Monitoring NHS App Data For Your Practice

Monitoring NHS App Data - Toolkit For Practices – Version 3.0 January 2025

NEL Digital Accelerator Change Team

What Will This Document Help You With?

- This document is a toolkit containing guidance to help practices access their NHS App data. It also includes a walk through of accessing repeat prescription data for your practice. The NHS App dashboard includes much more than repeat prescription data.

- Please visit the NEL NHS App Portal for a range of additional support documents.

- NHS England Digital – App Dashboard Page

What Is The NHS App Dashboard

The NHS App dashboard provides uptake and usage measures, such as:

- User sign-ups and logins
- Appointment bookings and cancellations
- Summary and detail coded record views
- Repeat prescription requests
- Organ donation registrations, withdrawals, lookups and updates
- App downloads split between Android and Apple (national only)

These measures can be viewed at daily, weekly or monthly granularity, and can be filtered by:

- Region
- Integrated Care Board (ICB)
- Sub-ICB
- Primary Care Network (PCN)
- GP practice

Data is updated weekly on Tuesdays at 3am.

Look At Your Practice Data Using The NHS App Dashboard

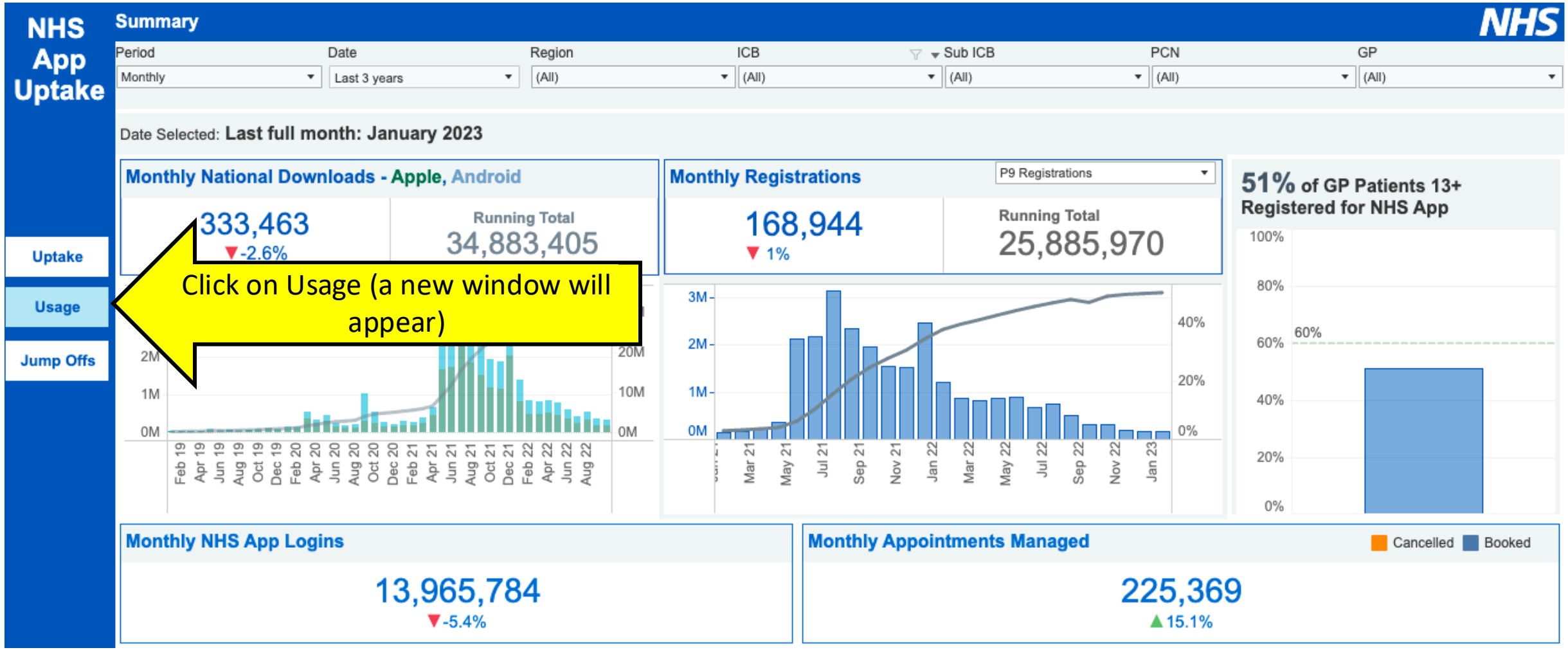
1. The NHS App dashboard shows how many patients at your practice are using the NHS App, and which features they are using. You can access the new NHS App dashboard here:

