overview and update

**David Hodnett**  
**Head of Operations – NHS App**

# Key differences between the NHS App and COVID apps



**order repeat prescriptions**



**book and cancel appointments at your GP surgery**



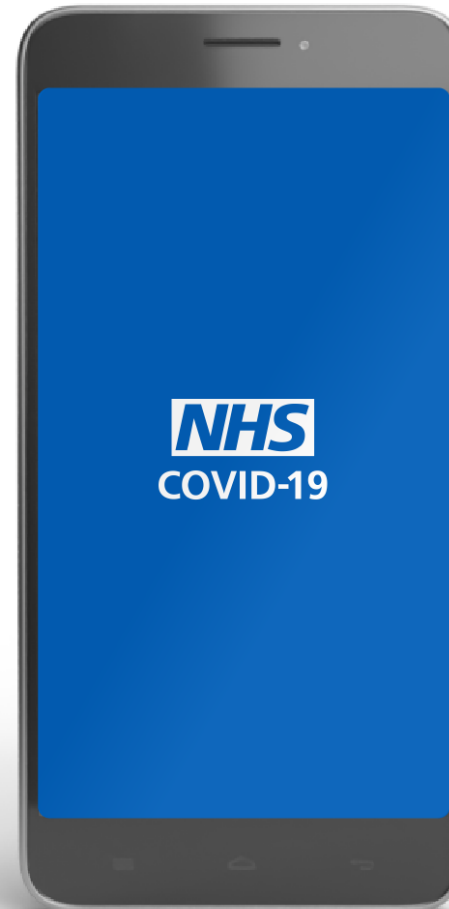
**view your GP medical record**



**access NHS 111 online**



**access to a range of other NHS services**



**use the app's QR scanner to check into places like bars and restaurants**



**alerts you if you've been near other app users who have tested positive for coronavirus**



**check the level of risk in your postcode district**



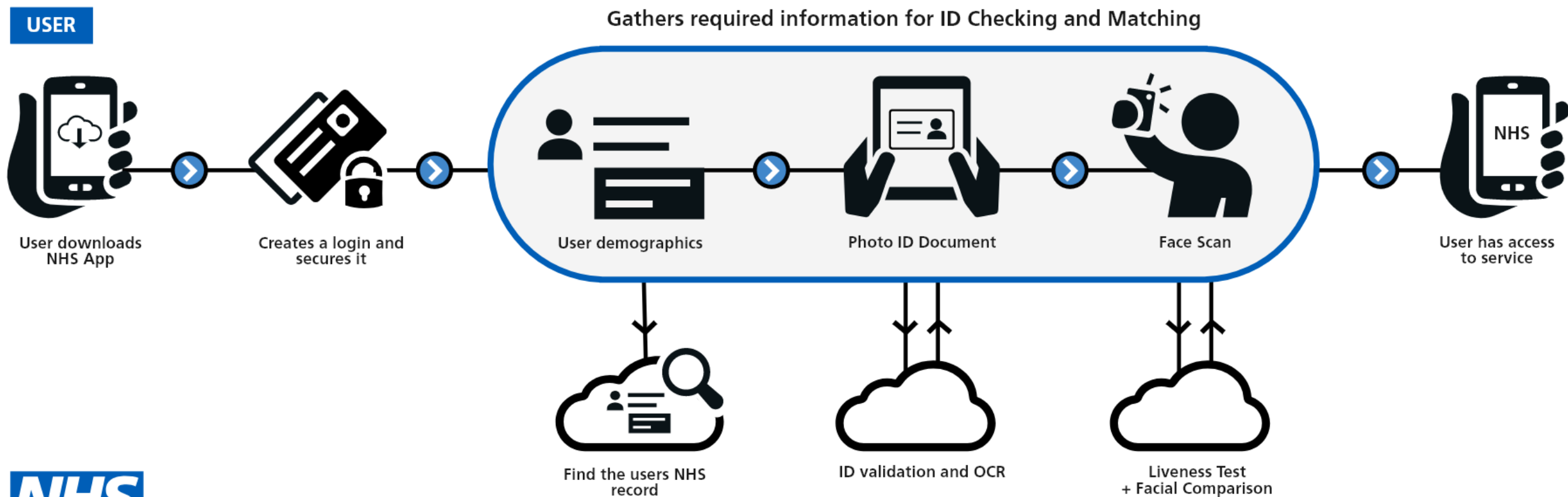
**check your symptoms, book a test and get your result**



