

PUBLIC AND PATIENT EXPERIENCE OF THE NHS APP

1

IT'S POPULAR

3 out of 4 (78%)
respondents said
they use the App



2

EASY TO USE

4 out of 5 (81%)
respondents
found the NHS App
easy to use



3

HOW PEOPLE USE THE APP

2 out of 3 (65%) order
repeat prescriptions
3 out of 5 (60%) check
their health records
5 out of 10 (54%) check
test results



4

ACCESS ISSUES

1 in 3 said they
couldn't access
personal health
records through the
NHS App



5

REASONS NOT TO USE THE APP

Reasons included: people
didn't think it would benefit
them, they preferred to
speak to someone, or had
concerns about data
confidentiality

