



**Leicester, Leicestershire
and Rutland**
Integrated Care Board

NHS App update

A proud partner in the:



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Health and Wellbeing Partnership



GP functionality in NHS App

Standard NHS App Functionality

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and manage 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:

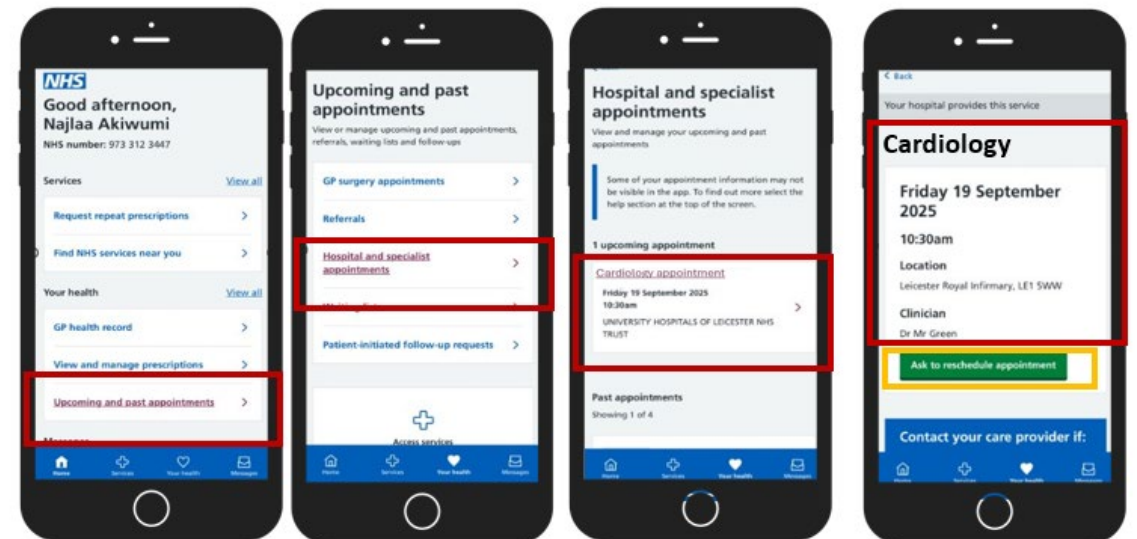
- Message your GP surgery or a health professional online.
- Detailed medical record access (test results, letters etc).
- Contact your GP surgery using an online form and get a reply.
- Access health services on behalf of someone you care for.
- View useful links your doctor or health professional has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

Acute -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
- Cancel Appointments
- Reschedule Appointments

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





Acute -Phase 2- Next steps

2. Additional features: Bids submitted for funding, awaiting 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
- See documents
- Complete pre-appointment questionnaires
- Manage documents and questionnaires
- Paperless preference



Acute -Phase 3- Future Ambition

3. New and First of Type

NHS app has been initially connected to LLR's Interweave digital Infrastructure, alongside ambition to integrate clinical systems direct and with NHS app uplift this could enable people to:

- Patient initiated follow up action (PIFU)
- View and contribute to care plans
- View and amend appointments from other providers
- Two- way communication with care team
- Manage consent



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. Wayfinder is now the second most-used service in the NHS App, contributing to reduced waiting times, missed appointments, and carbon emissions.
- **Fewer missed appointments** – estimated saving £120 per DNA avoided.
1k DNAs avoided = £120k resource to reallocate for care.
- **Fewer basic information seeking calls** – estimated staff saving 59p per 3 minute call avoided.
1k calls avoided = 50 hours or £590 of call centre or ward capacity freed to repurpose.
- **Patient preference - Digital or written letters** – estimated saving £2 per physical letter avoided.
10k letters avoided = £20k cashable efficiency.
- **Carbon reduction at scale:** Full implementation of Wayfinder features is 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 Patient Care Aggregator (PCA), which enables information sharing between trusts and the NHS App, has been architected using sustainable design principles. This includes minimising computer use, adopting serverless technologies, and leveraging renewable-powered cloud hosting. The PCA's operational carbon impact is less than 0.1 tCO₂e.