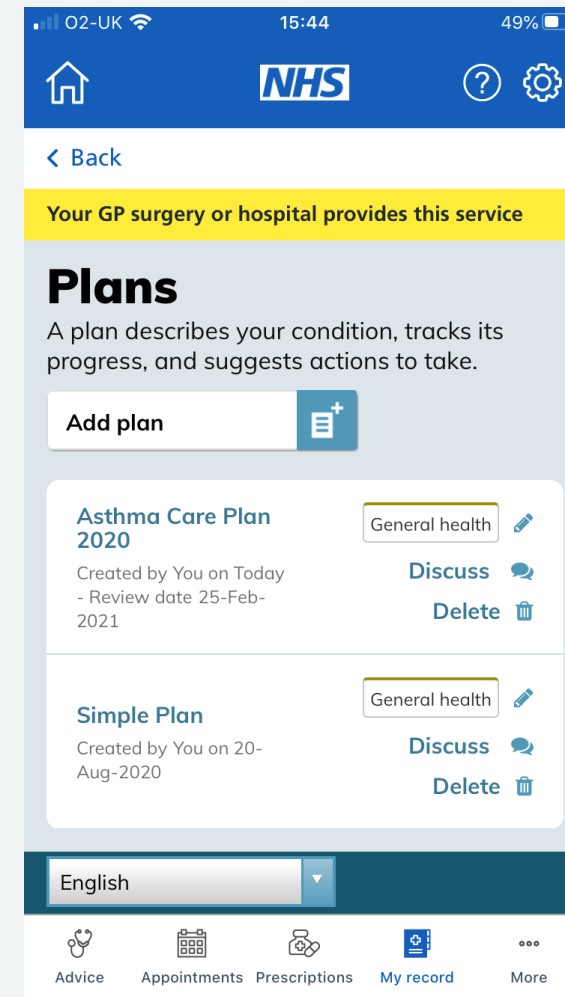
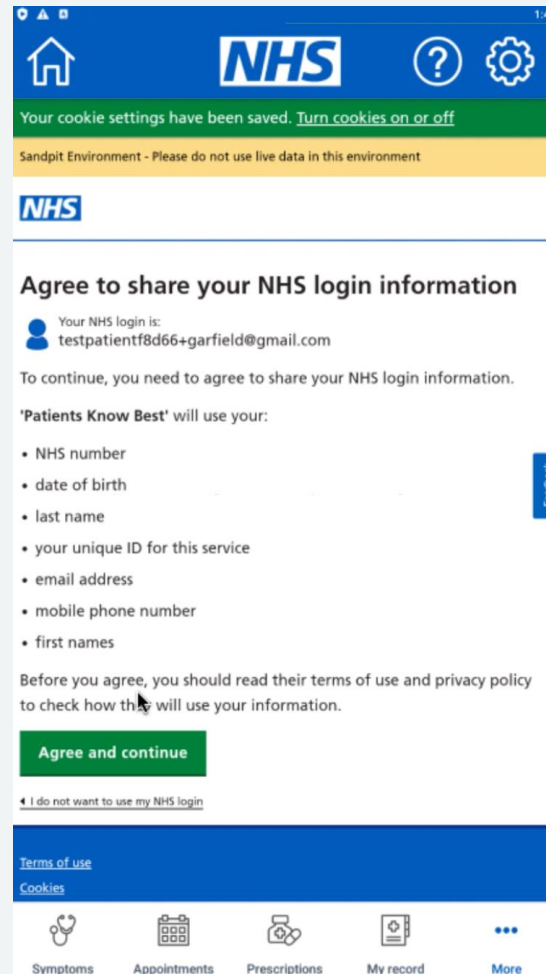
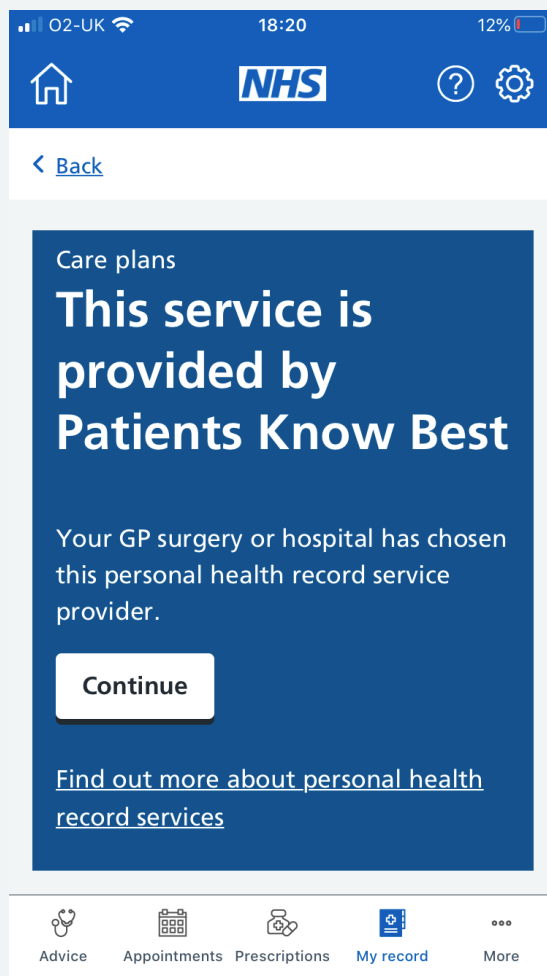
<b>Check your symptoms and get instant advice</b>
<b>Book and manage appointments at your GP practice</b>
<b>Order your repeat prescriptions</b>
<b>View your GP medical record securely</b>
<b>Register to become an organ donor</b>
<b>Choose how the NHS uses your data</b>



# NHS login – Automated Prove Your Identity



- **Personal Health Record (PHR) Integration.** PKB integration, a 3rd party service that holds health records and allows for communication, and appointment management with secondary care. First three practices in Nottinghamshire live 31 March offering messaging and consultation. Further rollout has commenced across the country.

