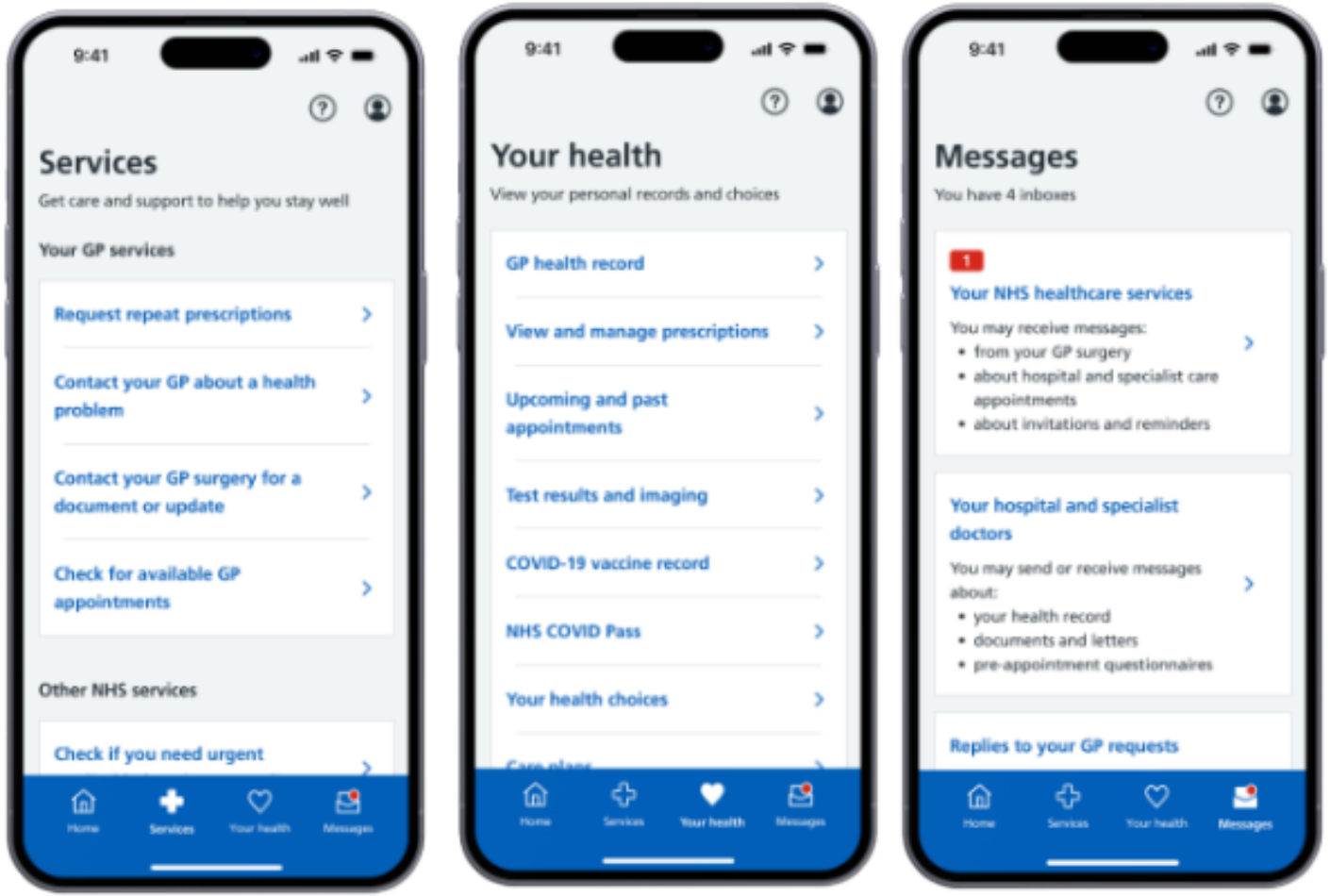
The NHS App

Manor View PPG

21st October 2025

9 October 2025

Current functionality



Services

- Repeat prescriptions
- Contact your GP (online consultation form)
- GP appointments
- 111 Online
- Find NHS services near you
- And more…

