



Leicester, Leicestershire
and Rutland
Integrated Care Board

A briefing on the NHS App for PHHI

August 2025

A proud partner in the:



**Leicester, Leicestershire
and Rutland**
Health and Wellbeing Partnership

Current functions of the NHS App for patients

Standard NHS App Functionality

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and manage GP appointments
- View your GP health record to see information like your allergies and medicines
- View COVID-19 vaccinations
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number (find out what your NHS number is)
- Use NHS 111 online to answer questions and get instant advice or medical help near you
- Search trusted NHS information and advice on hundreds of conditions and treatments
- Find NHS services near you

Depending on you GP surgery's system and the access provided, the NHS app may also offer:

- Message your GP surgery or a health professional online.
- Detailed medical record access (test results, letters etc).
- Contact your GP surgery using an online form and get a reply.
- Access health services on behalf of someone you care for.
- View useful links your doctor or health professional has shared with you.

Hospital information in the NHS APP -Phase 1- Complete

1. Core features: Complete

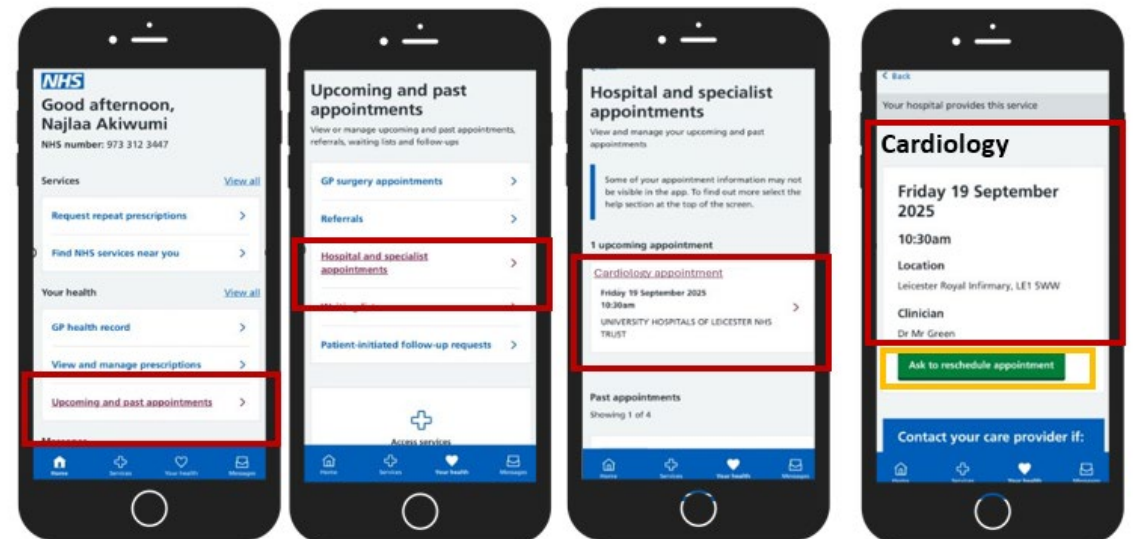
- View referrals and appointments in one place
- See a single point of contact for appointments
- Get supporting information for appointments
- View past appointments

**View your
hospital appointments
in the NHS App**



1a. Additional Features: In progress

- Cancel appointments
- Reschedule request





Hospital Information - Next phase of development

2. Additional features coming (awaiting national funding outcome)

- Leicestershire Partnership Trust system integration for Mental Health and Community appointment management, plus other functionality.
- University Hospitals of Leicester further integration to provide more access to patients.
- Receive notifications and messaging
- Patients enabled to see their documents
- Complete pre-appointment questionnaires
- Manage documents and questionnaires
- Paperless preference



Hospital Information - Future Ambition

3. New and First of Type

The NHS app has been initially connected to LLR's Digital Care Record Infrastructure with the ambition to integrate clinical systems directly with the NHS app. In the future this may mean we can enable:

- Patient initiated follow up action (PIFU)
- Patients viewing and contributing to their care plans via the app
- Viewing and amending appointments from other providers
- Two-way communication between the patient and care team
- Patients managing their consent for information sharing through the app