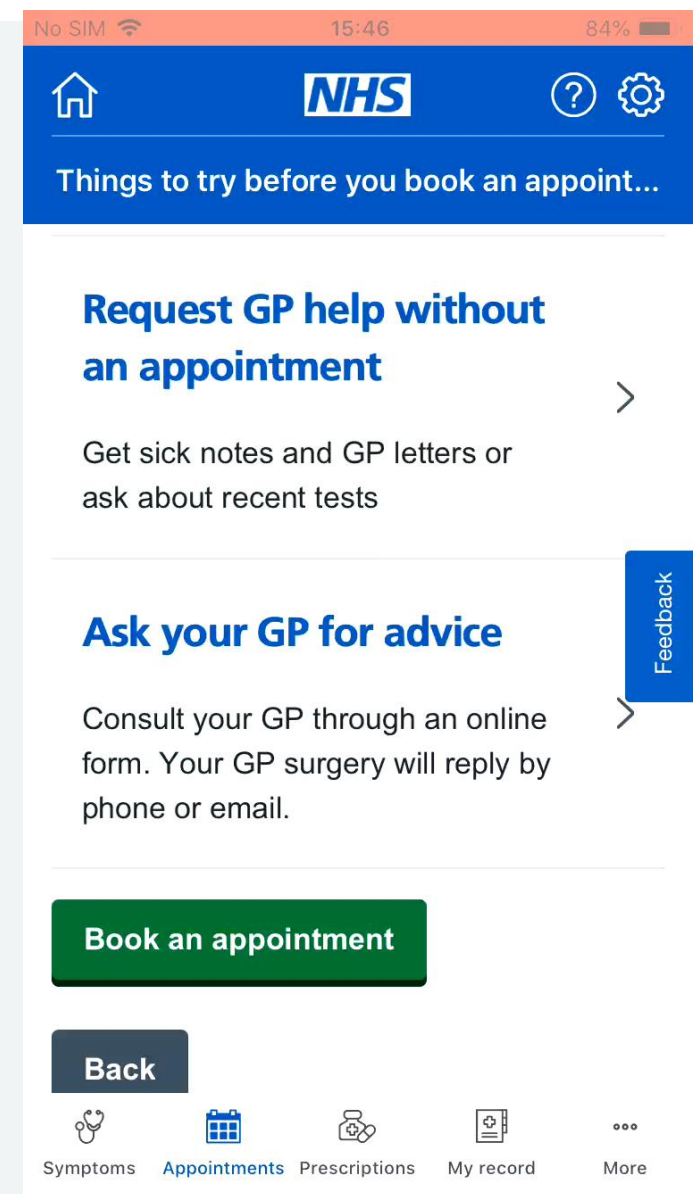
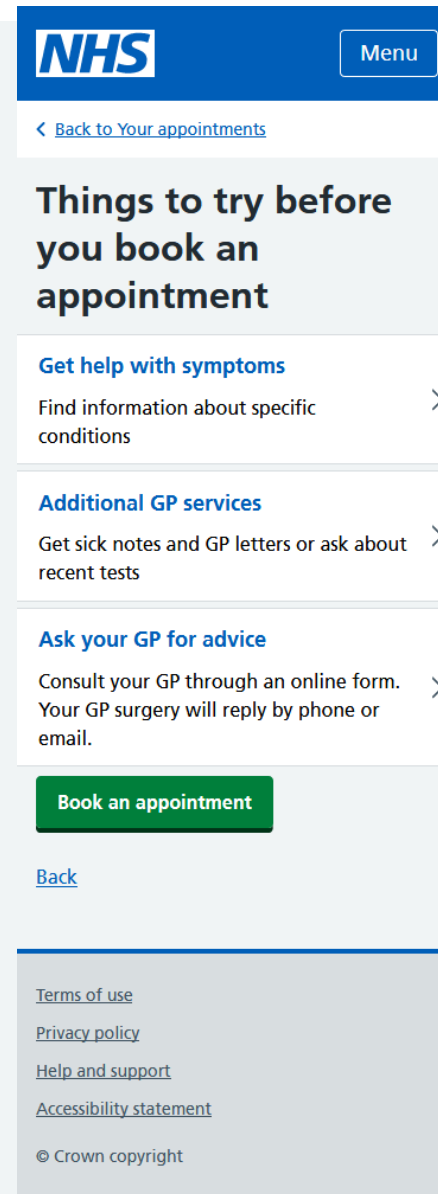


# Features of the NHS App

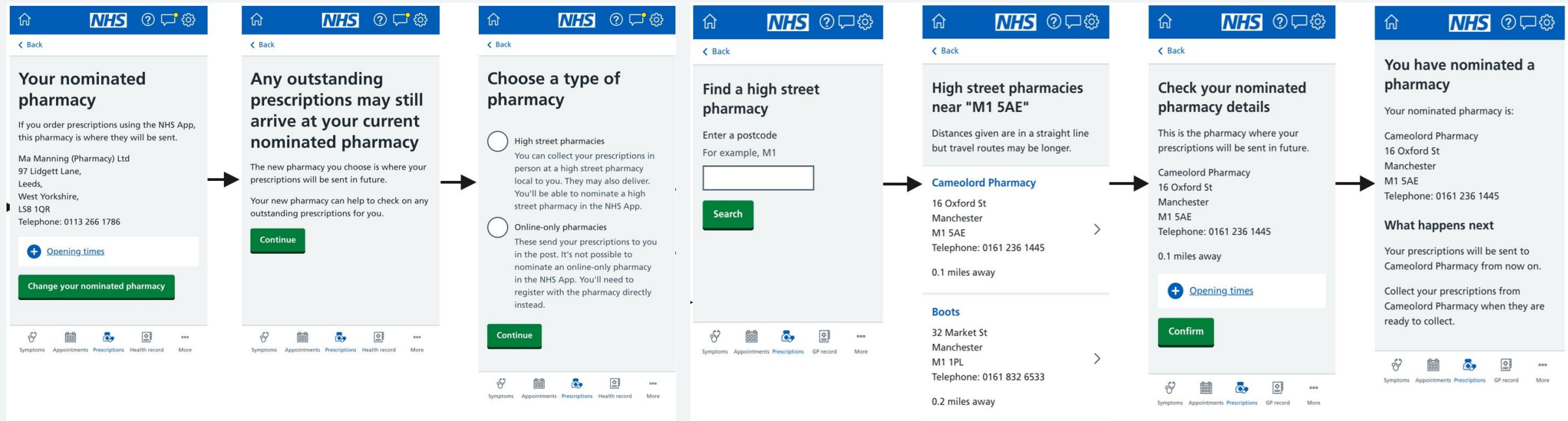
## – Online Consultations

Patients at practices using eConsult are now able to submit symptoms or requests for support through the NHS App and receive appropriate triage or referral prior to a consultation.