Your Health

- GP health record
- Prescriptions
- Appointments
- Test results
- And more…

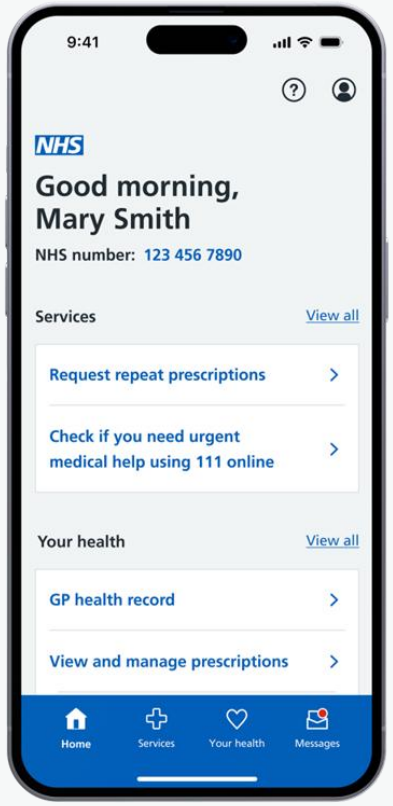
Request a repeat prescription

You can request your repeat prescriptions on the NHS App

You can request repeat prescriptions at a time that suits you. It's an easy, quick and convenient way to order on the go. There's no need to wait until the GP surgery opens or join a telephone queue.

You can view the status of your request with the GP- 'Awaiting Approval', 'Approved', 'Rejected'.

Future Plans: Users can set a reminder to reorder their medicines.

