
NHS App and Digital Inclusion

Public Health and Health Integration Scrutiny Commission

Date of meeting: 9th September 2025

Useful information

- Ward(s) affected: City-wide
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- Report version number: V1

1. Summary

1.1 The purpose of this report to provide an update on the NHS App and Digital Inclusion initiatives. It outlines:

Current NHS App functionalities for patients, including appointment management, prescription services, and access to medical records.

Completed and upcoming hospital integration phases, including mental health and community services.

Benefits such as reduced missed appointments, improved operational efficiency, and significant carbon savings.

Digital inclusion efforts through community hubs, device recycling, and national partnerships.

2. Recommended actions / decision

2.1 No decision expected, paper is for information

3. Item

- 3.1. Details NHS app current and developing GP and wider scope.
- 3.2. Local development in alignment to national NHS app functionality uplift, to offer the public more interaction and benefit.
- 3.3. Hospital integration has begun, moving into phase 1a and progressing with phase 2 pending funding application acceptance, with future ambitions to include patient-initiated follow-ups and care plan contributions.
- 3.4. Digital inclusion is being advanced through over 60 hubs in LLR, supported by the Good Things Foundation. These hubs provide free data, devices, and training.
- 3.5. Efforts are underway to recycle NHS devices and repurpose government laptops to support underserved communities.