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**Module Digital Transformation in the Health and
Care Professions**

Module Code : BMHP6026

Lecturer : Martin Svejda

**Assignment Title : Component 2 : Viva Voice
(Oral Presentation)**

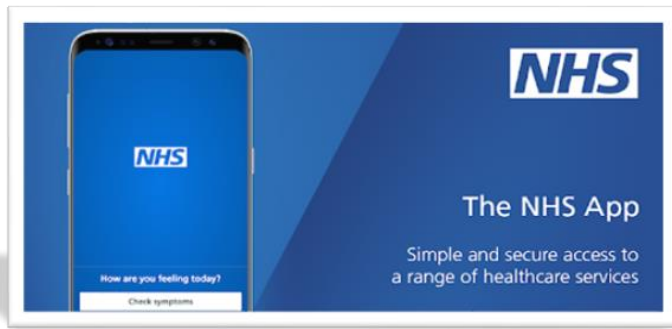


Fig. 1. *NHS App*, reproduced from the NHS App webpage to illustrate the digital access point for NHS services (Tree View Designs, 2026).

Innovation and Inequality



Fig. 2. *NHS logo*, reproduced from the *NHS identity guidelines* (National Health Service, 2015).

Assessing the Impact of the NHS App

Patient/Service User

Service Delivery (Digital Exclusion & Inequalities)

Workforce (Risks, Limitations & Unexpected Consequences)

Overview of the Innovation



Launched nationally in 2019



NHS digital first strategy (NHS England, 2019)



Appointments & prescriptions



Health records (KC et al., 2023)



National digital platform



NHS 111



Medical records access (NHS, 2021a)

- NHS Login integration
- Secure identity check
- Supports digital first strategy
- Improves access
- Increases efficiency
- Supports self-management

Patient Benefits (Patient/Service User)

- 24/7 access
- Reduces phone queues
- Improves convenience (England, 2019a)
- Access to records
- Supports self-management (Carini et al., 2021)



Prescription
tracking



Medication
safety (NHS, 2025)



Transparency



Shared
decision_s (NHS,
2021a)

Service Delivery

Digital Exclusion & Inequalities

Most Affected

- Older adults
- Disabled people
- Low-income groups (Heaslip & Holley, 2023)

Access inequalities

- Lower digital access in deprived areas
- Lower uptake (Zhang et al., 2023)

Risk of unequal care

- Two tier system risk (Age UK, 2024)

Key barriers

- Lack of devices
- No internet
- Limited digital skills
- Limited language support (Heaslip & Holley, 2023)

Workforce

Risks & Unintended Consequences

Technical issues

- Technical failures
- Disrupted access
- Increased workload (Reidy et al., 2025)

GP system variation

- Inconsistent GP integration
- Limited functionality (ACE, 2024)

Demand pressures

- Increased demand
- Higher workload (UK Parliament, 2022)

Patient concerns

- Anxiety from early results
- Risk of self-diagnosis (Abdelaziz et al., 2024)

Workforce

Impact on Practice

Reduced admin burden

- Less admin workload
- Tasks moved online (Reidy et al., 2025)

Continuity of care

- Consistent record access (Sheikh et al., 2021)

Workload shift

- Support excluded patients
- Shifted workload (Heaslip & Holley, 2023)

Implementation needs

- Staff training
- Organisational readiness (Reidy et al., 2025)

Recommendations

Accessibility

- Better accessibility
- Multilingual support

Digital inclusion

- Stronger digital literacy programmes

Equity

- Keep non-digital access

System improvements

- Better GP integration

➤ **Building trust**

- Clearer data-protection communication

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