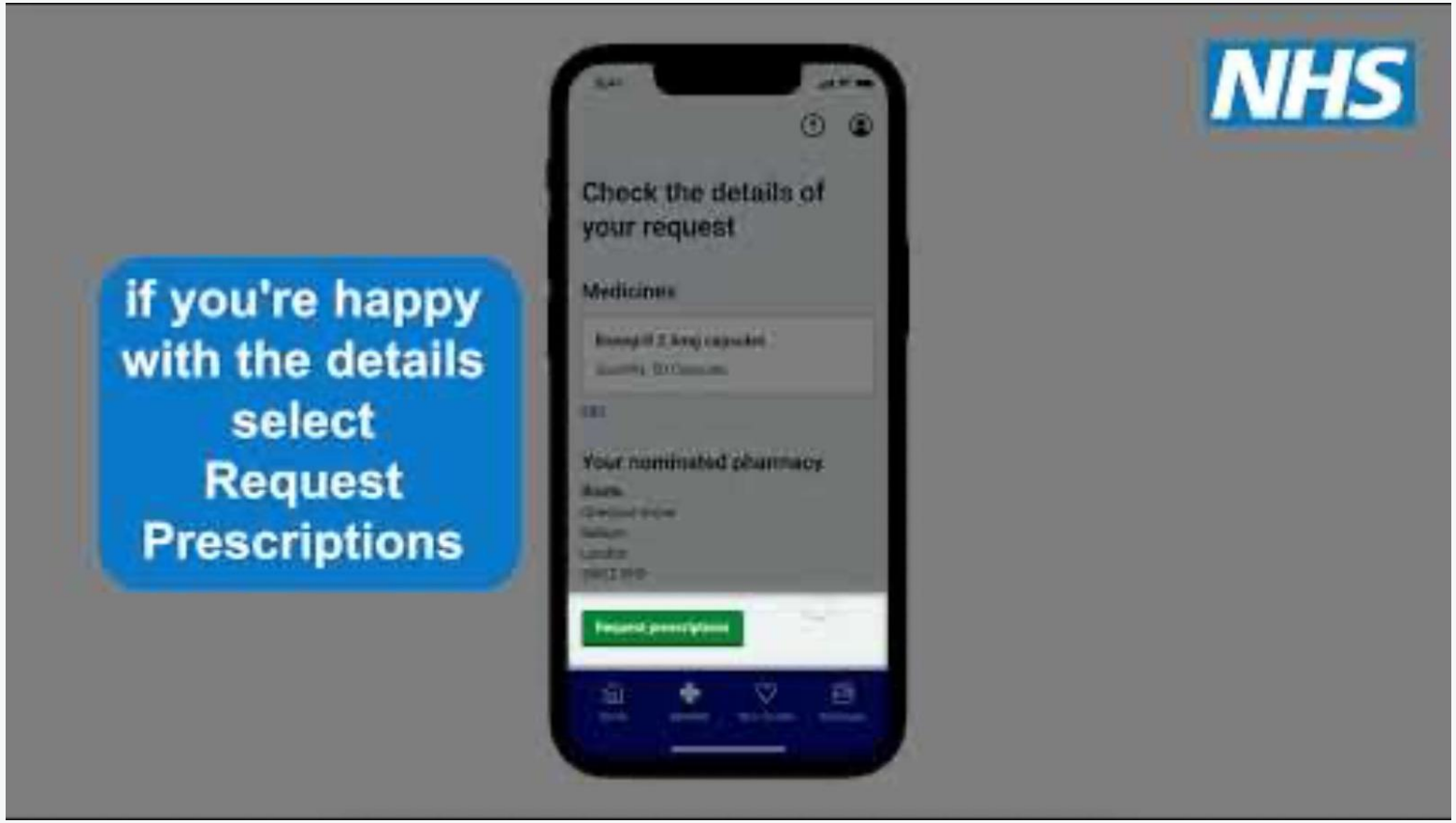


Ordering repeat prescriptions on the App is expected to save 3.5 million hours of GP practice time in 2025

Promotional pack and walk-through video: [Repeat Prescriptions in the NHS App]

Request a repeat prescription

You can request your repeat prescriptions on the NHS App



Promotional pack and walk-through video: [Repeat Prescriptions in the NHS App]

Notifications and messaging

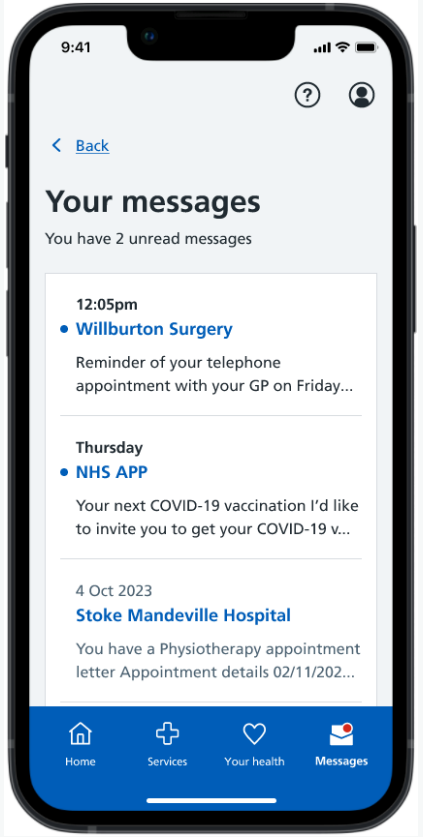
Receive messages from your health and care providers via the NHS App

Turn on notifications for the NHS App to get messages from your trusted healthcare providers

It is a secure and simple way to stay up to date.

Future Plans:

