



Encouraging Patients To Use The NHS App For Repeat Prescriptions.

Tracking NHS App Data - Toolkit For Practices - Version 2.2 January 2024





What Will This Document Help You With?

- This document is a toolkit containing resources and information to help practices track their NHS App for repeat prescriptions data.
- There are 2 other toolkits available on the NEL Portal page – scroll down to the NHS App and please do take the time to review those too:
 - [Promoting The NHS App With Patients Toolkit](#)
 - [Increasing NHS App Uptake Toolkit](#)





Look At Your Data Using The NHS App Dashboard

1. The NHS App dashboard shows how many patients at your practice are using the NHS App, and which features they are using. You can access the new NHS App dashboard here:

[NHS App Reporting Dashboard](#)

2. To access the dashboard you need an OKTA account. This is available to anyone with an NHS email address, and gives you access to other apps developed by NHS Digital/ England. You can set up an OKTA account by clicking here:

<https://apps.model.nhs.uk/register>



Accessing Repeat Prescription Data on the NHS Dashboard

NHS App Uptake

Summary

Period: Monthly | Date: Last 3 years | Region: (All) | ICB: (All) | Sub ICB: (All) | PCN: (All) | GP: (All)

Date Selected: Last full month: January 2023

Monthly National Downloads - Apple, Android

333,463 ▼ -2.6% | Running Total: 34,883,405

Usage

Monthly Registrations

168,944 ▼ 1% | Running Total: 25,885,970

P9 Registrations

51% of GP Patients 13+ Registered for NHS App

Monthly NHS App Logins

13,965,784 ▼ -5.4%

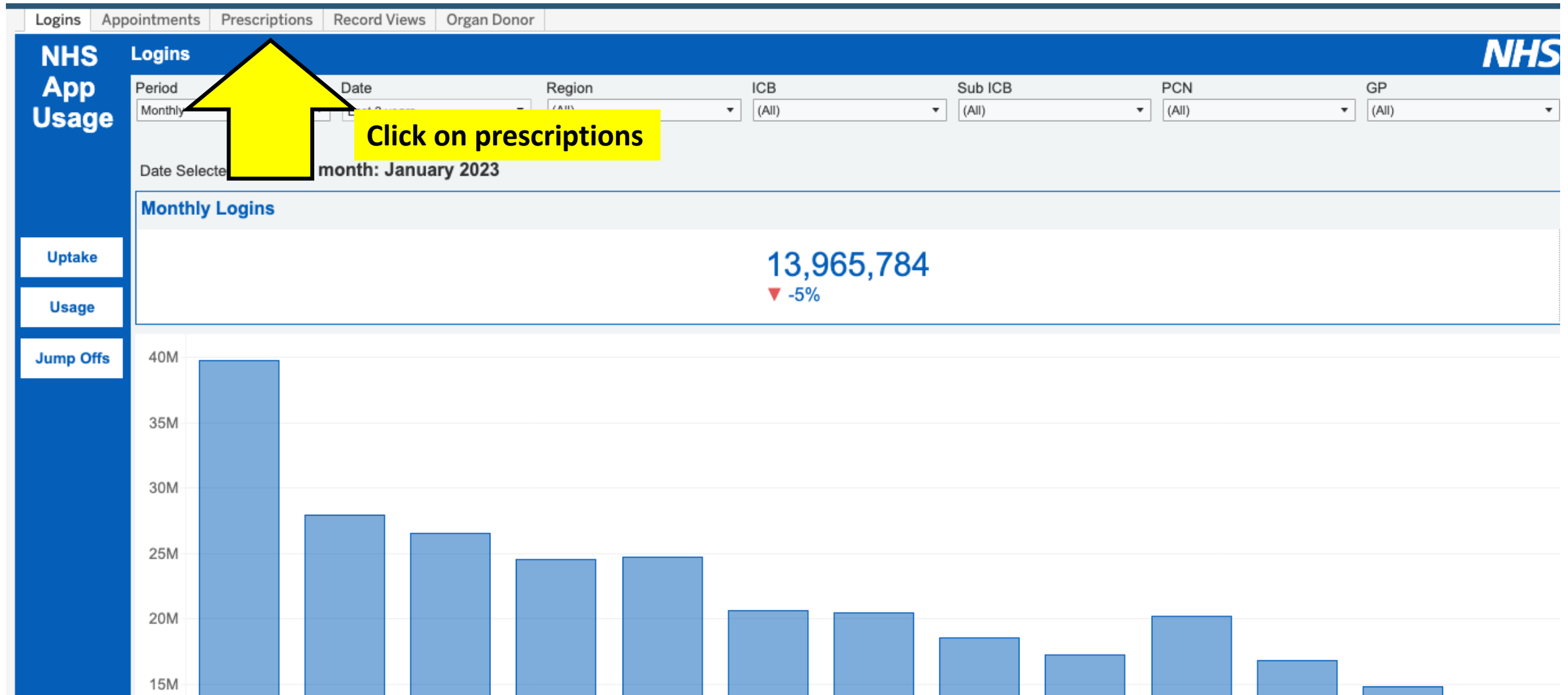
Monthly Appointments Managed

225,369 ▲ 15.1%

Cancelled | Booked

