Digital First Primary Care (DFPC) Programme

NHS App Engagement Toolkit

Delivered in partnership with Health Innovation Manchester, Greater Manchester Primary Care Provider Board (PCB) and IT Locality Leads from NHS Greater Manchester.

Greater Manchester Integrated Care Partnership

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Identifying Your Audience

The best method is to use your clinical systems search/reporting functionality to find patients that meet a certain criteria. See below for an example search (included in the supporting materials folder):

Rule 1

Must have
Exclude **Patients** with **Medication Requests** where:
the **Request Source** is Patient Access
and the **Request Date** is before 6 months before the search date

And
Exclude **Patients** with **Clinical Codes** where:
the **Clinical Code** is Housebound

▥ Click here to add another feature to this rule.

Rule 2

Must have
Include **Patients** with **Medication Courses** where:
the **Prescription Type** is Repeat

And
Include **Patients** with **Medication Requests** where:
the **Request Date** is after 6 months before the search date

Export the search:
1. Select the 'Auto' button in the ribbon to create an auto report.
2. Edit the report to include Email address, mobile number, NHS Number and EMIS number.
3. Export the report as a csv file using the 'export results' button.

Click this tile for a guide on EMIS searches

Arranging the Sessions – 3 Steps

1. Decide the aim of your session

- The overall aim of the session is to improve digital access into your practice. You may want to choose to focus on a specific aspect for this:
  - Increasing uptake or improving digital literacy
  - Increase uptake of a specific feature on the NHS App.

2. Decide on the venue

- Decide on the venue. Common ones are local libraries, practice reception areas and community centres.

- Arrange the dates and duration of the events with the venue. Typical duration is 1.5-2hrs in between 10am and 4pm

- Based on the aim of your session, would you want to invite any community VCSE organizations to support patients' health and wellbeing?

- A suitable venue should include the following:
  - Public wi-fi, seated waiting area, toilets.

3. Decide how many staff you need

- Use your EMIS search result to plan the number of sessions to hold.

- Typical attendance rate is 10% (50 will attend if 500 are invited).

- 1 person can support anywhere from 10-15people in 2hrs, this depends on requirements of the person.

- Using this, if the search identifies 1000 people eligible for support. 3 sessions with 2 people supporting should roughly cover this based upon a 10% attendance rate.
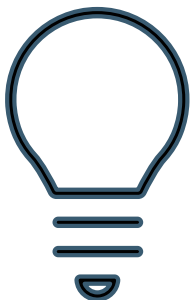
Important to remember …

Make sure people with the same number are allocated to the same session as they may be family members.	Save as separate CSV files for each date/session.	Use the exported search to allocate list to the different sessions. Use Excel to do this.	After sessions, you must delete all patient identifiable data from non clinical system files.

Arranging the Sessions – Organising the Team

1. Team size	2. Session leader	3. Information gatherer	4. Print numerous copies off the following:
• Make sure you have an appropriately sized team for each session. The decision can be made based off the information in the previous slide.	• Appoint a session lead for the day. • As well as supporting people with the app, the session manager will be responsible for signing people in and giving them numbers using the "Sign-in Sheet" included in this pack.	• It is ideal to have 1 member of staff with access to the practice EMIS system using a log-in. • It is quicker to provide these details than going through the ID/face scan route. Furthermore, there is no verification time. • This is for those who do not have a driving licence or passport. In this scenario, they will need their linkage key, account number and the practice ODS code.	• Practice proxy access document (example included in pack). • Practice online access document (example included in pack). • 1 sign in document (Included in the pack). • NHS APP account reset document (included in pack). • Feedback sheet (included in pack).

Arranging the session – Preparation
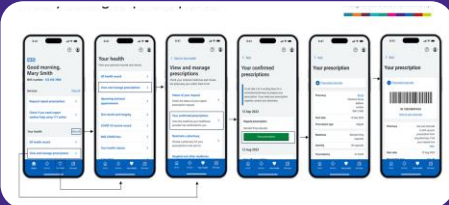
Training
- Contact Digital Facilitator for further support with NHS training and the latest updates and features of the App
- Useful training resources:
  - Easy read doc – 'An Easy Guide to the NHS app' (Click on the pdf image on the right to open)
  - Signing up step by step video guides
  - NHS Login without using Photo ID - **https://youtu.be/8KY2qKcA69M#**
  - NHS Login Using Photo ID - **https://youtu.be/9UemeIvVLXk**
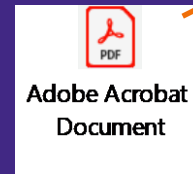
PDF
Adobe Acrobat Document

