The DSPP platform services and the NHS Wales App

Extend and build out:
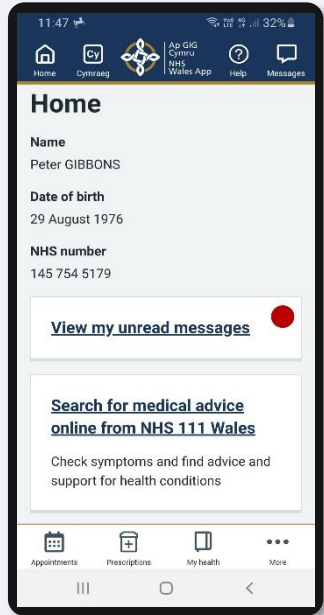
Primary Care
- Prescriptions
- GP summary record
- Appointments
- Enhanced summary care record
- Detail coded record
- Care navigation

- Care plans
- PROMs

Planned Care
- Directories of services
- Access to 111 online

Unplanned & Emergency Care
- Sharing of summary health record
- Data in transit

- Waiting list information
- Access to supporting information and services
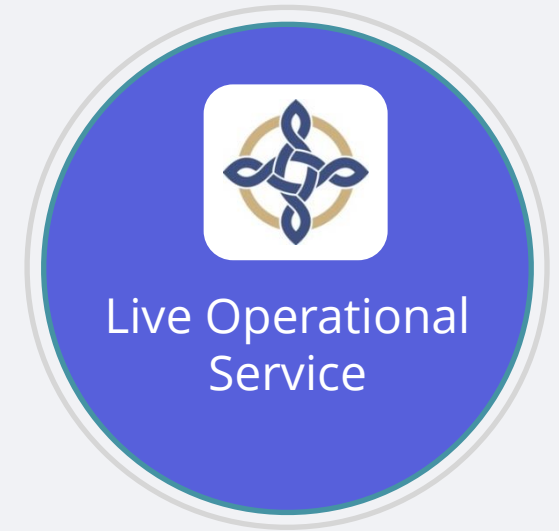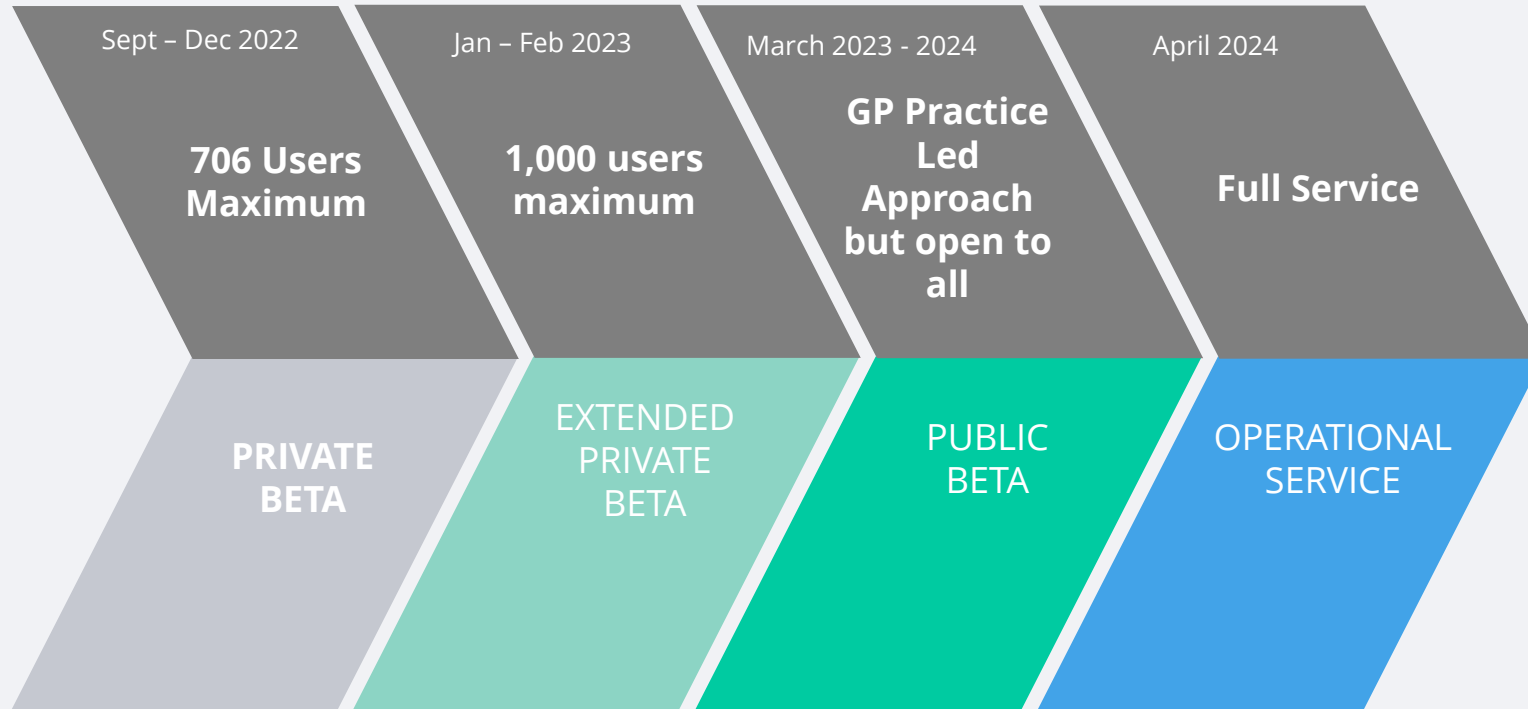
Primary Care