   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



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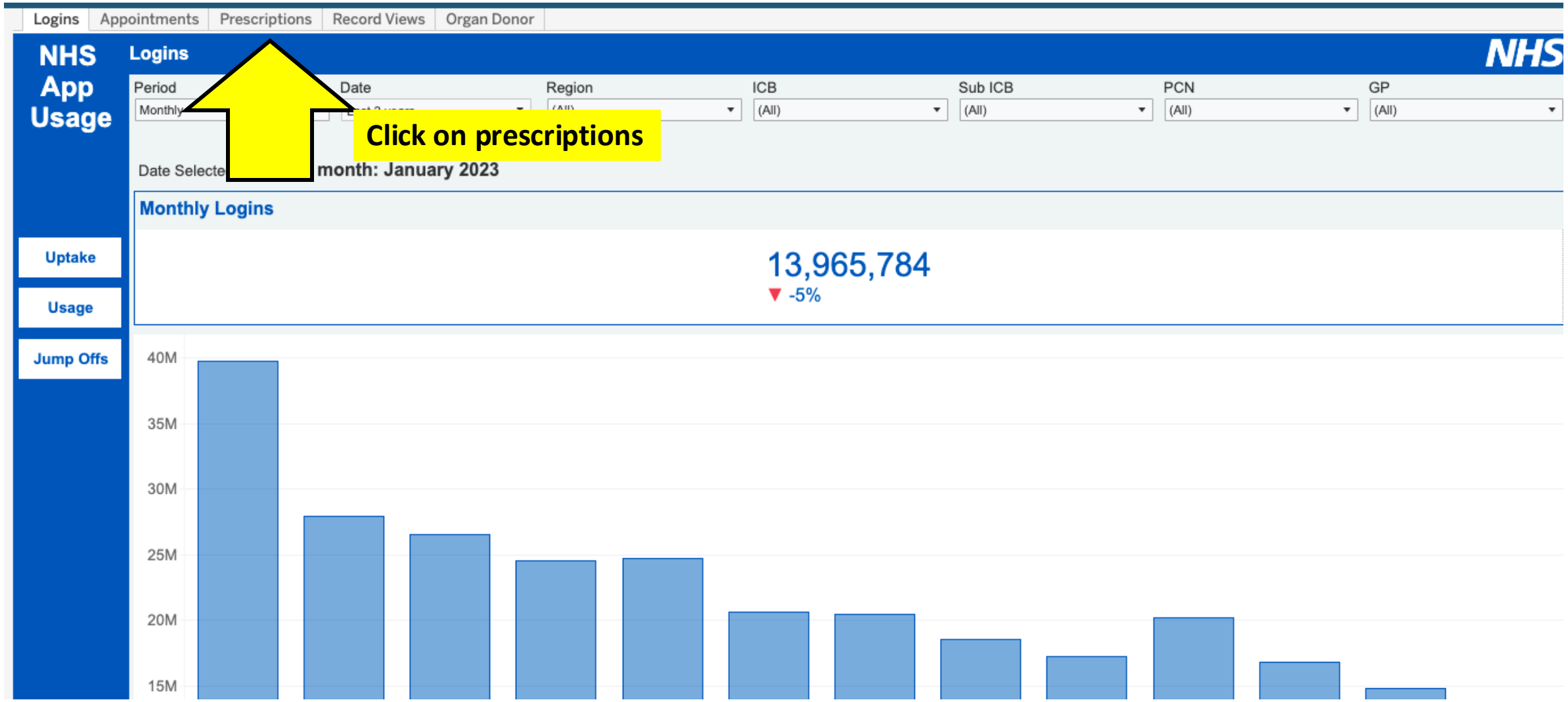