Resources for during the session
- NHS App Patient Journeys –
- This is a screenshot of the step-by-step process for each function on the NHS App
- You may want to print these off on individual strips for patients to take home with them.
- You may want to have these on hand for staff to refer too
- NHS app Patient Journey's PDF (Click on the pdf image on the right to open)

PDF
Adobe Acrobat Document

You will be prompted to sign up to Future NHS, Digital First Primary Care Workspace after clicking the link

Digital inclusion
- Your local Digital Health Hub/ Digital Skills drop in:
  - Patients may want to further their digital skills or have need digital support outside of health care services.
  - In GM we have access to a brilliant Digital Inclusion network including digital support drop ins - **Find your local Digital Drop in**
  - Your Health Development Coordinator may also know where your nearest drop in is.

Digital inclusion support for disabled people
- This guide contains resources for disabled people in GM.
- It may be useful to have on hand to signpost patients
- **Digital Inclusion support for Disabled People**

Promoting Sessions – Social Media & Posters

1. Social Media

- Post 2-3 weeks prior to the session/s.
- Here is an example post:

"We have organised drop-in sessions at [Venue Name] to help our patients get onto the NHS App!

NHS Greater Manchester is supporting patients to use the NHS App to order their repeat prescriptions. This means that for most patients, the pharmacy will no longer be able to order repeat prescriptions on your behalf. By the [Insert go live date] we hope to get all suitable patients on the App. Please bring photo ID and proof of address with you.
- Come see us on: [Insert dates/times & venue address]"

- Remember to include an image!
- Click here for more promotional material.

2. Posters

- Place these in the reception area at the surgery.
- Share with local pharmacies to display
- Please refer to the supporting material folder for an example poster.
- Generic posters for the NHS App can be found Here

Promoting Sessions - Messaging

1. 1st Message (2-3 weeks before event)

- Use batch messaging to notify each cohort of the session they have been allotted.
- Click here for a guide to using Accurx batch messaging
- Here is a template message:

"We have organised drop-in sessions at [Venue Name] to help our patients get onto the NHS App! NHS Greater Manchester is supporting patients to use the App to order their repeat prescriptions. This means that for most patients, the pharmacy will no longer be able to order repeat prescriptions on your behalf. By the [put date here] we hope to get all suitable patients on the App. Please bring photo ID and proof of address with you.
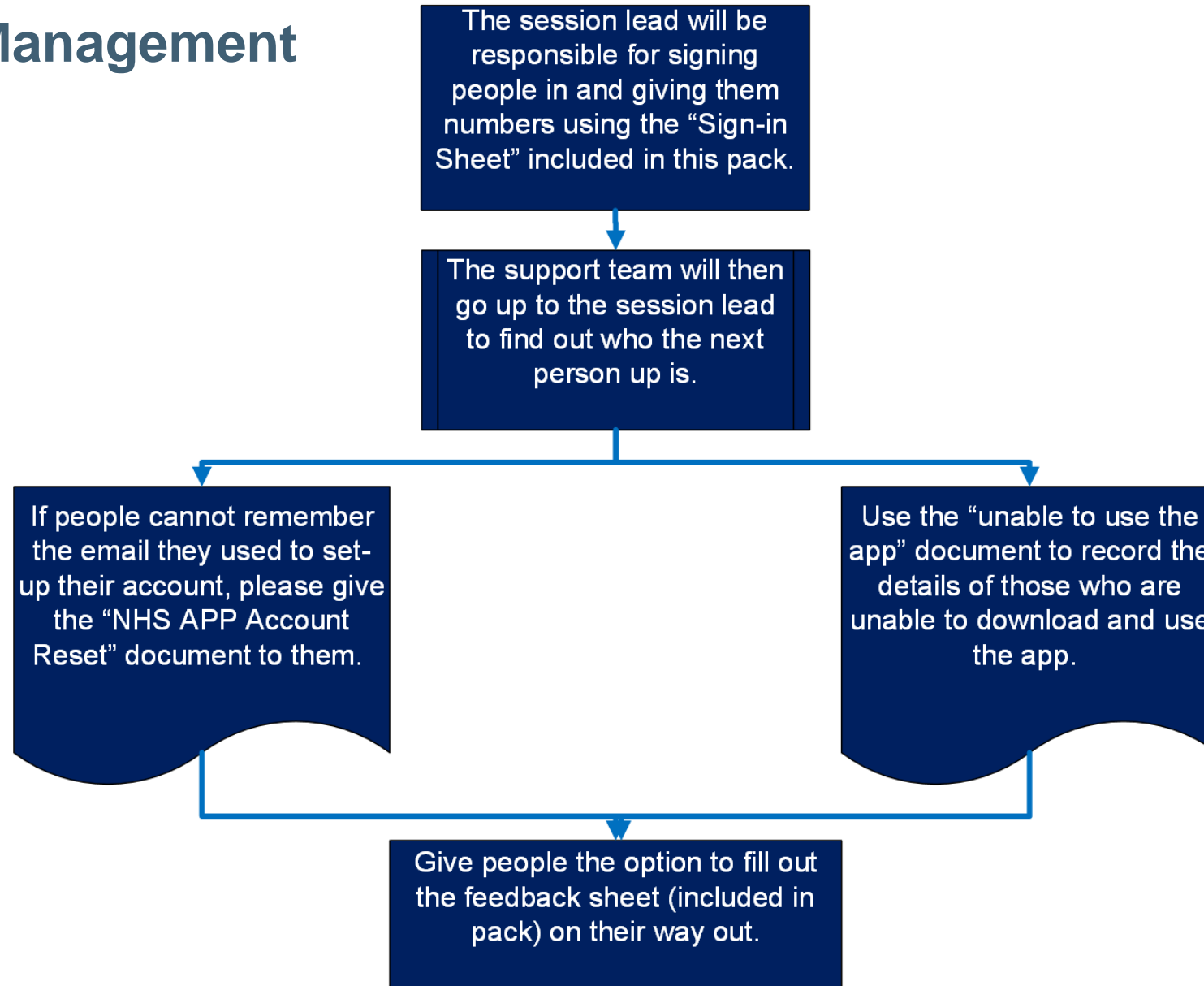
Come see us on: [Insert date & Venue address]