Planned Care

Unplanned & Emergency Care

- **Identity management & security**
- **Consistent demographics**
- **Communication preferences**
- **Care preferences & about me**
- **Proxy access and sharing**
- **Data interoperability**
- **3rd party integrations**
- **List of accredited services**
- **Generic booking engine**
- **DMTP**

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NHS Wales App Deployment Update

Sept – Dec 2022	Jan – Feb 2023	March 2023 - 2024	April 2024
706 Users Maximum	**1,000 users maximum**	**GP Practice Led Approach but open to all**	**Full Service**
PRIVATE BETA	EXTENDED PRIVATE BETA	PUBLIC BETA	OPERATIONAL SERVICE

Live Operational Service

Private Beta – *'Deeper Dive'*
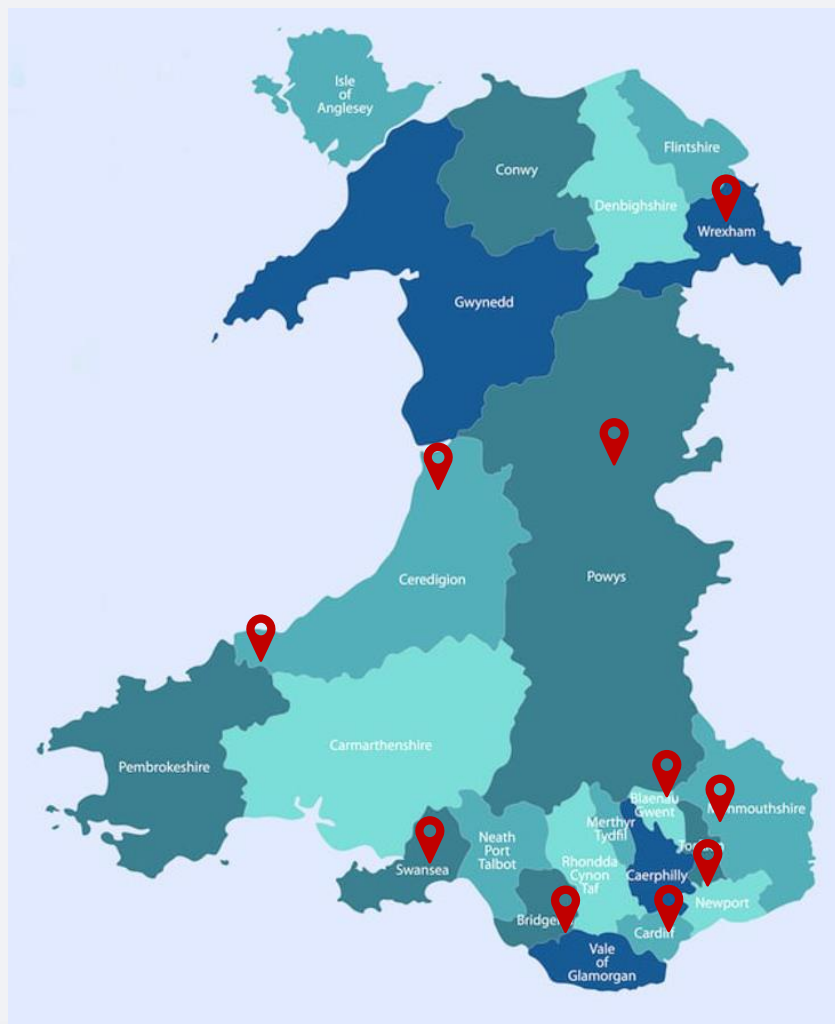
GP Practices currently enrolled in Private Beta testing