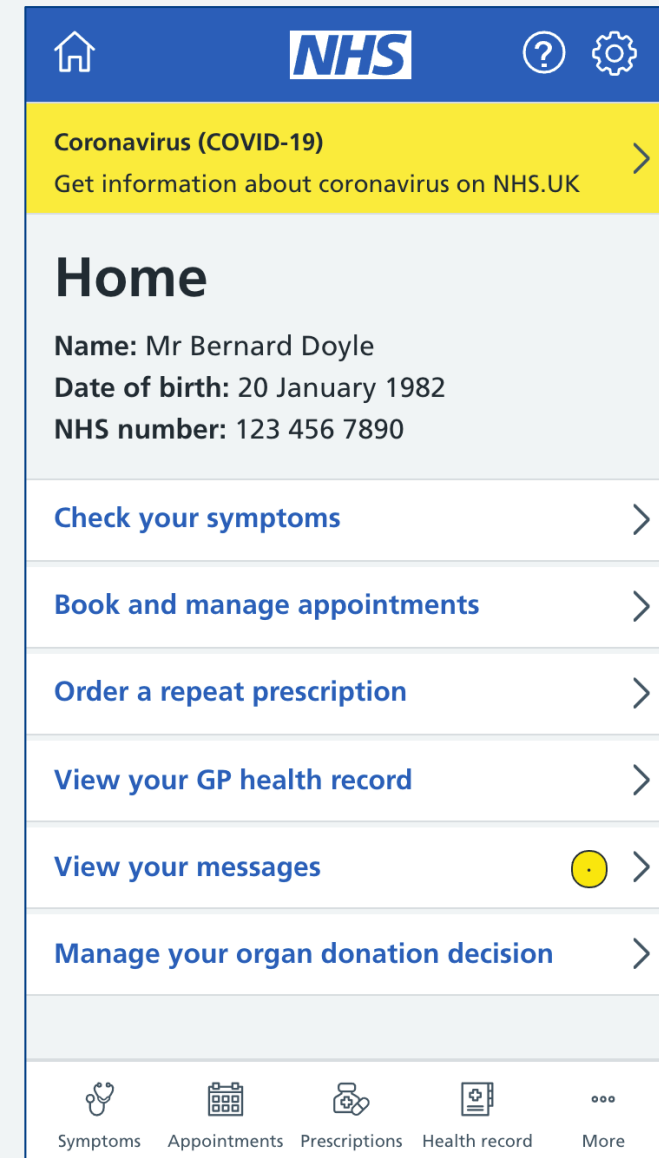
Go-live of all remaining GP practices across England using eConsult, currently +2,700 GP Practices, was completed 28 April.



- **Nominated pharmacy** through the NHS App. This feature was rolled out to all non-dispensing practices Friday 03 April 20. Users of the app are now able to view and change their nominated pharmacy, setting where their prescriptions will be sent to. This does not include dispensing practices, users selecting an online pharmacy are currently pointed to the list of them (held on [nhs.uk](https://www.nhs.uk)) to register.

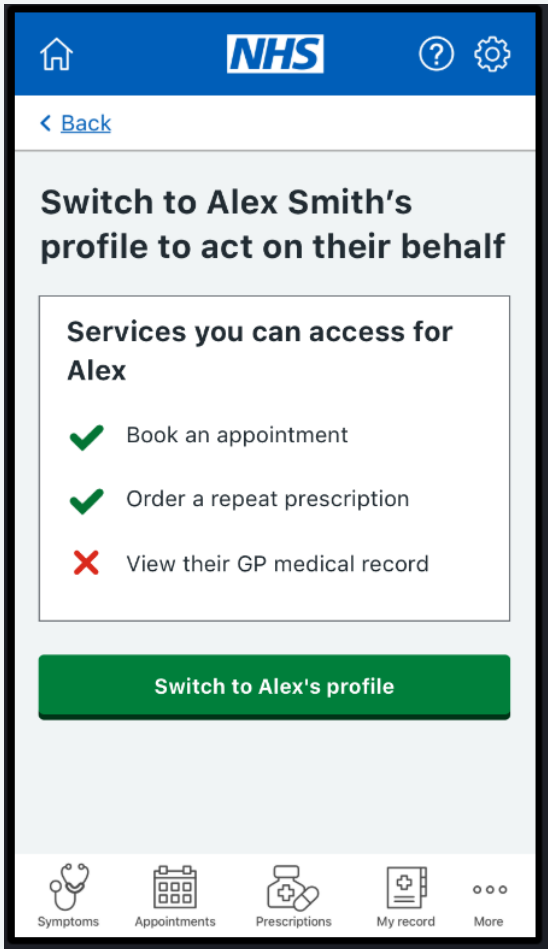
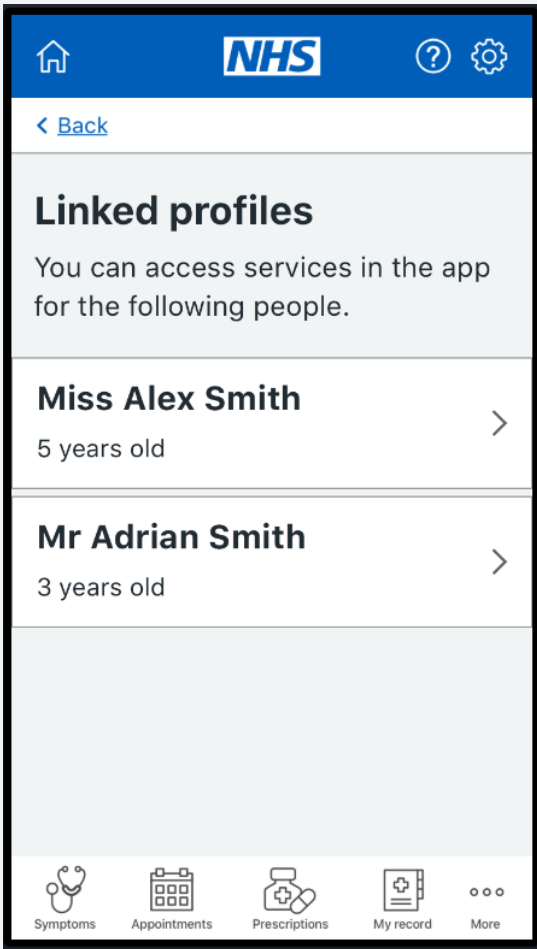
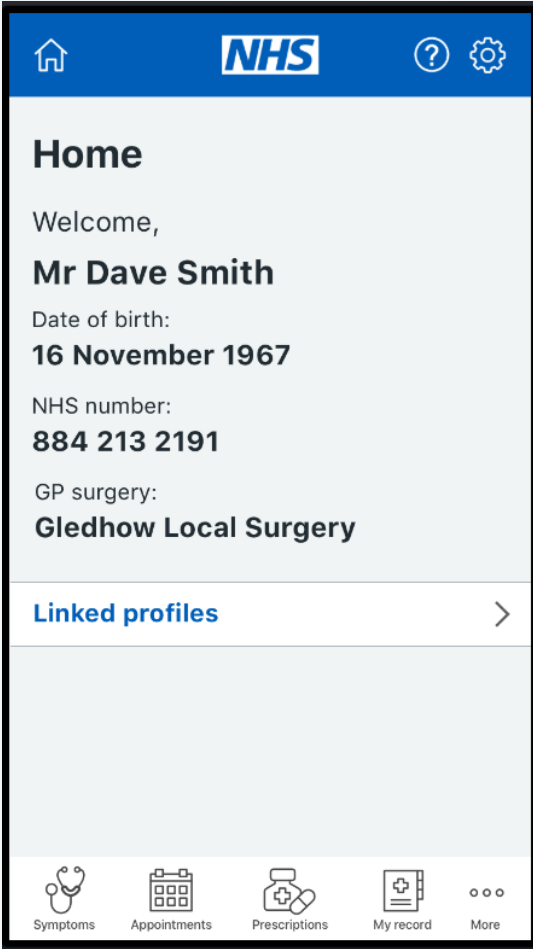


