

# Evaluating the Impact of the NHS App on Workforce, Service Delivery and Service Users in UK Health and Social Care

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# Introduction

## Digital Transformation in UK Healthcare

- Improve healthcare efficiency
- Improve access to services
- Improve quality of care
- NHS App launched in 2019 (NHS, 2021)

## This presentation will discuss:

- Workforce impact
- Service delivery impact
- Patient/service user impact

## Government focus:

- Digitise
- Connect
- Transform (Department of Health and Social Care, 2022)

# NHS App Overview



## What is the NHS App?

### Patients can:

- Book GP appointments
- Order repeat prescriptions
- View health records
- View test results
- Access NHS 111 services (NHS, 2021)

### Benefits:

- Easy access to services
- Saves time
- Supports digital care
- More patient independence (NHS, 2025)

# Why the NHS App is Important

## Benefits

- Faster healthcare services
- Better communication
- More patient independence
- Easier access to care

## Challenges

- Digital exclusion
- Privacy concerns
- Technology dependence
- Cybersecurity risks

## Overall:

- Supports patient-centred care (Department of Health and Social Care, 2023)
- Improves healthcare efficiency (Department of Health and Social Care, 2022)

# Workforce Impact

## Benefits

- Less administrative work
- Better communication
- More time for patient care

## Challenges

- Digital skill gaps
- Staff resistance to change
- Extra training needs

## Solution

- Continuous staff training
- Digital champions support
- Strong leadership (Department of Health and Social Care, 2023)



# Service Delivery Impact

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## Benefits

- Faster appointments
- Better communication
- Integrated care
- Reduced waiting times

## Challenges

- System failures
- Cybersecurity risks
- High costs

## Key message

- Digital technology should support, not replace, traditional healthcare (UK Parliament, 2022)

# Patient / Service User Impact

## Benefits

- More independence
- Better self-management
- 24-hour access to services
- Easier access to health records

## Challenges

- Digital exclusion
- Health inequalities
- Privacy concerns
- Limited access for some groups

## Key message

- Digital healthcare must be accessible for everyone (NHS England, 2026)

# Policy and Governance

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## Important Frameworks

- A Plan for Digital Health and Social Care
- What Good Looks Like Framework
- GDPR

## Main Focus

- Safe practice
- Support the workforce
- Empower people
- Improve digital services

## Key message

- Strong policies help create safe and patient-centred care (Department of Health and Social Care, 2023)

# Challenges and Recommendations

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## Main Challenges

- Unclear guidance for digital implementation
- Limited funding and resources
- Digital inequality among some groups

## Recommendations

- Provide regular staff training
- Expand digital inclusion programmes
- Strengthen cybersecurity systems
- Use digital champions to support staff

## Key message

- Long-term success needs investment, leadership and equal access for everyone (Department of Health and Social Care, 2022)

# Conclusion

## **The NHS App has:**

- Improved healthcare efficiency
- Improved communication
- Empowered patients
- Increased access to services

## **Challenges remain:**

- Digital exclusion
- Cybersecurity risks
- Workforce adaptation

## **Key message**

- Long-term success needs support, investment and safe digital systems (Department of Health and Social Care, 2022)



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