- Arwystli Medical Practice (Llanidloes)
- Borth Medical Practice
- Bryngwyn Surgery (Newport)
- Cardigan Health Centre
- Caritas Surgery (Wrexham)
- Estuary Group Practice (Swansea)
- Glan Rhyd Surgery (Ebbw Vale)
- North Road Medical Practice (Cardiff)
- Oak Street Surgery (Cwmbran)a
- Pencoed Medical Centre (Bridgend)

Private Beta Statistics

25,000 SMS sent
We sent over ~**25,000** SMS messages, with ~**4,300** responses over ~**1,000** invitees.

2058 Feedback interactions
▸ we've received and analysed over 2058 pieces of feeback

2401 medical record views
We sent over ~**25,000** SMS messages, with ~**4,300** responses over ~**1,000** invitees.

81 Appointments Booked
▸ 81 people booked appointments and 48 people cancelled appointments.

215 Prescriptions ordered
215 prescriptions and repeat prescriptions were successfully ordered.

Private Beta – *'Deeper Dive'*

Re-ordered my prescription through the app, was easy and successfully ordered. Quick and efficient. Again really enjoying this app

I find this app a lot easier and quicker to use than my health online.

The main advantage of this app was to have access to medical records and test results. As this is not available, I don't see the point of the app. Everything else was available anyway.

I've gone on numerous times and no appointments available - I need to contact the surgery. As a busy foster mum to a 2 year old with severe autism it's often difficult for me to make a phone call so an online system got me very excited! Shame it doesn't work!

Found 111 site very useful and I would check on there before contacting the GP

I have used the Face ID to enter the app was easy to set up and easier to use. Really great app so far.