**Secure Messaging** is a critical tool that can help practices to manage non-urgent communications with patients during the current outbreak. Secure messaging allows practices to send a short message to the patient and vice versa. This could be via GP host systems or other integrated suppliers (like PHRs). Delivery is now complete for EMIS & TPP practices



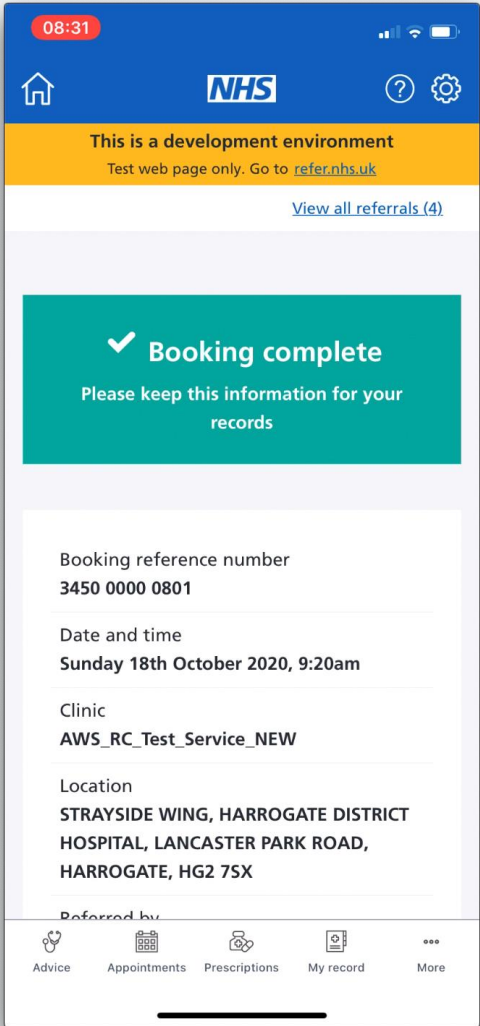
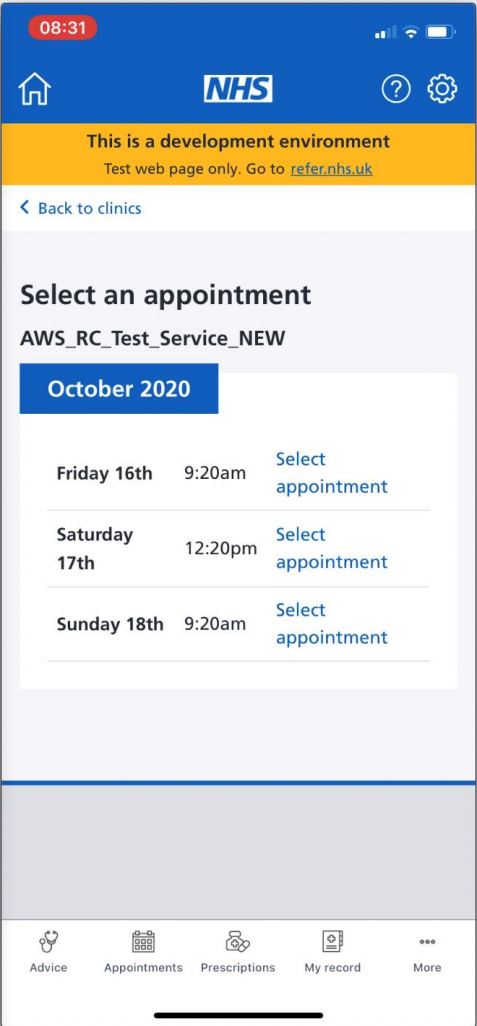
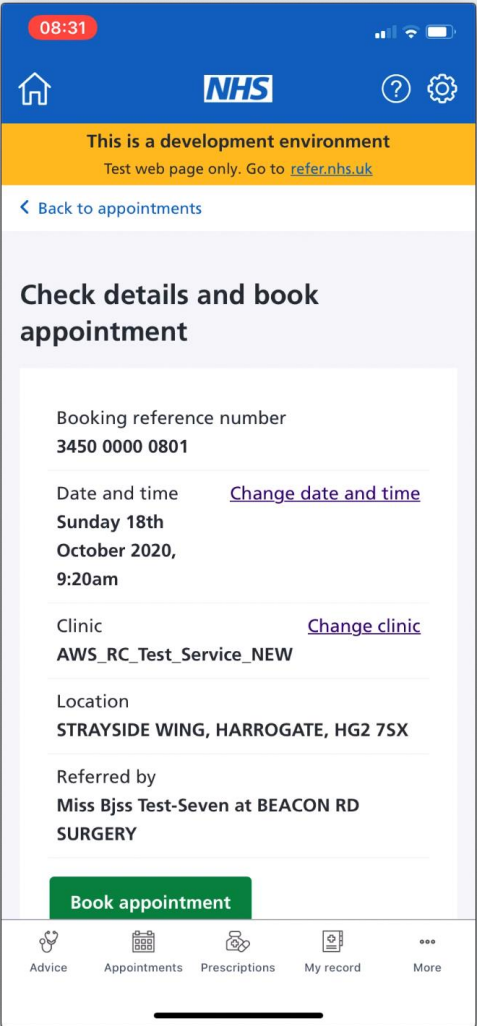
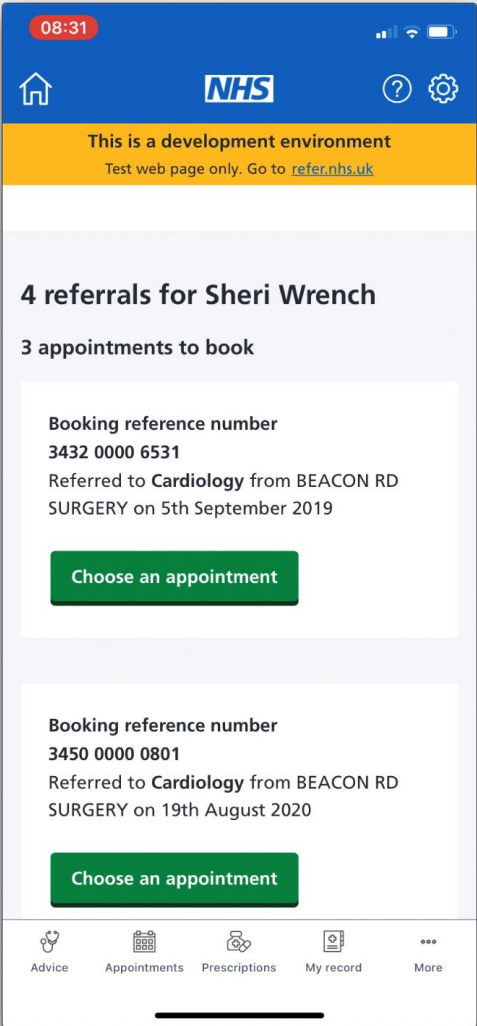