Digital Inclusion Initiatives Update

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Digital Inclusion Hubs 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 (see map)
<https://www.goodthingsfoundation.org/find-support/map>
- The LLR ICB are identifying new potential hubs opportunities, using Core20PLUS5 and Census 2021 information



Good Things
Foundation

Recycling LLR's digital devices

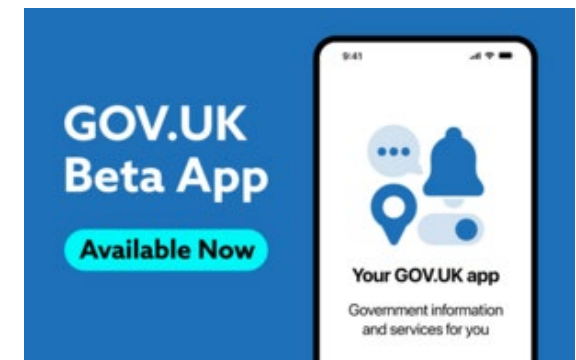
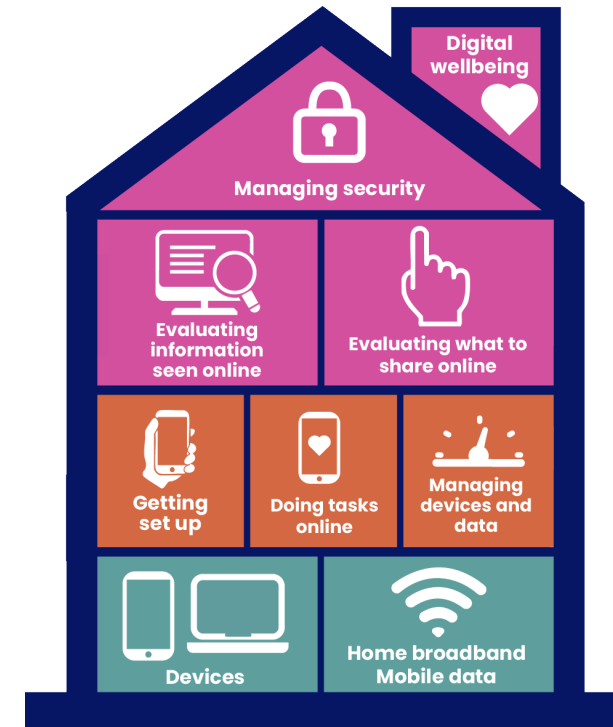
- LLR Digital Inclusion lead assessing what ICS organisations are doing with their retired digital devices and working with them to reroute these devices to Good Things Foundation's national device repository
- Working with our local hubs to apply for devices to distribute when Good Things Foundation 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



NHS App Ambassadors National Programme

- Promoting the NHS App benefits for the public and colleagues
- Supporting the enrolment of digital leaders within practices into the national programme
- Creating and supporting a local community of ambassadors, sharing good practice and solutions to the public's digital problems
- Supporting public events and PPG meetings to promote the app
- Championing a digital first approach for patients:
 - Ability to digitally self-serve their health management
 - Relieve pressure on phone and face-to-face access, so that those digitally excluded have easier access to practices via phone and face-to-face
 - Improving the lived experience of the public and our front-line staff



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





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LLR Care Record

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Leicester, Leicestershire and Rutland Care Record*

1.2m

LLR patients of all ages able to benefit from information sharing for direct care

30
minutes

Average time saved per login by adult social care staff



12,670

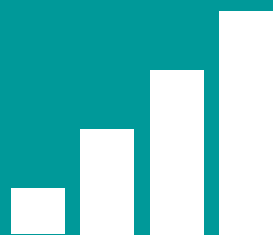
Logins per month.
Plus huge growth potential.

7,900

Individuals' records accessed per month

£1.3m/yr

Working time freed up for care



9

minutes

Average time saving per Leics Partnership Trust login – the average duration of a GP appointment



13

Health and Care IT systems interacting with the LLR Care Record

149

Weeks of effort freed up per month asking and responding.

21,000+

LLR and EMAS health and care staff with access to LLR Care Record for direct care

* Based on Oct 2025 usage rates, excluding EMAS activity

Starting from specific information needs to deliver value

GP practice diabetes nurse

- What happened when my patient was in hospital because of their diabetes?
- Have their medications or care advice changed?

Local Authority social care

- What are the discharge support needs?
- Do they have assistive equipment?
- How much social care help will they need?
- Are there special requirements eg. help with meds?
- Post stroke, are speech therapy involved?

LPT or social care occupational therapy

- Is there anything I need to be aware of if I'm doing a home visit?
- Who else is involved in this person's care?



