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Cymru  
NHS  
Wales App

# NHS Wales App

Communications guide  
for GP practices

## Introduction

The NHS Wales App is a digital solution enabling patients and GPs to access NHS services through their mobile devices or a web browser.

**Using the NHS Wales App, patients can:**

- Access health advice from NHS 111 Wales
- Manage blood and organ donation status
- Discover other health and care services

**Patients can also access the following services if their GP practice makes them available:**

- Book and cancel appointments
- Order repeat prescriptions
- Access GP health records

**Alongside helping NHS patients, the NHS Wales App has functionality that allows GPs to:**

- Support time-critical activities for staff
- Free up time spent on reception with booking appointments and taking repeat prescription orders
- Grant easier, more convenient access to patients to practice services

In order for patients to start using and benefiting from the NHS Wales App, we need to raise awareness of the roll-out, and the benefits of using the NHS Wales App.

This communication pack contains information about some of the app's key features, as well as FAQs, template copy and social media content to support you to raise awareness of the NHS Wales App amongst your patients and encourage them to make use of the resource.

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## Frequently Asked Questions

Below we have included questions we think patients are most likely to ask when discussing, or considering downloading, the NHS Wales App.

If your patients require any further information, please direct them to <https://apphelp.nhs.wales>

**Q. Who can use the NHS Wales App?**

- A.** To use the NHS Wales App, patients must:
1. Be registered with a GP practice in Wales.
  2. Be aged 16 or over.

**Q. What are the main benefits of the NHS Wales App?**

- A.** Using the NHS Wales App will allow patients to access the care and advice they need more easily, without always needing an appointment. Patients can (if their practice has enabled features) order repeat prescriptions, book appointments, and update personal details in just a few short steps, all from their home and without needing to speak to a member of staff.

**Q. How do I download the app?**

- A.** To download the app to a smart device, search “NHS Wales App” in Google Play or the Apple App Store. To login via desktop, users can go to [app.nhs.wales](https://app.nhs.wales) or <https://ap.gig.cymru>

**Q. What can I do on the NHS Wales App?**

- A.** Depending on which functions your GP practice has enabled you may be able to use the NHS Wales App to book appointments, cancel appointments, order repeat prescriptions or access advice. The Digital Services for Patients and the Public team will continue to develop new features for future releases of the NHS Wales App.

A variety of appointment types can be made available to book using the NHS Wales App.

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## Frequently Asked Questions

- Q. What if I don't want to or can't use the NHS Wales app?**
- A.** Your GP practice will still provide the health and care services they have available to you.
- Q. How can I contact someone to get help using the NHS Wales App?**
- A.** If you have a question regarding features and functionality, or need support using the NHS Wales App, please visit the help pages at: <https://apphelp.nhs.wales/>
- Q. Why do we need to use NHS login to access the NHS Wales App?**
- A.** NHS login is a secure UK-wide system that allows you access to lots of different health and care websites, including the NHS Wales App.
- Q. I don't have Photo ID, how can I log into the NHS Wales App?**
- A.** If you live in Wales and need to create an NHS login account, you will need a valid form of photo ID. We are working with NHS login to create a Welsh Identity Verification Service which we hope to make available in the spring of 2024. With this service you will be able to verify your identity through your GP practice. If you would like to register to be notified when this service is live, you can do so at: [https://nhs.wales.qualtrics.com/jfe/form/SV\\_dgofBGpxd6lwKAC/](https://nhs.wales.qualtrics.com/jfe/form/SV_dgofBGpxd6lwKAC/)
- Q. Why can't I manage medicines for someone else using the NHS Wales App?**
- A.** The NHS Wales App does not currently support proxy access. This means the ability for a parent, family member or carer to access and manage health and care services for someone else is a part of the future for the NHS Wales App. We understand the importance of proxy access and are working on a solution to enable proxy access within the NHS Wales App by Spring 2024. If you would like to register to be notified when proxy access within the NHS Wales App live, you can do so at: [https://nhs.wales.qualtrics.com/jfe/form/SV\\_dgofBGpxd6lwKAC/](https://nhs.wales.qualtrics.com/jfe/form/SV_dgofBGpxd6lwKAC/)
- Q. I am logged into the NHS Wales App but my details are incorrect.**
- A.** If your details are incorrect in the NHS Wales App, in the first instance check they are correct with your GP practice. If the practice has the correct details then please let us know by contacting us using the in-app feedback mechanism or online at: <https://apphelp.nhs.wales/help/legal-and-cookies/app-cookie-policy/feedback/> By contacting us through the app we can collect important data. Please note this will not generate a response.
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## Frequently Asked Questions

