

The NHS Wales App

Now and in the future



Gwasanaethau Digidol

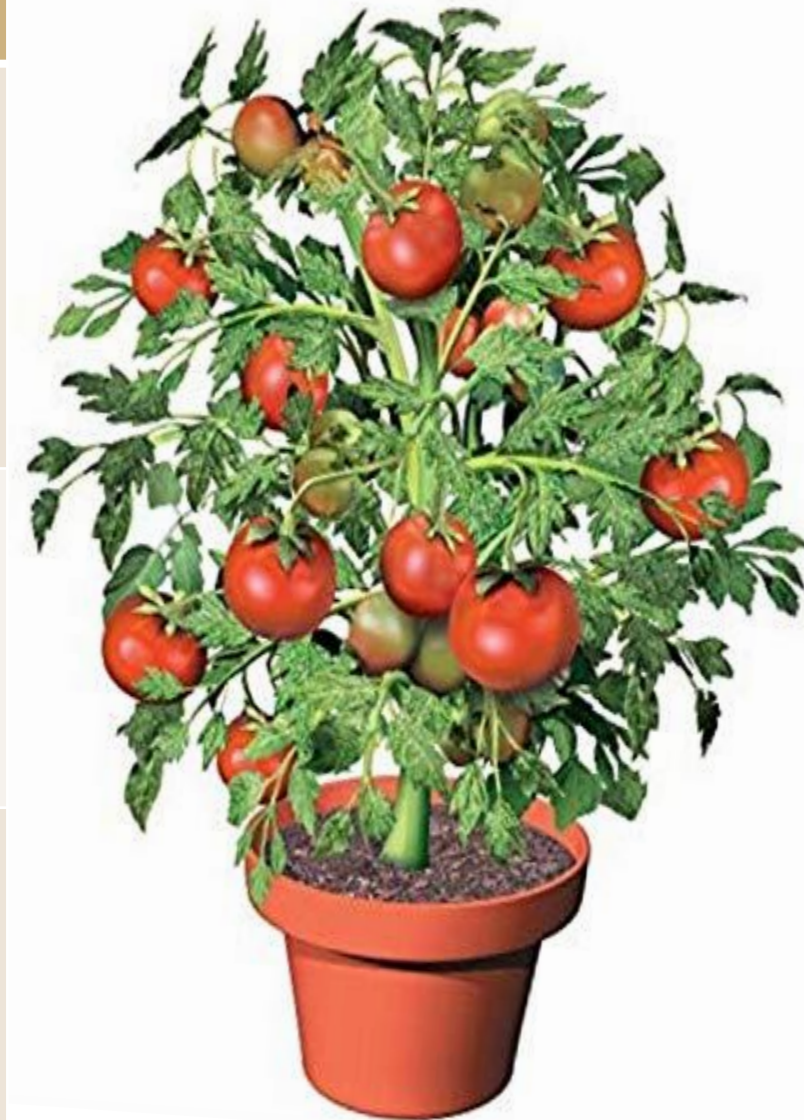
ar gyfer Cleifion a'r Cyhoedd

Digital Services

for Patients and the Public

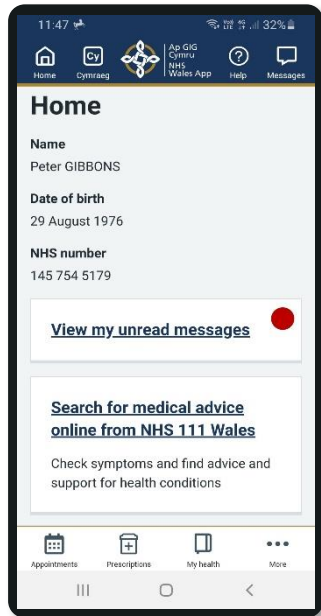
The journey so far

Date	Activity
16 th November 2021	<p>A blank slate:</p> <ul style="list-style-type: none">• No software• No coding environment• No development backlog• Skeleton team and contract with supplier <p>But a plan!</p>
17 th October 2022 (zero plus 11 months)	<p>NHS Wales App launched into private beta:</p> <ul style="list-style-type: none">• App available behind locked front door• 10 GP practices• 702 users• 3 months initially, then extended by 3 more months
17 th April 2023	<p>NHS Wales App moved to public beta:</p> <ul style="list-style-type: none">• App available for anyone to download• Structured sign up process, linked to GP based deployment• Basic underlying offering being improved continuously



The DSPP platform services and the NHS Wales App

Extend and build out:



- Prescriptions
- GP summary record
- Appointments
- Enhanced summary care record
- Detail coded record
- Care navigation