UHL urgent and emergency care

- What health conditions or allergies does this emergency patient have?
- Do they have additional communications needs eg. needing a translator?
- Are they already in the care of a virtual ward?

Paramedic on a mental health callout

- What mental health condition(s) is this person living with?
- Do they have a crisis plan that we can activate?

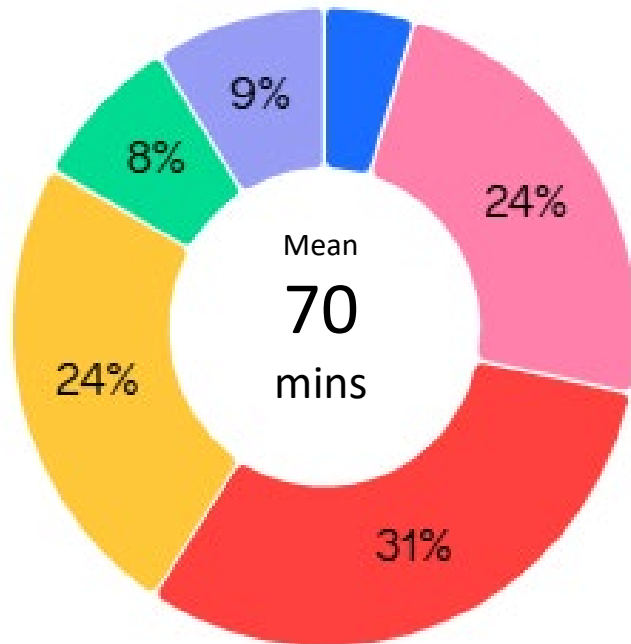
LOROS/LPT/UHL end of life care

- What are this person's care preferences?
- Who else is involved?

Social Care: Productivity and care impacted by information-seeking burden

Considerable time per day seeking information:

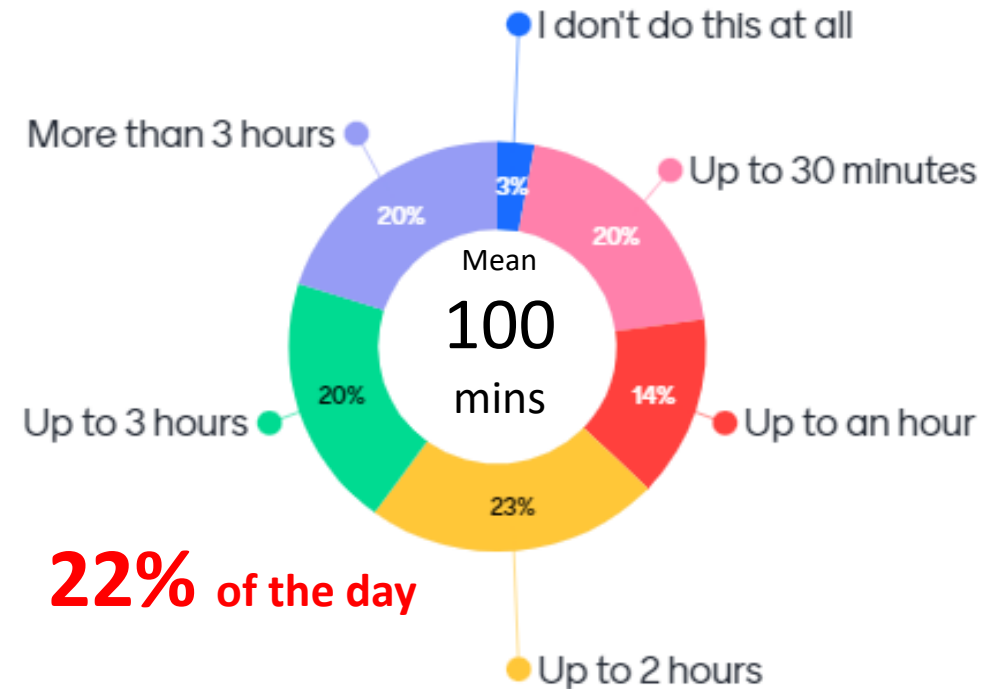
Social Care and Physiotherapy – Leicestershire



16% of the day

- 4% I don't do this at all
- 24% Up to 30 minutes
- 31% Up to an hour
- 24% Up to 2 hours
- 8% Up to 3 hours
- 9% More than 3 hours

Discharge Hub – LLR



22% of the day

Time savings enhancing social care



Surveys show, average **30 minutes per login saved** obtaining information in social care



