



# Frequently asked questions

## NHS Online Bexley

### What is NHS Online Bexley?

#### What are we doing, and who is involved?

NHS England, NHS Digital and Healthy London Partnership are working with NHS Bexley Clinical Commissioning Group in south-east London to trial a new app – NHS Online Bexley, offering the people of Bexley a new way to contact their local health services via a convenient app with a consistency approach when accessing health and care information; something that they both recognise and trust.

Whether via the app or website, NHS Online Bexley helps patients get the right care, at the right place and at the right time, supporting urgent care centres from unnecessary attendances and call outs. This app is not intended to replace any existing online GP services but offers consolidation of existing services in one handy single access point for people to get non-urgent medical advice and information about health conditions.

#### How long is the pilot for?

NHS First pilot will run for one year (12months) from November 2017 – November 2018.

#### How will the NHS Online Bexley App work?

The app offers the opportunity to consult with your GP via an online consultation, allows you to get NHS Choices self-help advice to let you know the best course of action to take and gives you access to book an appointment, order repeat prescriptions and view your health record. The app has been developed by a team of doctors in collaboration with the NHS.

#### How does it work?

When people download the NHS Online Bexley app, they then complete the fast, easy-to-use registration process and enter their practice information. Once the practice information has been entered, they will be prompted to choose from the following options: Consult your GP, Book an appointment or order prescriptions and get self-help advice.

#### Can people outside Bexley use it?

The app will use location information to restrict access to the borough of Bexley. And you can only use it if you are registered with a Bexley GP practice.

#### How do I get the app?

Patients who are registered with a GP practice in the Borough can download the NHS Online Bexley app either from the App Store or Google Play by searching for 'NHS Online Bexley'.

If people download the NHS Online Bexley app, they then complete the fast, easy-to-use registration process and enter their practice information. Once the practice information has been entered, they will be prompted to choose from Consult your GP, Book an appointment or order a repeat prescription and get self-help advice.

**Who is this app for?**

The app is for anybody living and/or registered with a GP practice, aged 18 or who feels they need to seek non-urgent medical advice or a clinical opinion based on their symptoms. It automatically signposts users to the right service for their individual needs.

**Do I have to pay for the app? Where can I download it from?**

The app is free and will be available from Wednesday 15<sup>th</sup> November 2017 to download from the App Store for an Apple device or from Google Play on an Android device. Search for 'NHS Online Bexley' and look for the blue and white 'NHS Online Bexley' app icon.

**What kind of device do I need?**

You will be able to use the NHS Online Bexley app using your smartphone (either Apple or Android) and provided you have a good internet connection. You will also be able to access the information via your practice website. For any technical issues contact [support@webgp.com](mailto:support@webgp.com)

**About the service****Why do we need an NHS Online Bexley app?**

The NHS recognises that people want the convenience of being able to access non-urgent health services and advice in a way which fits in with their lifestyle. The free health app allows people to check their symptoms to obtain fast, safe and reliable medical advice 24/7, 365 days a year, in just a few steps. It can help people to make the right choices and decide whether their symptoms need to be seen by a GP or at a hospital, or whether a visit to the local pharmacy or staying at home is the best option.

**Will I still be able to access my practice?**

Yes. The app is not a replacement for your existing services. The app will provide an additional opportunity for you to receive non-urgent medical advice and information about services.

**Is it safe?**

The app helps patients select the right help for their conditions, and enables patients to access self-care, book appointments, order repeat prescriptions, view their medical records and consult with their own GP online. The app does not make clinical decisions. Information is always passed to your own GP surgery that will review your requests, and decide on the best course of action where appropriate.

The app meets all NHS safety requirements.

**Will my personal data be safe?**

All information is passed through secure NHS servers. No patient identifiable data is held on the app.

**Will I still be able to speak to a clinician if I need to?**

The app allows you to access an online consultation and patients are able to have their symptoms remotely assessed by their own family GP without the need to visit the surgery in person, negating the need to take time off work or use precious holiday days for the sake of a 10-minute consultation. The online consultation form red flags on any time critical or serious medical symptoms so patients can quickly seek out the non-urgent care and attention they need, without compromising their health waiting for a face-to-face appointment.

**What happens if I need to see a GP?**

Online consultations are sent via the app to your own GP, who will review your consultation and get back to you with the best course of action. If you need an appointment your GP will organise this with you.

**What happens if I need urgent care?**

If urgent care is required, the app will advise you whether you need to see a GP urgently or attend an urgent care centre or A&E.

**Where can I use the NHS Online Bexley app?**

You can use the app if you live and are registered with a GP practice in the Borough of Bexley and you will only be directed to health services based in Bexley.

**Can I use the NHS Online Bexley app outside of London?**

You can use the NHS Online Bexley app outside of London. The app gives you access to your GP no matter where you are as long as you live in the borough of Bexley. However, you will only be directed to health services based in Bexley.

**Can I use the NHS Online app outside the UK?**

You can use the NHS Online app outside the UK to access self-help advice, book appointments, order repeat prescriptions and view medical records. Appointments must be booked for upon return to the UK.

The consultation functionality cannot be used outside the UK and the NHS will not be responsible for any call or internet charges you incur. You are also responsible for ensuring that any medical care or advice you receive complies with the laws of the country that you are in.

**What happens if I do not agree with the recommendation the app has given to me and I would like further advice?**

The app has been built and tested extensively by doctors and has been shown to provide safe and accurate clinical advice. However, if you would like further advice you can contact a pharmacist or speak to your GP practice.

**What should I do if I cannot access the app due to technical issues with the App Store /Google Play store or I find the app is not working/loading when I need to use it?**

The app is closely monitored so that any technical issues can be resolved as soon as possible to restore a full service. If on a rare occasion, you are unable to access the app due to technical issues with your mobile device or with the app itself, we would advise you email [support@webgp.com](mailto:support@webgp.com)

**Is there any exclusion?****Are there any users/medical issues that the app is not suitable for?**

If the user is concerned about a child under the age of 18 years old, they will be advised to call their practice. Additionally, those patients who have complex medical issues or who have a Special Patient Note or Care Coordination Plan in place should still continue to contact their practice.

**Confidentiality****What happens to my personal data?**

There is no personally identifiable data held on the app. The only data stored on the app is what practice you are registered at. If you choose to use the online consultation service, data will not store any patient identifiable data. The consults pass through the N3 hosted servers, and then on to the relevant clinical system – either in General Practice or the Urgent Care system (Adastra). They are not stored.

Some basic demographic data is captured (for evaluation purposes), but nothing patient identifiable. eConsult is SCCI0129 compliant, SCCI0160 compliant, IG Toolkit compliant and the hosting platform is Tier 3 Compliant, ISO27001 Compliant and ISO9001 Compliant.

**Where is patient data stored and for how long?**

Some patient data will be held centrally and used for statistical purposes. Information may be used for clinical audit and service evaluation to monitor the quality of the service provided. Where we do this, we take strict measures to ensure that individual patients cannot be identified. We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998 (which is overseen by the Information Commissioner's Office), Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security. We will only hold data up to the statutory time limit in accordance with the Data Protection Act 1998.

**How do I make a complaint?**

For all complaints with the service provided by the NHS Online app, please email the support team on [support@webgp.com](mailto:support@webgp.com). If you are having a medical emergency, please call 999.