- Care plans
- PROMs

- Directories of services
- Access to 111 online

- Sharing of summary health record
- Data in transit

Primary Care

Planned Care

Unplanned & Emergency Care

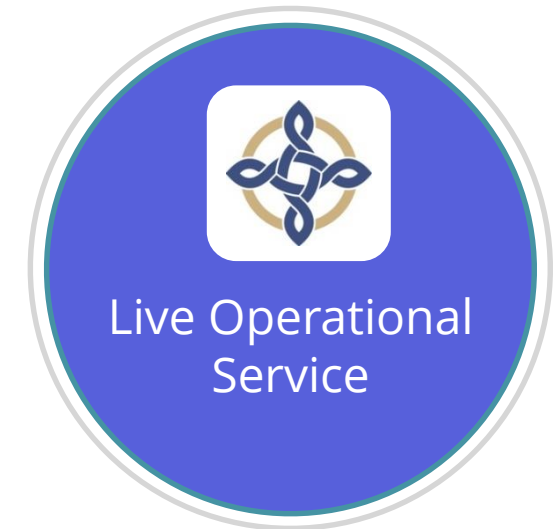
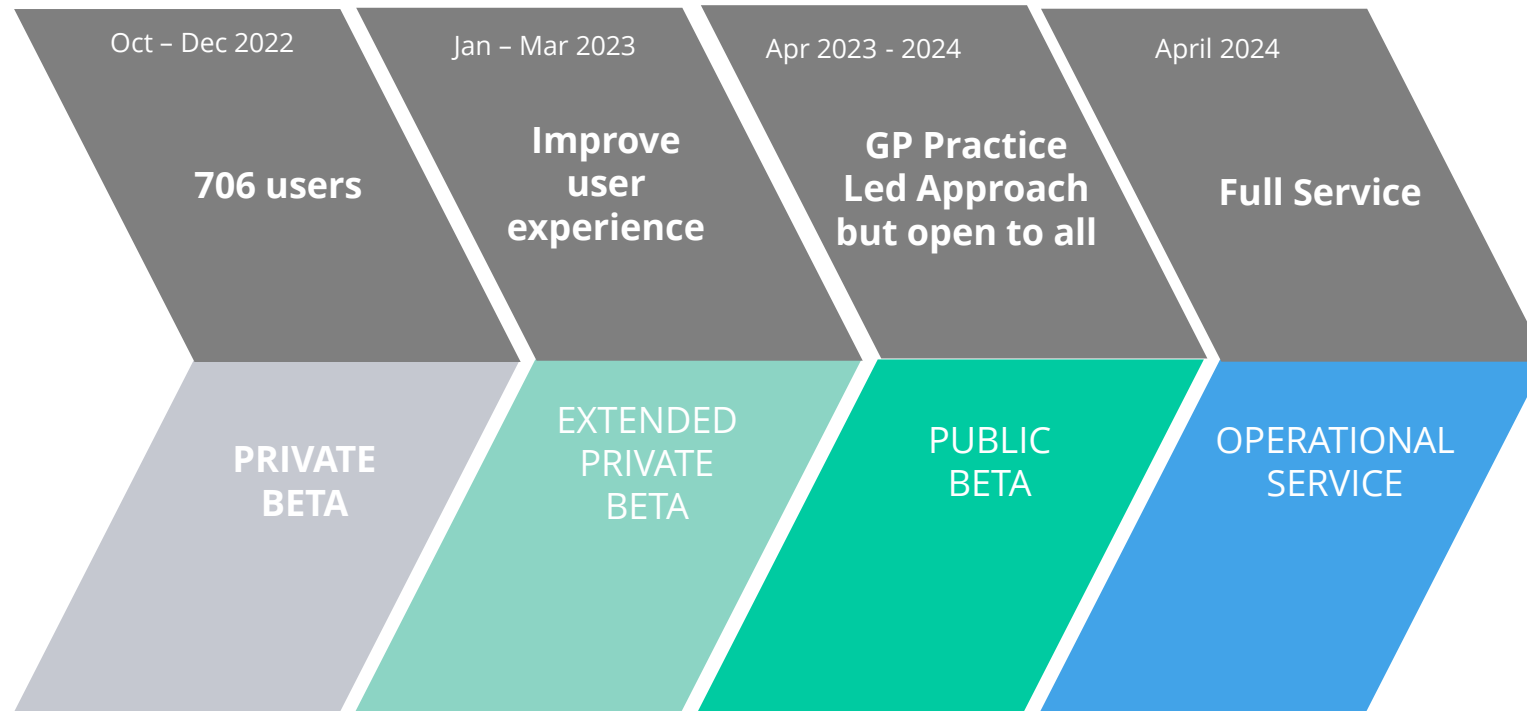
- Identity management & security
- Consistent demographics
- Communication preferences
- Care preferences & about me
- Proxy access and sharing
- Data interoperability
- 3rd party integrations
- List of accredited services
- Generic booking engine
- DMTP