The NHS App Benefits

- **Better access and control for patients**
- **Faster, easier prescription management**
- **Digital maturity and operational efficiency:** As of April 2025, 114 NHS trusts are live with the service, contributing to reduced waiting times, missed appointments, and carbon emissions.
- **Fewer missed appointments** – estimated cost to the NHS for a missed appointment is £120 .
- **Fewer basic information seeking calls** – estimated staff saving 59p per 3 minute call that doesn't happen because the patient already has that information on the NHS App.
- **Patient preference - digital or written letters** – there is an estimated saving of £2 per physical letter avoided.
- **Carbon reduction at scale:** Full implementation of the NHS App features are forecast to reduce carbon emissions by over 1,100 tonnes CO₂e per annum, equivalent to the footprint of more than 262,000 outpatient attendances. Digital communications via NHS App offer a 97.8% reduction in carbon emissions per appointment letter compared to traditional paper-based correspondence.
- **Low carbon system architecture:** The systems that enable information sharing between trusts and the NHS App, has been designed using sustainable design principles. This includes minimising computer use, adopting serverless technologies, and leveraging renewable-powered cloud hosting. The operational carbon impact is less than 0.1 tCO₂e.

Digital Inclusion Initiatives Update

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Digital Inclusion Hubs are supported by Good Things Foundation (GTF)

- The National Digital Inclusion Network is supported by GTF
- Member organisations support their local communities with free digital inclusion services and Digital Hub services are provided as part of their local offer
- Digital Hubs are safe spaces that offer free mobile data (National Databank), devices (National Device Bank) and beginner digital skills training (LearnMyWay)
- Each hub can provide whatever services they choose, tailoring the offer to match their means
- Community access points and organisations delivering help and support services to the public
- GTF provide organisations with grant opportunities, drop-ins from network ambassadors and regular online training
- LLR has 60+ Hubs hosted by the VCSE sector and local authorities
- The LLR ICB are identifying new potential hubs opportunities, using Core20PLUS5 and Census 2021 information



Good Things
Foundation

Recycling LLR's digital devices

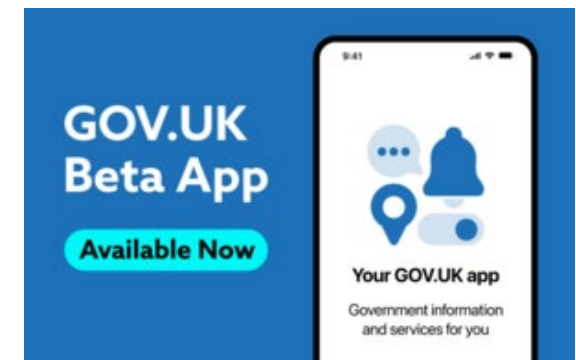
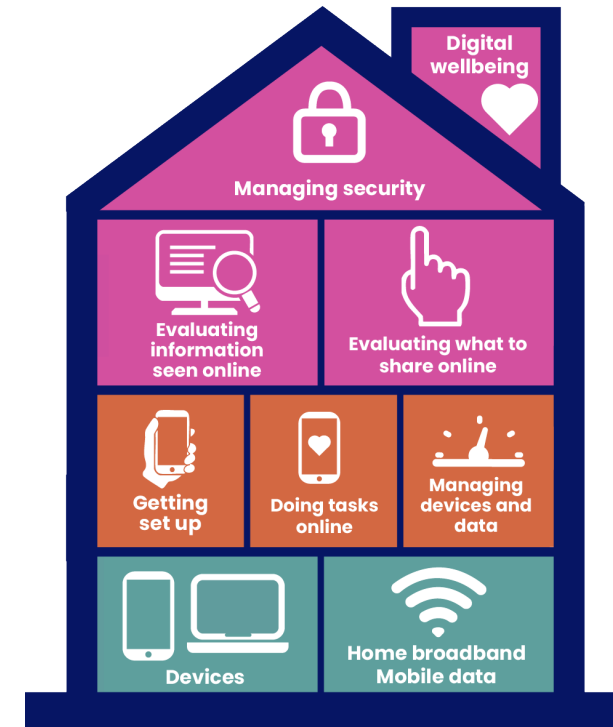
- LLR Digital Inclusion lead assessing what the NHS organisations are doing with their retired digital devices and working with them to reroute these devices to GTF's national device repository
- Working with our local hubs to apply for devices to distribute when GTF sends out invitations to do so
- Work with hubs to encourage their local communities to directly donate to them



Good Things
Foundation

Digital Inclusion Action Plan

- UK government's strategy to ensure everyone can access and use digital technologies confidently and safely, aiming to reduce digital exclusion and improve life chances across society
- Built from the Minimum Digital Living Standard (MDLS) definition
- Exploring potential LA involvement in:
 - Repurposing of government laptops
 - GOV.UK App as a digital front door
- Supporting applications to the Digital Inclusion Innovation Fund



Leicester Communities Together Event

- Promoting the NHS App and demonstrating key functionality available to the public
- Advising on appropriate routes for engaging with urgent care
- Signposting the public on how to register and improve their access to services digitally