Other sessions are available, please contact us for an alternate date."

2. Follow-up Message (1-2 days before event)

- Example:
- "If you are coming to the drop-in session at [insert location] for the NHS app, here are a few things to expect:
  - We are asking for your patience whilst we try to help.
  - You will need an email account that you can access on the day.
  - Ideally you should bring a valid form of photo ID (passport, driver's license).
  - Proof of address dating within the last 3 months (utility bill).
  - If you don't have the above, you can still attend, and we will try our best to help.
  - To set up the app we need the patient to attend themselves."

During – Session Management

The session lead will be responsible for signing people in and giving them numbers using the "Sign-in Sheet" included in this pack.

The support team will then go up to the session lead to find out who the next person up is.

If people cannot remember the email they used to set-up their account, please give the "NHS APP Account Reset" document to them.

Use the "unable to use the app" document to record the details of those who are unable to download and use the app.

Give people the option to fill out the feedback sheet (included in pack) on their way out.

After – Data Analysis/Follow-up Support

1. Review Feedback Forms

- Make note of any issues/complaints.
- Optionally, you can manually enter the paper submissions back into the MS Forms, so that you have all our results in one place.
- Highlight any feedback which could be used to improve the sessions going forward.
- Highlight submissions where further support may be needed.
- Feedback any successes or good feedback to your team!

2. Identify those who need further support

- Evaluate the "unable to use the app" document and combine this list with those identified for further support in step 1

3. Contact those who need further support

- Direct message those who can easily be supported for further support.
- Consider hosting one more support session for these people if there are more than a few.
- Direct message those who cannot be supported to log in due to technical issues, and refer them to the following link: https://help.login.nhs.uk/contact
- Contact your local digital facilitator to ask if there any possible solutions to these issues.
- Use the 'NHS APP_Common Issues' document in the supporting material to help those who cannot remember the email they used to register for the app.

Resources

- NHS app Patient Journey's PDF (included in supporting material).

- Easy read doc - An Easy Guide to the NHS App (included in supporting material).

- General NHS App promotional materials - NHS England Digital

- Signing up step by step video guides
  - NHS Login without using Photo ID - https://youtu.be/8KY2qKcA69M#
  - NHS Login Using Photo ID - https://youtu.be/9UemelvVLXk

- Find your local Digital Drop in

- Digital Inclusion support for Disabled People

- NHS App technical support - https://help.login.nhs.uk/contact

- Support with AccurX batch messaging - https://support.accurx.com/en/articles/6867494-batch-messaging-how-to-use-guide