**Proxy access** allows patients, family members and carers to access health services on behalf of other people, and development of digital proxy access functionality will enable NHS App accounts to be accessed securely by other named users, in addition to the patient, where appropriate consent is in place. An example of this could be a carer requiring access to nominate a pharmacy; the carer (proxy) can both order the prescription and nominate it for delivery near them, so they are able to safely collect and deliver it to the patient.





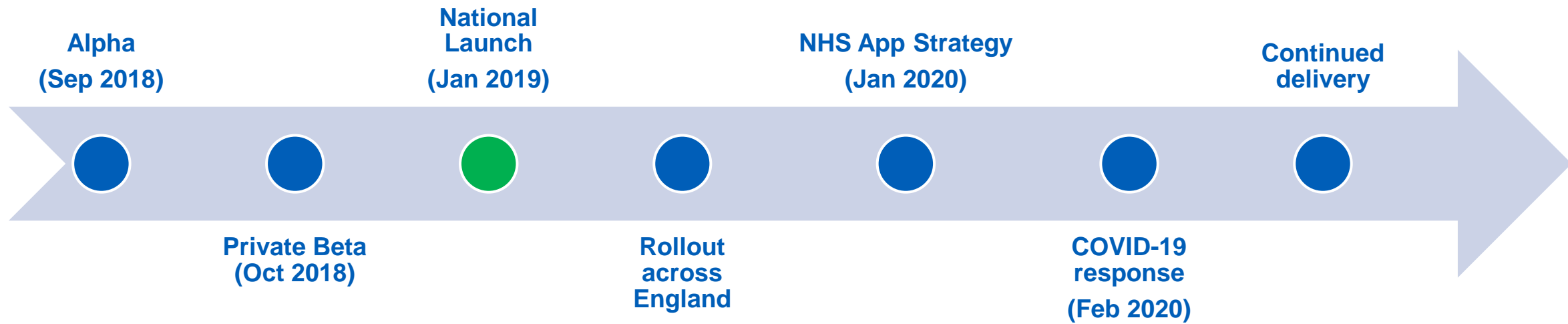
- **ERS Access** – NHS App is now able to offer ERS functionality, when setting up the user to be able to use ERS a flag will be available if the user has an NHS Login account



