

# Impact of the technology introduced



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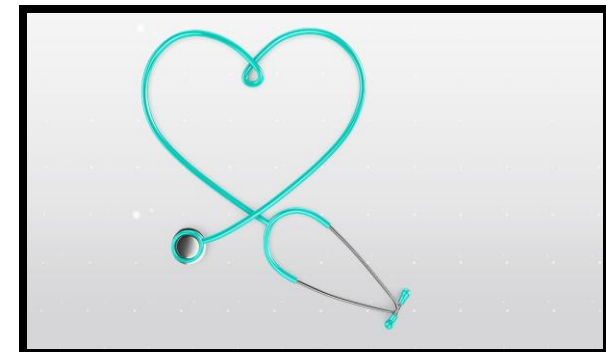


# Positive impacts



- Easily register on the NHS App,
- It holds all the health history information of the patient,
- Easily re-order prescriptions,
- Contact your GP 24/7,
- Less time wasted booking appointment,
- Check Covid test result,
- Free app.

- NHS Digital, (n.d.)
- [www.youtube.com](https://www.youtube.com) , (n.d.)



## Negative impacts



- Hard to understand the appointment names,
- Unable to access the app without WIFI,
- Every time need to introduce the security code,
- Not enough appointments available,
- Knowledge about medical condition,
- Older people may find the app difficult to access it.

▪ (NHS Digital, n.d.)

# How do customers feel about this technology

- 2.9 out of 5 people had rating and review the NHS App on the App Store
- **Some people like the app because:**
  - easy to access it,
  - all private medical information available on the app,
  - vaccination passport for board travel accessed easy,
  - much easier to order prescriptions through the app,
  - being independent when booking health appointments,
  - get Covid pass very easily and quickly.

▪ (NHS, n.d.)



# How do customers feel about this technology

- 2.9 out of 5 people had rating and review the NHS App on the App Store
- **Some people don't like the app because:**
  - unable to log in the app,
  - unable to access the app without internet,
  - unable to book appointments – unavailable,
  - slow respond back,
  - app sometimes is not opening,
  - incorrect details on the covid pass.

▪ (NHS, n.d.)



# References

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