

Myth busting about the Notts NHS App and important things to be aware of...

What is the Notts NHS App?

The Public Facing Digital Services (PFDS) programme delivers the Notts NHS App. The Notts NHS App is made up of several different systems that work together in a fully integrated way. Patients Know Best (PKB) is one of those systems but partners such as the NHS App, Notts Help Yourself and ASKLiON are other components within the Notts NHS App that work together. It is impossible to compare purely GP focussed products with the Notts NHS App, as it does so much more.

As a result of our 3 year on-going research with what the public want from health and care systems, we recognised that providing a GP only 'app' will not succeed in getting the levels of support required to change the way we work. The public suggested they needed one app to act as a single front door to manage all their health and care needs through. To meet this need PFDS have developed the Notts NHS App as a system wide solution.

Video Consultations

PFDS was designed to work with any video platform to ensure that future developments and changes in video platforms could be seamlessly integrated and wouldn't create additional workload over time. PKB is not a video platform but it already links in with several systems that offer video in the same way as SystmOne, EMIS and AccuRX does.

SMS

SMS was universally accepted by the public as a way in which to notify them of things, however we know that SMS is no longer a safe mechanism to send patient information. Therefore the PFDS programme purposely excluded it as a communication mechanism.

Integration

The ability to push data 'straight into' GP and other clinical records was excluded for patient safety and quality reasons early on in the development of the Notts NHS App. Systems that currently use the IM1 interface to put data straight into the GP record will have to move to the same integration that the Notts NHS App already has to address the problems with this old interface. The issues with this interface are the reasons we excluded this route and PFDS became the first nationally to use FHIR interfacing. From a technical perspective, the Notts NHS App is the most integrated public and patient facing system in England.

Assurance

Through our work with the CQC and other regulators, we are confident in our approach to record keeping, retention and disclosure. In particular we are confident in understanding which information is essential to be captured in the GP record and which is not. These complex medico-legal considerations are met through the Notts NHS App. Our assurance package for each practice deals

with the wide range of aspects that any practice would need to consider, and recent CQC feedback for those practices using the Notts NHS App has been outstanding.

We can confirm that the Notts NHS App meets all of the requirements of the GPIT product catalogue and supplier assurance. Only the practice is liable if they have a problem when using a product that doesn't satisfy all of these requirements. We take this risk very seriously so have worked hard to ensure that our practices are safe, secure, private and protected.