- Waiting list information
- Access to supporting information and services



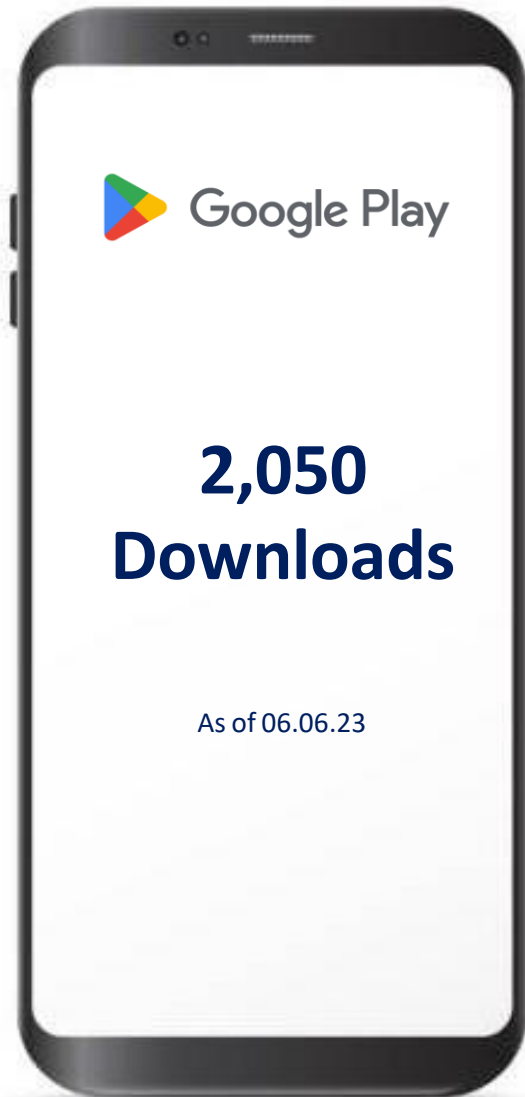
Gwasanaethau Digidol
ar gyfer Cleifion a'r Cyhoedd
Digital Services
for Patients and the Public

NHS Wales App Deployment Update



Gwasanaethau Digidol
ar gyfer Cleifion a'r Cyhoedd
Digital Services
for Patients and the Public

Deployment of the NHS Wales App: Public Beta



How are we doing?

What we measured	What we have seen
Total number of downloads (iOS)	2.7k Rating 4.5* (from 8 users)
Total number of downloads (Android)	2.05k Rating 3.5* (from 9 users)
Number of patients using different versions of the App	<ul style="list-style-type: none">• 2662 English Language Logins for Android• 20 Welsh Language Logins for Android• 4191 English Language Logins for Apple iOS• 43 Welsh Language Logins for Apple iOS• 307 Logins from the Web
Usage figures <ul style="list-style-type: none">• Repeat prescriptions• Records viewed• Appointments booked	<ul style="list-style-type: none">• 315 users• 1086 users• 136 users
Number of GP Practices which patients are linked to	164 GP Practices (patients have logged in from 164 GP Practices)

The NHS Wales App tomorrow

The art of the possible



Gwasanaethau Digidol

ar gyfer Cleifion a'r Cyhoedd

Digital Services

for Patients and the Public

Core platform enhancements

In development (WP7)

- Enabling personalised features settings
- Publishing the health timeline and growing content
- Wellbeing journal
- VI list of other digital services

Pipeline using available funding (2023/4 and 2024/5)

- Full list of accredited digital services
- Proxy access
- Record sharing
- Pro active user led demographic changes
- Capturing user communication preferences
- Offering communication services to the NHS in Wales
- Links to wider directories of service
- Approach for patient captured data (building from the 'about me' dataset)