I have had to provide comprehensive proof of identity to have access to this app. Is this not enough to allow access to my own medical history?
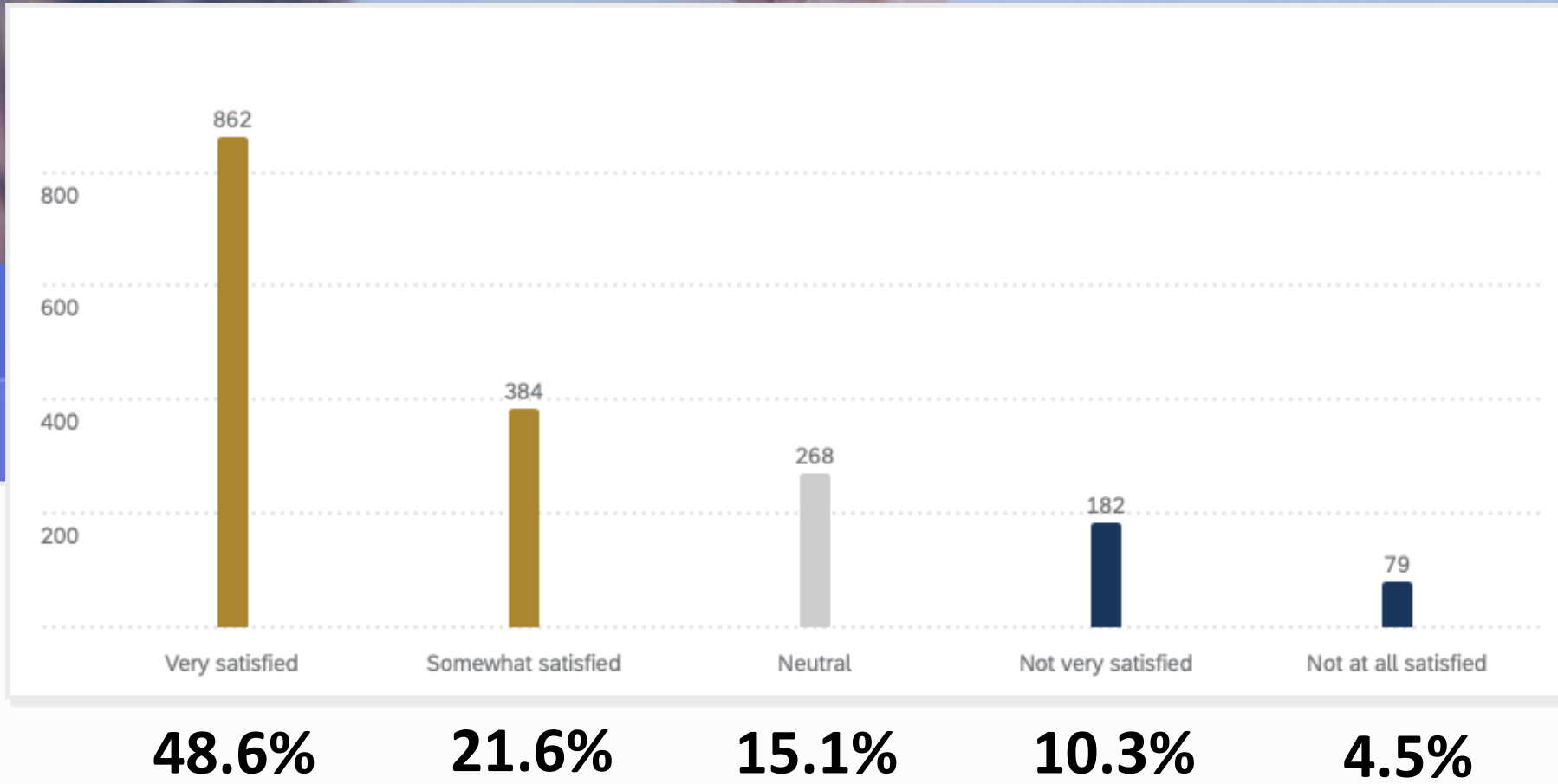
Booking a routine appointment is easier through the App than having to phone the surgery.

I enable the fingerprint option when logging on, but it defaults back to normal log in the next time I use the app.

Qualtrics Feedback Analysis (as of 6th Dec)

Tag	COUNT	Comment
Bios / Lang Easy	310	
No / limited Appts Available to Book	202	Observation of practice policy - Expected
111 Easy / Useful	139	
Not enough record info	118	Observation of practice policy - Expected
Repeats Process Easy	105	
Organs / Blood Good	102	
Cookies Change Easy	94	
Login - Easy	86	
Fingerprint Issue	71	Fixed in release 0.9.2 - Feedback Confirmed Fix
Not all repeats present	61	Consider content change to clarify behaviour
Appts easy to Book & Cancel	50	
Easy to use	48	
Can't book appt	47	Wording of feedback less clear
Level of info good	46	
Repeats Visible	44	
Appts Error (B)	40	Chasing Cegedim and practice
Timeout Complaint	40	Making decision: ODP in progress
Can't get App	38	Working to resolve with users
No servs	34	Probably WALS-7: Reaching out to practices
Repeats Feature Unavailable	29	Probably WALS-7: Reaching out to practices
111 UX comment	16	
No Comment	15	
NHS Login: Registration Issues	15	No real patterns at this point
H&S Good	12	
Can't get DCR	11	Some practices not yet got process in place