**Q. What if I don't want to or can't use the NHS Wales app?**

**A.** Your GP practice will still provide the health and care services they have available to you.

**Q. My GP practice is connected but I get an error code when trying to make any appointments or order prescriptions.**

**A.** If you are experiencing a technical problem using the NHS Wales App, please let us know by contacting us using the in-app feedback mechanism or online at: <https://apphelp.nhs.wales/help/legal-and-cookies/app-cookie-policy/feedback/>

By contacting us through the app we can collect important data. Please note this will not generate a response.

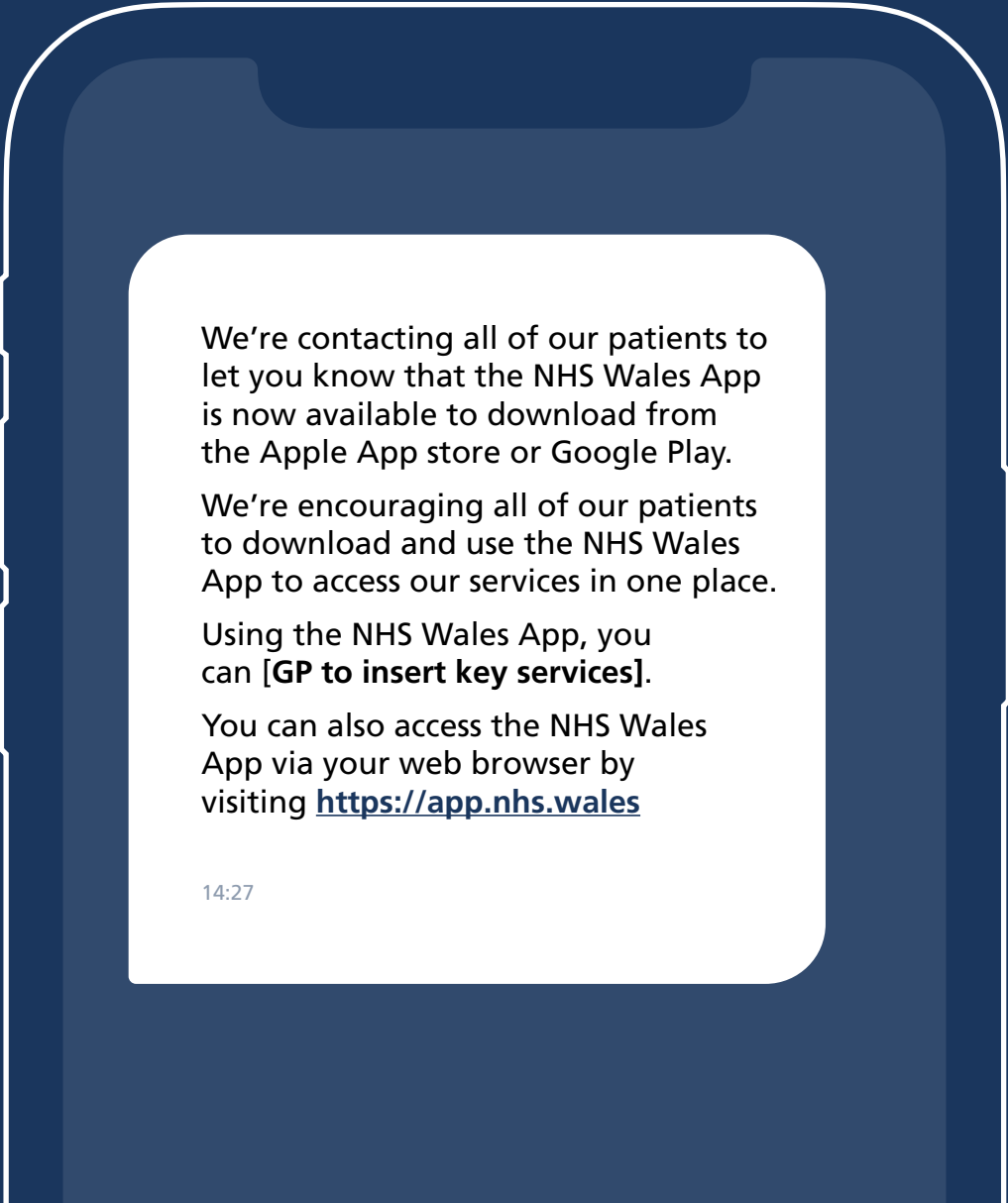
**Q. My GP practice is connected but is not offering appointments, prescriptions or other services on the NHS Wales App.**

