

Digital Transformation in the Health and Care Professions (BMHP6026) Component 2 Assessment

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Introduction

- **NHS App – digital innovation in UK healthcare**
 - **Launched in 2019**
- **Access to appointments, prescriptions, records**
- **COVID-19 increased usage (NHS England, 2023)**



Impact on Workforce

- Reduced administrative workload
- Requires digital skills (Topol, 2019)
- Increased digital demand (Nuffield Trust, 2020)
- Workload pressures (Greenhalgh et al., 2020)

Impact on Service Delivery

- Improves access and flexibility
- Better appointment management
- Integration with health records
- (Department of Health and Social Care, 2022; NIHR, 2023)

Impact on Patients

- Increases patient empowerment
- Improves access to health information
 - Convenience and efficiency
 - (Nuffield Trust, 2020)



Impact on Community

- Supports public health communication
- Used during COVID-19 (Katsoulakis et al., 2023)
 - Supports carers and families



Challenges of the Innovation

- Digital exclusion (Healthwatch England, 2021)
 - Privacy and data concerns
 - System risks and reliance on technology



Recommendations

- **Improve digital inclusion**
 - **Increase staff training**
- **Maintain non-digital access**
- **Strengthen data security**

Conclusion

- **NHS App improves access and efficiency**
- **Limitations include inequality and workload**
 - **Requires inclusive implementation**

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