Feedback from users in Private Beta

Very satisfied	Somewhat satisfied	Neutral	Not very satisfied	Not at all satisfied
862	384	268	182	79
48.6%	**21.6%**	**15.1%**	**10.3%**	**4.5%**

Public Beta Deployment

- App has been approved for release by both by Apple and Google
- Improvement to the 'Front Door' of the App have been made to better manage the experience of users (this work will be completed in March 2023)
- Stage deployment plan proposed:
- 2 x selected private beta practices,
- 10 x new practices
- Remaining 8 x private beta practices
- Establish steady run rate from remaining GP practices
- Aim to work with and on-board all GP practices in 6 – 12 months
- Introduce publicity once critical mass of GP adoption reached

Digital Services Joining the Dots

Primary Care, Health and Care Professionals.

We're building digital services that connect the dots of information about a person that Health and Care Professionals are looking after.

Support the individual and the care pathway they initiate and are on. Allow the person to be a more active participants in important decisions with support from families and carers.

Reduce volume of visits at GP practices and monitor from a distance. Take better risk-based decisions, **improving journeys and experiences** of care along the way.

Let them focus on the things only they can do and take greater control of their own health and wellbeing.

Digital Services Joining the Dots

The **People of Wales** can build their picture of **'Me'**

Allow my Health and Care team to support and listen to me, the way I like to communicate. To monitor my conditions or just allow me to chart my lifestyle and make information easier to find and access.

To include and involve **'my team'** when needed and have a connection to the people that matter. Plan for the future and access services and my information, join my dots, with who I choose, when I need to.

**Connect with the applications** and communities I interact with on my journey.

Simple, safe and supported.

dspp

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The Roadmap for DSPP and the NHS Wales App

Our plan is to engage and co-produce
this app with patient representative groups and
the third sector to encourage uptake
and involvement.

Talk to the people that will be using and
benefitting from the App to enhance their health
and care experience throughout Wales.

We want to get patients and the public aware as
early as possible so we can work with the right
people at the right time on developing
the platform and application together.
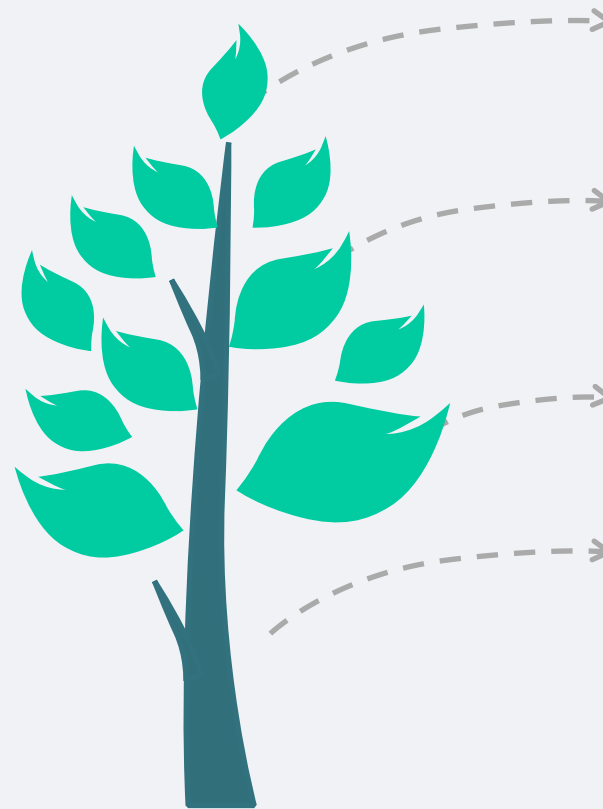
Priorities for Spring 2023
Personal Notes, Accredited Digital
Services, Care preferences.

Possible exemplars
These features could include Care
navigation, waiting list, self certified
registers

First iteration
The first release will include basic primary
care features, booking app, view medical
record etc.

Base Level integration
The foundations of the app would be PSA
Testing, PROMs, PKB etc.