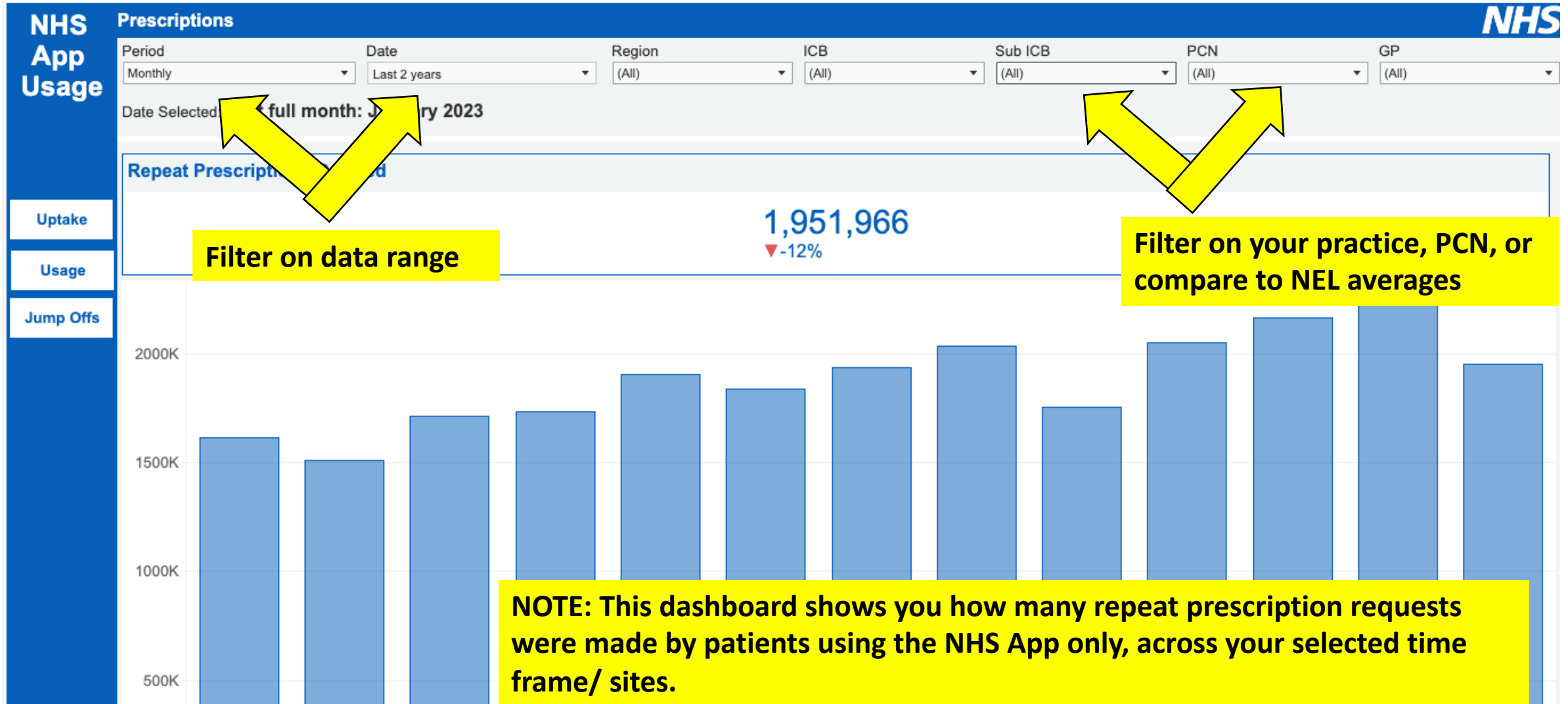


Accessing Repeat Prescription Data on the NHS Dashboard





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Remember, given repeat prescription ordering cycles, it may take a 4-6 weeks to see a difference in your data, especially if you target communications on those patients who have just ordered a repeat prescription.

These interventions are just a sample, and we are sure you may have many more great ideas.

If you try the above and want to increase even further, take a ['fresh eyes'](#) approach to generate new ideas from your practice team.





Useful Links & Further Information

If you have any queries about the information in this toolkit – please contact martha.morris@nhs.net from the Digital Accelerator Team.

Resource	Where To Go
Support is available from Digital Facilitators to attend in person events and give hands on support to your patients to get them started with the NHS App.	nelondonicb.digital.facilitator@nhs.net
For general or technical NHS App queries	HERE
For more information on safeguarding and managing inappropriate use please review the guidance	HERE
Please also review the RGCP guidance on GP online services	HERE
Please ensure any clinical safety issues arising from the NHS App are reported to the NHS Digital National Service Desk	SSDnational servicedesk@nhs.net or call 0300 303 5035
Review the NHS digital inclusion for health and social care guide to help ensure that services delivered digitally are as inclusive as possible.	HERE
You can access the answers to frequently asked patient questions	HERE
You can access answers related to helping patients with NHS login and GP online services	HERE