20 minutes' less information chasing per day = **2 working weeks** /person /year for other tasks

Adult Social Care: More time to care

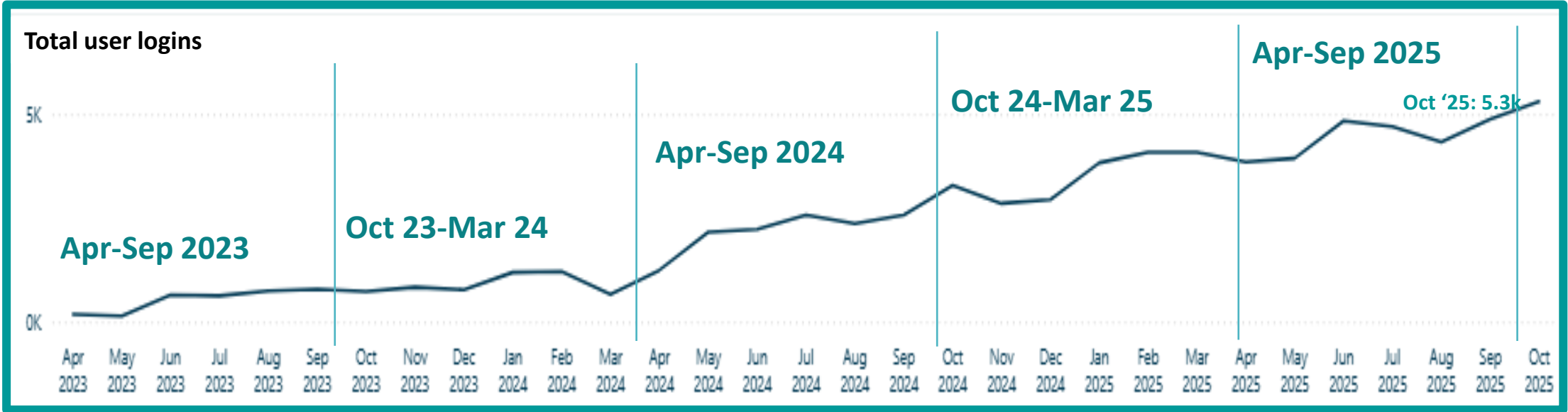
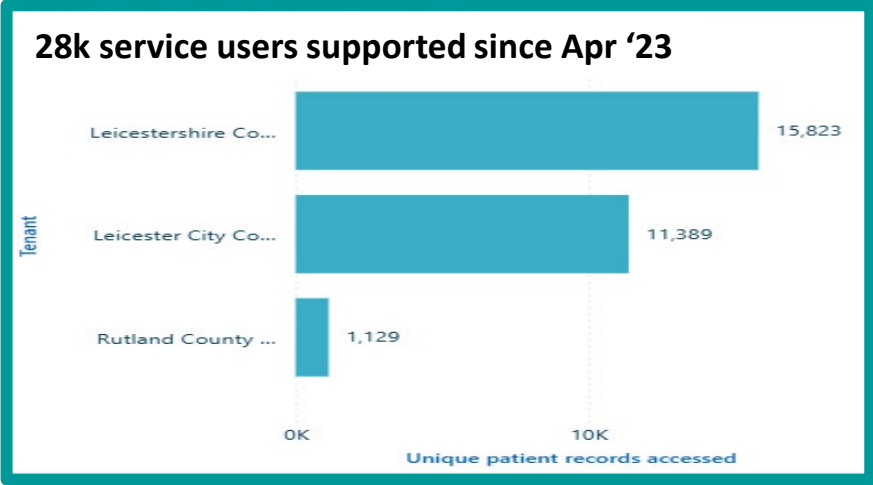
“Throughout my experience in health and social care, what the service user is missing is time to talk with us.”

“LLR Care Record frees your time up to allow you to do the problem-solving. It frees your mind a little bit more to allow you to actually think about it. The person you are working with gets a much better outcome.”