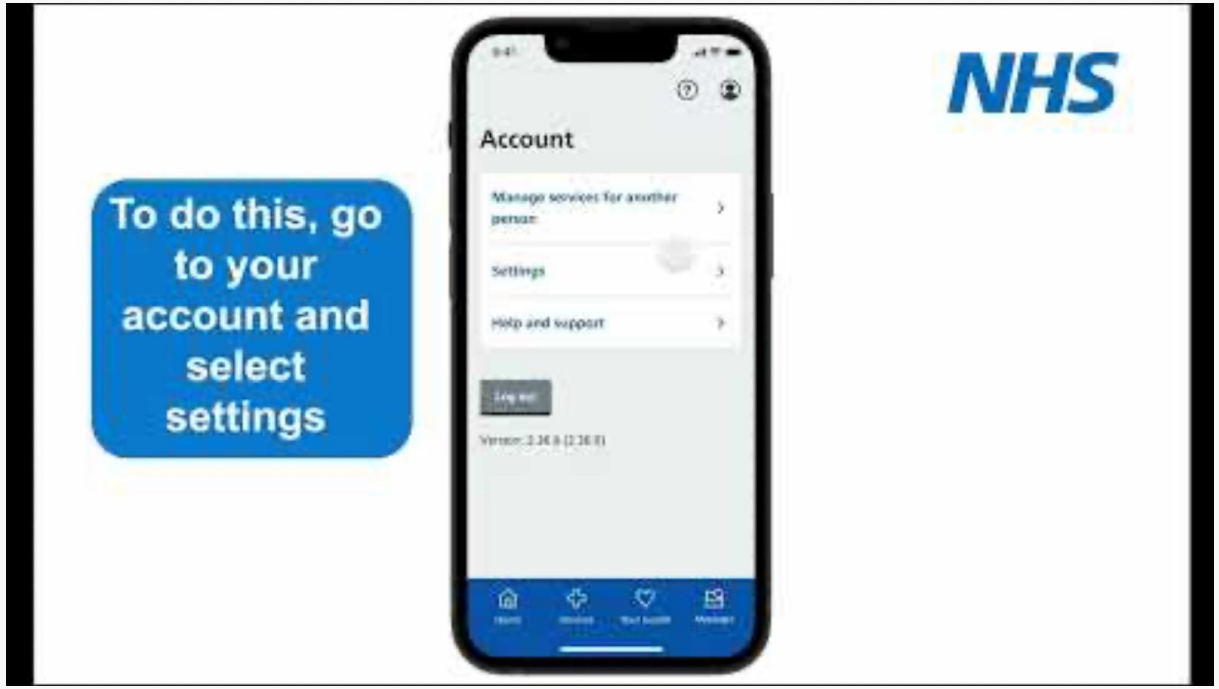
- More services can send more types of message through the NHS App
- Users will be able to view their messages in the app via a single inbox



During 2024/25, 219 million messages were sent through the NHS App, saving the NHS £13.1 million

Promotional pack and walk-through video: [Notifications and Messaging in the NHS App]

Notifications and messaging



In the NHS App, you can see messages from your health care providers to make sure you get a notification when you have received a new message in your inbox.

Your notification settings need to be turned on in your phone.

To do this, go to your account and select Settings.

Then select Manage Notifications.

Select go to Device Settings.

Select Allow notifications.

Once you've enabled notifications on your device, you need to reopen the NHS App.

Doing this confirms that you have registered to receive notifications.

For more information, go to nhs.uk/nhs-app.

The NHS App roadmap

The NHS App team are always working to improve the NHS App.

View the NHS App roadmap to find out what the team:

- have **recently delivered** to improve the NHS App
- what they are **currently working on**
- what they **plan to work on next**

Prescriptions

Currently working on:

- Rolling out the ability to view and track
- Increase awareness of the new prescription status feature
- Reminders to request repeat prescriptions, support better medicines adherence and usage of emergency prescriptions
- View repeats prescriptions which are no long available

Future Plans:

- Understanding issues with the use of prescription ordering notes field
- Enabling prescription order tracking for proxy
- Notifying users when a prescription is ready to collect
- Make it easier to see when medicines have already been ordered