# NHS App

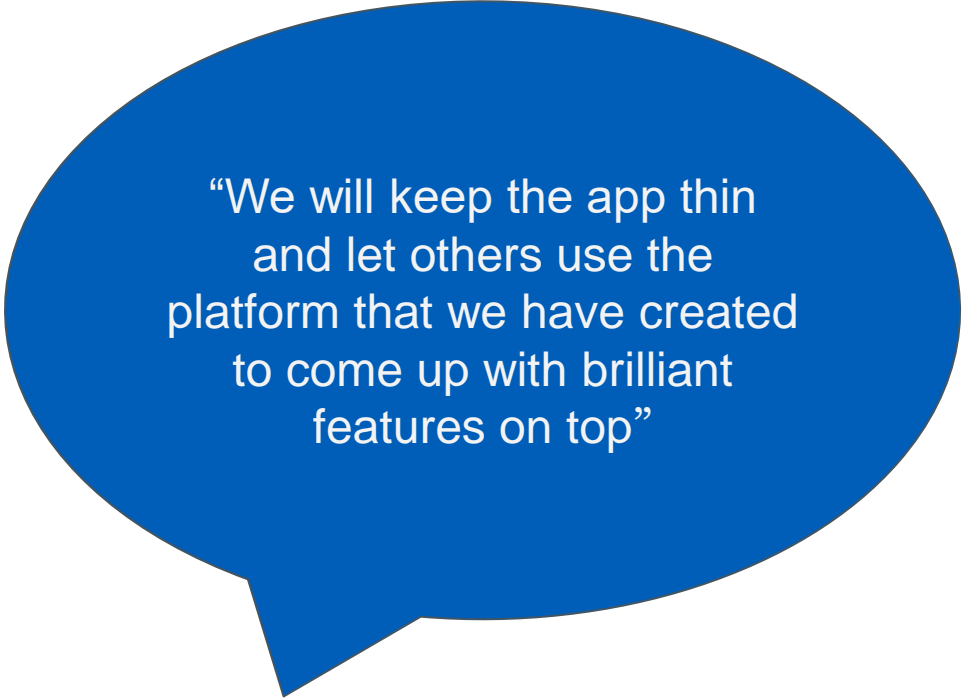
Strategy – Darren Dodd

# History



# NHS App as a Platform

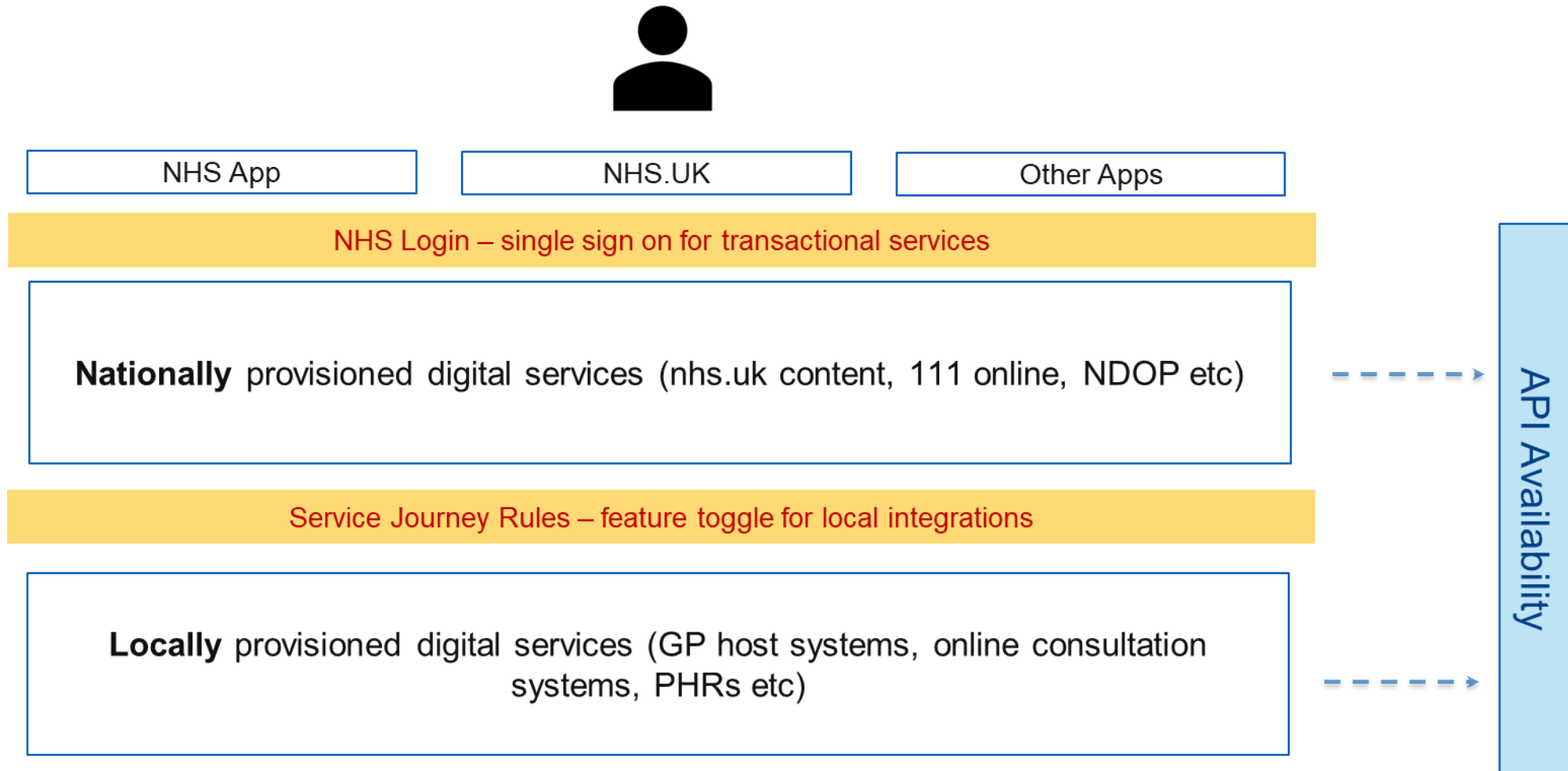
- The NHS App is intended to be an access point to other services.
- The core product remains 'thin' and the strategy enables market innovation.
- Focus areas for integration are online consultation and Personal Health Records in the first instance.