**A.** Please note that the type, number and nature of appointments and other GP services offered through the NHS Wales App are controlled by your GP practice. Please visit the help pages for any assistance required with the NHS Wales App: <https://apphelp.nhs.wales>

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## Template text message copy

Below is draft content to be shared with patients via text or on WhatsApp introducing the app and outlining the services they can access at your practice via the NHS Wales App. Please feel free to amend this text to suit your patients, and the services you offer.



We're contacting all of our patients to let you know that the NHS Wales App is now available to download from the Apple App store or Google Play.

We're encouraging all of our patients to download and use the NHS Wales App to access our services in one place.

Using the NHS Wales App, you can **[GP to insert key services]**.

You can also access the NHS Wales App via your web browser by visiting <https://app.nhs.wales>

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## Template website/intranet copy

Below is draft content for you to add to your website. This text briefly introduces the NHS Wales App and the benefits of using it.

Please feel free to add services that are relevant to your practice and amend the text as needed to suit your patients.

The NHS Wales App allows our patients to access advice and services, book appointments and manage prescriptions, now available to download from your App store or Google Play. We're encouraging our staff and patients to download and use the NHS Wales App to...

**[GP to insert key services]**

Downloading the App is simple. Just search "NHS Wales App" in Google Play or the Apple App Store. You can also access the NHS Wales App via your computer by visiting <https://app.nhs.wales/>

## Social Media Assets and Post Copy

Asset title	Copy	Assets	Supporting copy
<b>Downloading the NHS Wales App in 5 easy steps – infographic</b>	<p>The NHS Wales App is here. Here's how to download it.</p> <p>Step one: Open your device.</p> <p>Step two: Go to Google Play or the Apple App Store.</p> <p>Step three: Search 'NHS Wales App'.</p> <p>Step four: Hit the download button.</p> <p>Step five: Make sure you have an NHS login to sign in with.</p> <p>Your health and wellbeing, anytime, anywhere.</p>		<p>We're encouraging our patients to download the new NHS Wales App.</p> <p>Head to your app store to download it or access it from your computer via <a href="https://app.nhs.wales">app.nhs.wales</a></p> <p>Your health and wellbeing, anytime, anywhere.</p>
<b>Introducing the NHS Wales App</b>	<p>Introducing the NHS Wales App.</p> <p>Your health and wellbeing, anytime, anywhere.</p> <p>Download the app today, or visit <a href="https://app.nhs.wales">app.nhs.wales</a></p>		<p>The NHS Wales App is a quick, easy and convenient way to manage your health and wellbeing.</p> <p>If you want to use the NHS Wales App, download it today or visit <a href="https://app.nhs.wales">app.nhs.wales</a></p>
<b>Your health and wellbeing at your fingertips</b>	<p>Your health and wellbeing, anytime, anywhere.</p>		<p>With the NHS app, taking care of your health and wellbeing has never been easier.</p> <p>If you want to use the NHS Wales App, download it today or visit <a href="https://app.nhs.wales">app.nhs.wales</a></p>



### Useful contacts

If you would like further support with Communications about the NHS Wales App please contact our team at:

[dsppinfo@wales.nhs.uk](mailto:dsppinfo@wales.nhs.uk)