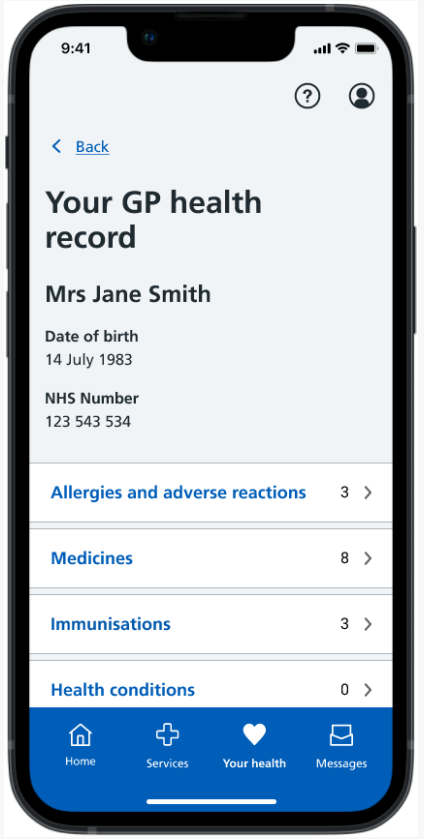
GP health record (inc test results)

Currently working on:

- Improving test results details screens
- Simplifying how users navigate to their test result history
- Supporting GP systems and surgeries to adopt GP Connect
- Understand more about how / why people use their health records

Future Plans:

- Improving how information is presented in the health record



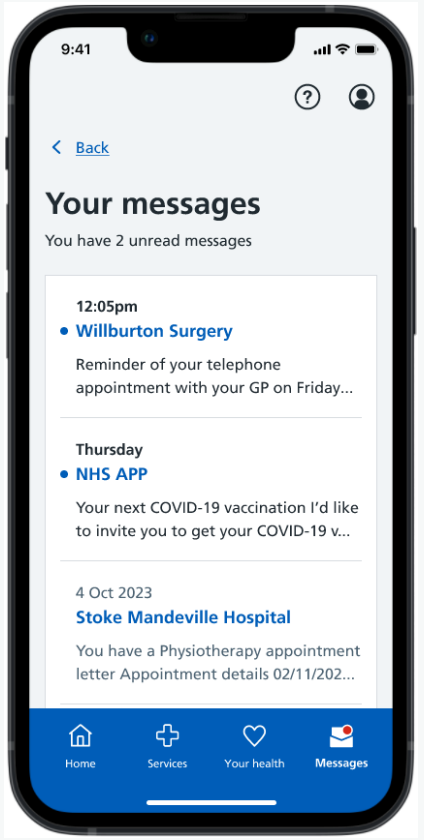
Notifications and Messaging

Currently working on:

- Onboarding new services and adding new message types
- Single inbox for all messages
- Encouraging push notification opt ins
- Increase read rates to avoid other (expensive!) channels
- Extending the inbox to store messages

Future Plans:

- Continuing to enable more messages to be sent via the NHS App from all care settings
- Increasing the number of users opted in to receive push notifications



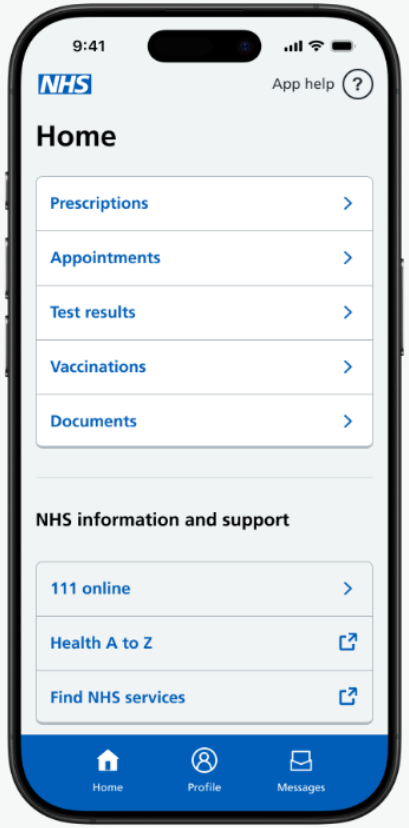
Navigation and Experience

Currently working on:

- Significant changes to navigation the NHS App, to make it easier to find key services
- Testing a new pattern for navigating to integrated services
- Helping users log into the NHS App quicker and easier
- Improving error screens to give clearer guidance

Future Plans:

- Exploring additional ways to personalise navigation
- Improving the way parents and carers find and complete tasks
- Resolving issues which cause NHS App sessions to time out



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