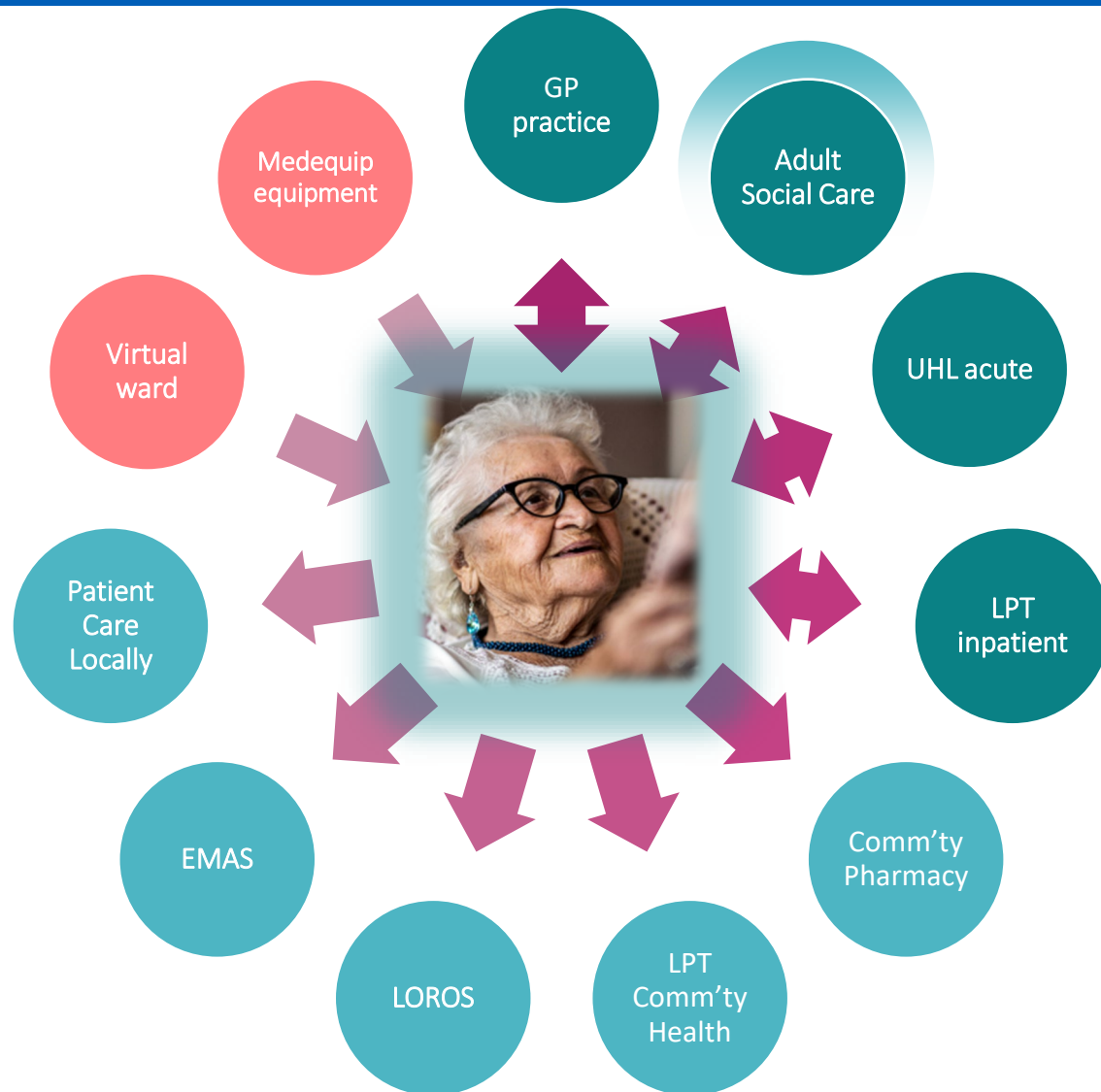


Local Authority: usage of the LLR Care Record

LLR Care Record Usage Apr 2023-Sep 2025	Adult Social Care	Health partners	Total
Total user logins	69.5k	72.5k	142.0k
Time released for care (working weeks)	924	356	1,200