External funding required

- Identity validation in Wales
- Welsh language screens for NHS Login

Potential partnership exemplars, subject to external funding

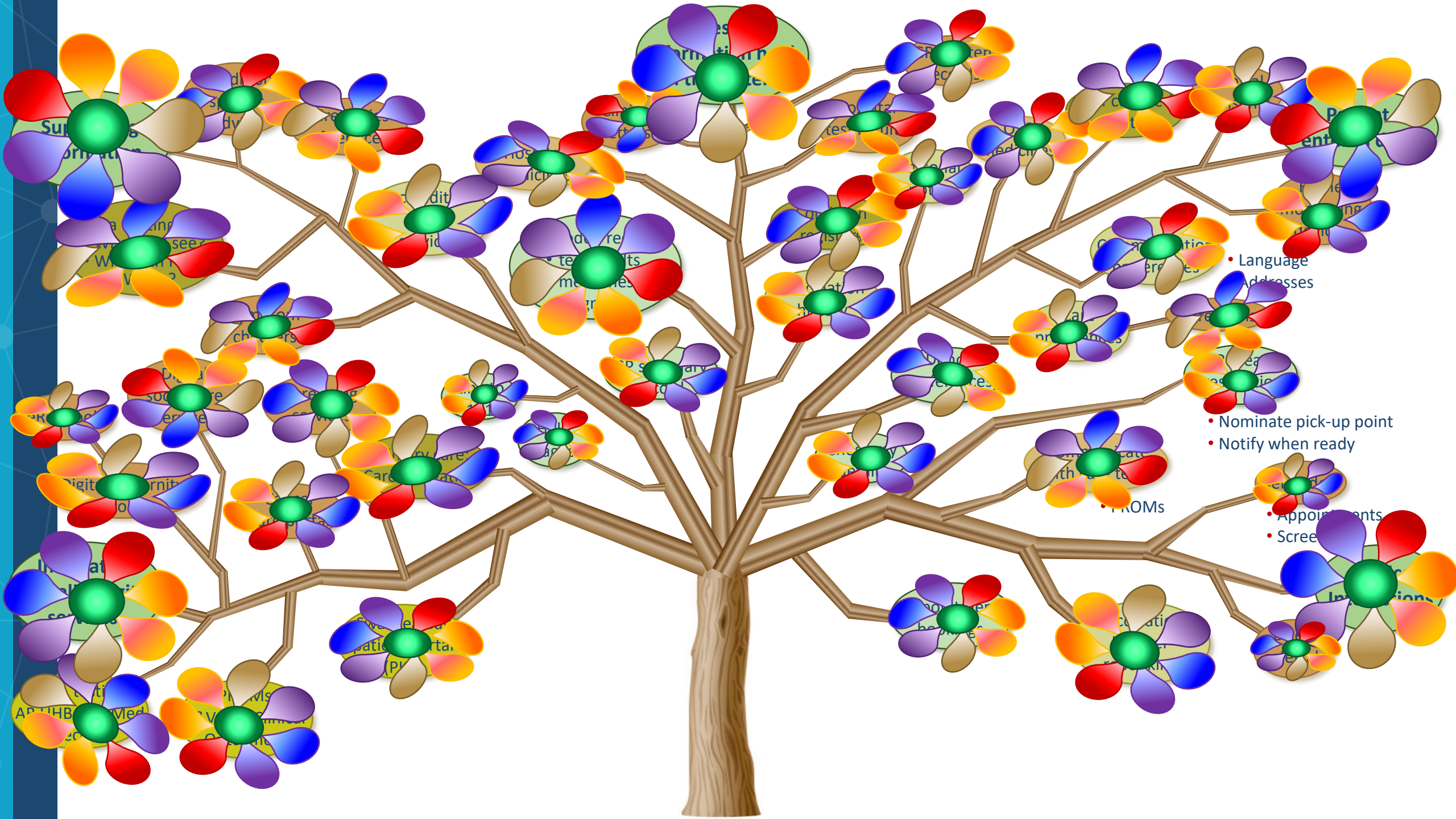
- Supporting the capture and use of PROMs
- Enhancing the summary record
- Supporting Hybrid Mail and user communication preferences
- Vaccination services: Re-booking, booking and health passports
- Supporting DMTP: Repeat prescriptions, nominate pharmacy, notify when ready, capture OTC medicines, view all medicines, reminder prompts
- Integration of care navigation solutions in primary care
- Supporting people on waiting lists: average wait times, generic supporting info, personalised supporting info, links to PROMs
- Enhanced linkages to 111 services (e.g. direct in-app handover)
- Enhanced linkages to donor services
- Supporting screening programmes – information, invitations, appointments reminders, etc.
- Pain management
- Patient captured data – care plans (including advanced and future care)
- Appointment bookings / management:
 - Secondary care
 - Other professional services
- Telehealth and telemedicine links with TecCymru
- Digital social care services
- Digital maternity records
- Link to Cancer Care portal and services
- Mental health services
- and more...

Digital Services Joining the Dots



Priorities for 23/24

- Deploying the NHS Wales App
- Improving the platform services
- Planning transition
- Collaborating with strategic programmes / health boards and trusts (shared commitment in development)
- Developing new features and supporting integration
- Encouraging public use of the App



JOINING THE DOTS



WITH DIGITAL SERVICES