“We will keep the app thin  
and let others use the  
platform that we have created  
to come up with brilliant  
features on top”

Matthew Gould, CEO NHSX  
2019

# Balancing user needs, innovation and commissioner requirements



# How integration works

## Process overview

# Types of Integrations with the NHS App

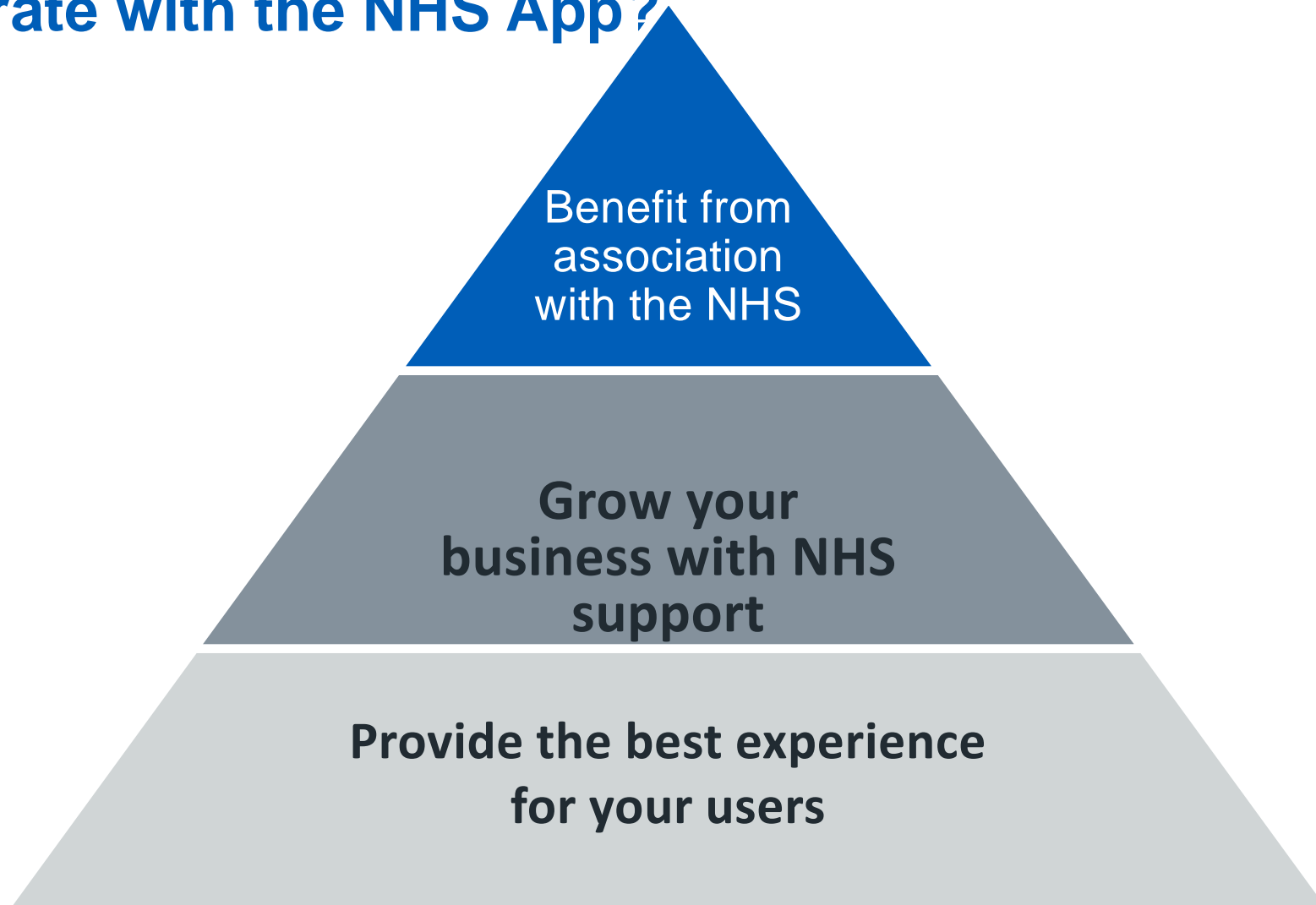
## Web-based Integration

- Surfacing a responsive website in the app that has a similar design language using the [NHS digital service manual](#).

## API-based

- A tightly coupled integration that uses a REST API which means the service is fully rendered in the NHS App. APIs must be non-proprietary and based on open standards.

# Why integrate with the NHS App?



Benefits of NHS App integration

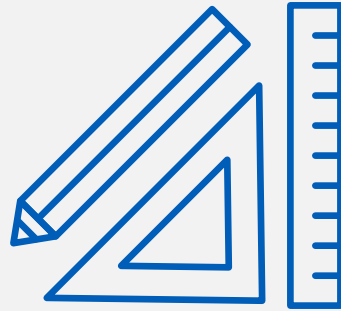
# Integration with the NHS App: Overview



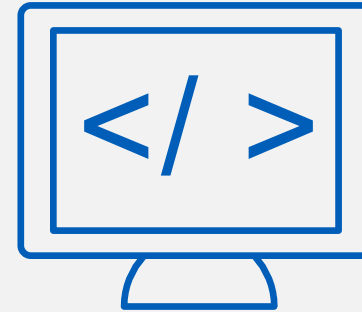
**1. Tell us  
you want to  
integrate**



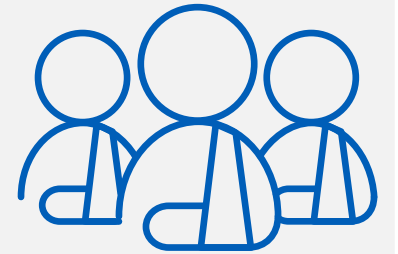
**2. Pass  
usability  
Assessment**



**3. Design  
your  
integration  
with the  
NHS App  
Team**



**4. Deliver  
your  
integration**



**5. Release  
your  
integration**

# NHS App Developers website

## [Integrate with the NHS App: step by step](#)

Detailed description of the integration process.

## [Tell us you want to integrate with the NHS App](#)

Get started by answering some questions.

## [NHS App strategy](#)

Our plans and priorities for the NHS App going forward.

## [Common standards for NHS App integration](#)

Standards you'll need to meet for accessibility, usability, clinical safety and data privacy.

## [Developer resources](#)

Guidance for developers on how to build an NHS App integration

## [Example documents](#)

Check the documents you'll need to complete when integrating.

<https://digital.nhs.uk/services/nhs-app/partners-and-developers>

# Tell us you want to integrate with the NHS App

Connect with us

 @nhsdigital

 company/nhs-digital

 [www.digital.nhs.uk](http://www.digital.nhs.uk)