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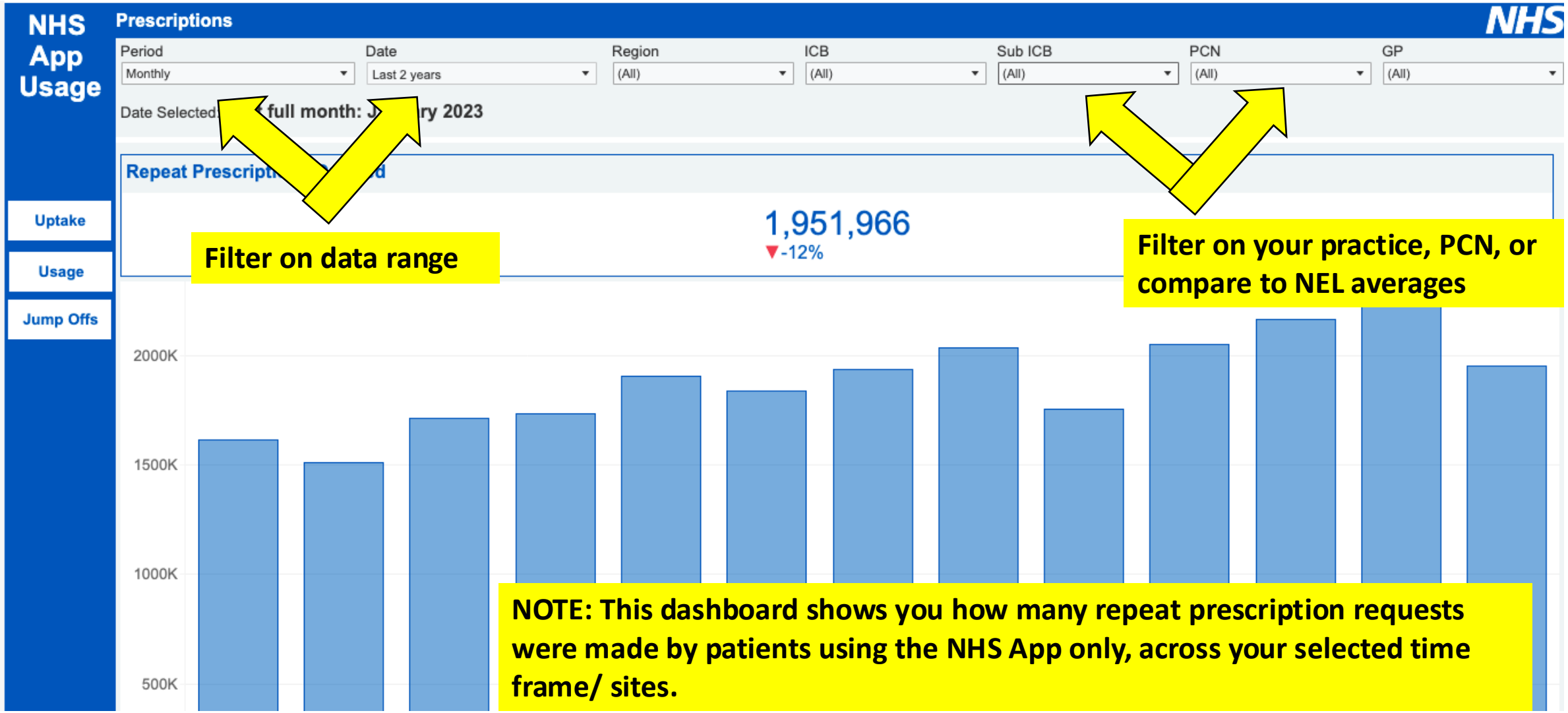

Accessing Repeat Prescription Data on the NHS Dashboard

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

Resource	Where To Go
NEL NHS App Portal	HERE
NHS England NHS App Resources	HERE
NHS England – NHS App Development Roadmap	HERE
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	SSDnationalservicedesk@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 answers related to helping patients with NHS login and GP online services	HERE