A key part of the local team around the person



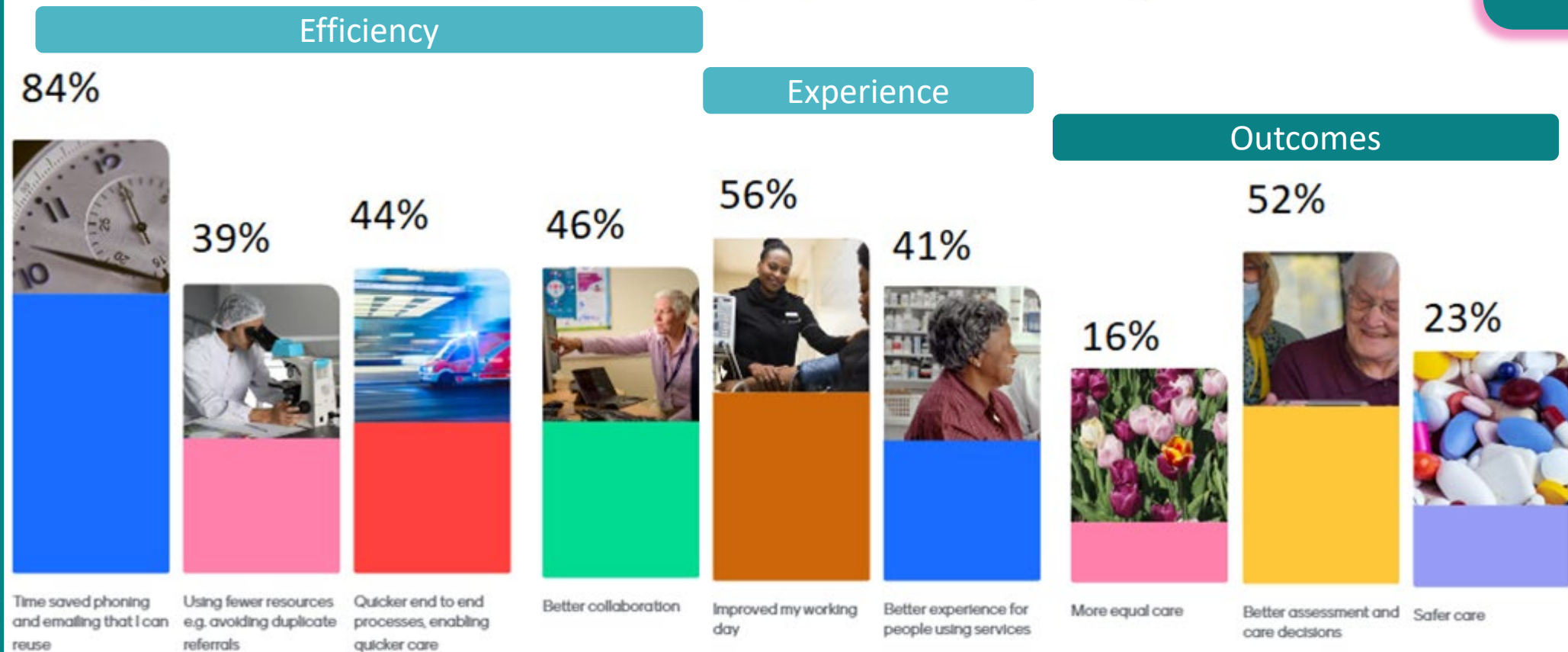
**Social care assessments
completed
two weeks sooner**

- supports long term plan
- faster decisions
- effective local care
- escalation and deterioration avoided

Staff confirm much more than time savings – Leics Social Care

Average benefit types per respondent
4

So far, which of these benefits have you experienced by using the LLR CR?



Backed up by users' stories: Leics Social Care

Time saving

"Speed has improved where we used to wait for GP contact we can now check for ourselves."

Resource efficiency

"Realised **already referred to a service** I was going to make a referral to but they hadn't mentioned."

Faster progress

"Enabled me to **get accurate information** to support continuing health care checklists, **without the lengthy time required to access via phone calls** to health professionals."

Coordination

"Once diagnosis identified I was able to **ensure the right Team progressed the request.**"

Better working day

"...you get accurate information quickly, and reduce time spent sourcing, so will **protect our stress levels.**"

Patient experience

"Assisted me in making the most **appropriate recommendations.** this **increased Service User independence**, whilst maintaining **privacy and dignity** and increased their **mental wellbeing.**"

Better care

"I am able to **confirm diagnosis** and **make appropriate recommendations** to meet long term needs."

Safety

"I was unable to contact a [person] regarding a **concern for welfare**...By using the care record, I was able to **obtain a more recent number and speak with the [person].**"

Equity

"With people with **cognitive impairments and no family** - useful to get health information, so this can make **decisions around care quicker.**"

So far, which of these benefits have you experienced by using the LLR CR?

Efficiency

84%



Time saved phoning and emailing that I can reuse

39%



Using fewer resources e.g. avoiding duplicate referrals

44%



Wider end to end processes, enabling quicker care

46%



Better collaboration

Experience

56%



Improved my working day

41%



Better experience people using services

Outcomes

52%



More equal care

16%



Better management and care

23%



Safer care