

PUBLIC AND PATIENT EXPERIENCE OF THE NHS APP

IT'S POPULAR

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

EASY TO USE

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

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

ACCESS ISSUES

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

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



The data come from an online survey that ran from 29th August to 7th October 2023. The survey was completed by 637 people; among them 490 said they used the NHS App, and 130 people responded based on their help of others to use the App, or who they know do not use it. The report was supported by a grant from Boehringer Ingelheim, which had no input to its development or content.