



Henfield Hall
11 March 2026

A Refresher Session

Henfield Computer Club

Using the NHS App

A warm welcome to all members and visitors

10 Year Health Plan for England

Launching the 10-Year Health Plan last July, Mr Streeting said: 'The NHS App will become a doctor in your pocket, bringing our health service into the 21st century.'

'Patients who can afford to pay for private healthcare can get instant advice, remote consultations with a doctor, and choose where and when their appointments will be.'

'Our reforms will bring those services to every patient, regardless of their ability to pay.'

'The 10 Year Health Plan will give keep every patient fully informed of their healthcare and make using the NHS as easy and convenient as doing your banking or shopping online.'

'It will deliver a fundamental shift in the way people access their care - from analogue to digital.'



Less than half of public say they will use new NHS App's 'doctor in your pocket' feature



 14 comments



Updated 02:44, 04 March 2026

 Shaun Wooller

- Get your news delivered straight to you by 7am - [sign up to our new Morning Mail newsletter for FREE](#)

Less than half the public would be willing to use [AI](#) features in a revamped [NHS](#) App that [Wes Streeting](#) hailed as a 'doctor in your pocket', a poll reveals.

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Overview

As the NHS moves towards utilising technology to help GPs and Patients communicate much faster, and easier - Henfield Computer Club understands that it can become confusing to know when to use each app/service. We hope this presentation will provide you with more information for when it's best to use the NHS App or PKB.

Your **GP Practice** and any **Hospitals** you may be under can **send important messages** via the **NHS App**. You can also **view any upcoming appointments**. However, you **cannot book appointments** or **send messages** to your practice through the NHS app or Patients Know Best (PKB)

You need to turn on Notifications in the NHS App!



What will we cover today?

- The NHS App
- Patients Know Best (PKB)
- Rapid Health - new (in 2025) to Henfield Medical Centre

What is the difference between the NHS App and Patients Know Best (PKB)?

Patients Know Best is a software company who have developed the part of the NHS App which provides your hospital health record functionality. You may be asked to register for a Patients Know Best account the first time that you access your health records through the NHS App.



Has been available since late 2018

The [British Medical Association](#) said in 2025 that there is a risk that reliance on the app would "discriminate or alienate" patients who did not have access to digital technology.^[6]

What can you do with the NHS App?



Do more with the NHS App!

-  Order repeat prescriptions
 -  Book appointments
 -  View your records
- And much more...



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What you need to set up an NHS login

- ➔ **To set up an NHS login you will need:**
 - ❖ an email address (with more than 6 characters)
 - ❖ a mobile phone or a landline number
- ➔ **To be able to use some services, you will also need to provide your:**
 - ❖ NHS number or your full name
 - ❖ date of birth
 - ❖ Postcode
- ➔ **To access your health records or any personal information you will also need to provide high level proof of who you are. If your mobile phone number matches the one you have registered with your GP, we will use it to verify your identity.**

17:56



Help



Access your NHS services

Continue

Version 4.3.0

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10:49

96



Good morning,

MICHAEL TINKLER

NHS number: 404 517 4923

Services

[View all](#)

Request repeat prescriptions >

Check if you need urgent
medical help using 111 online >

Your health

[View all](#)

GP health record >

View and manage
prescriptions >

Upcoming and past >



Home



Services



Your health

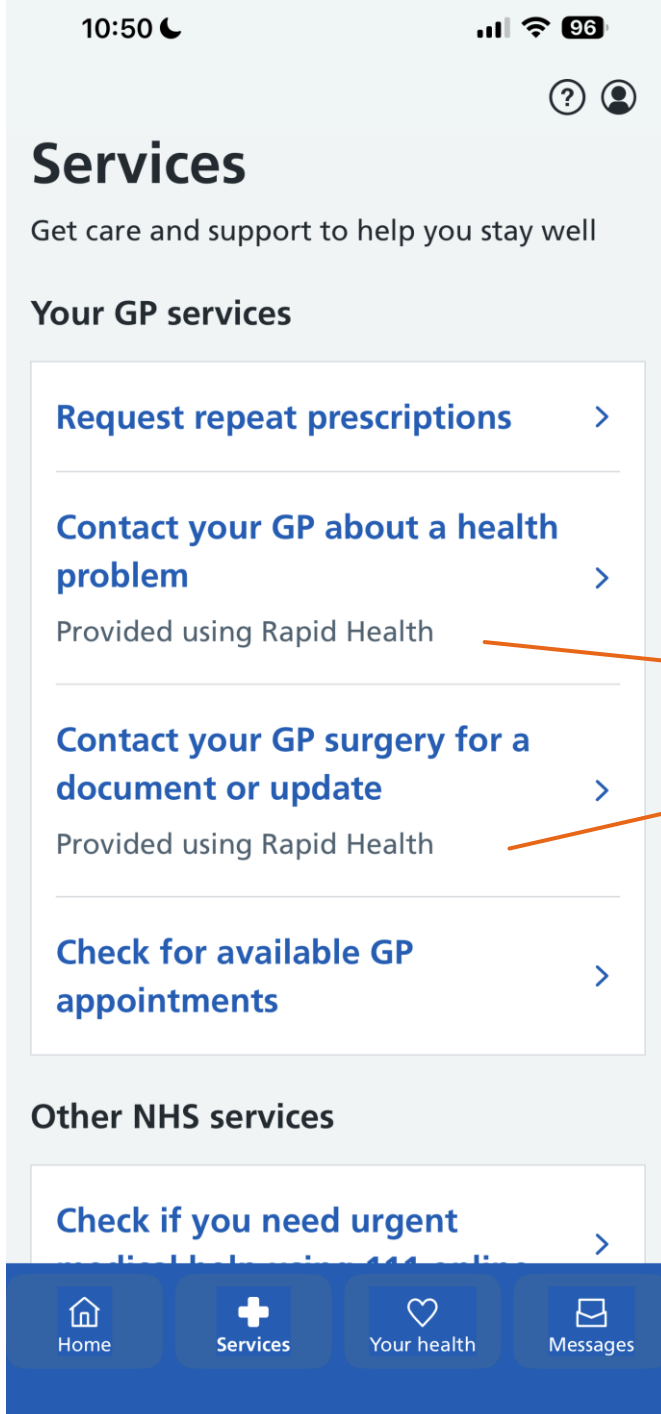


Messages

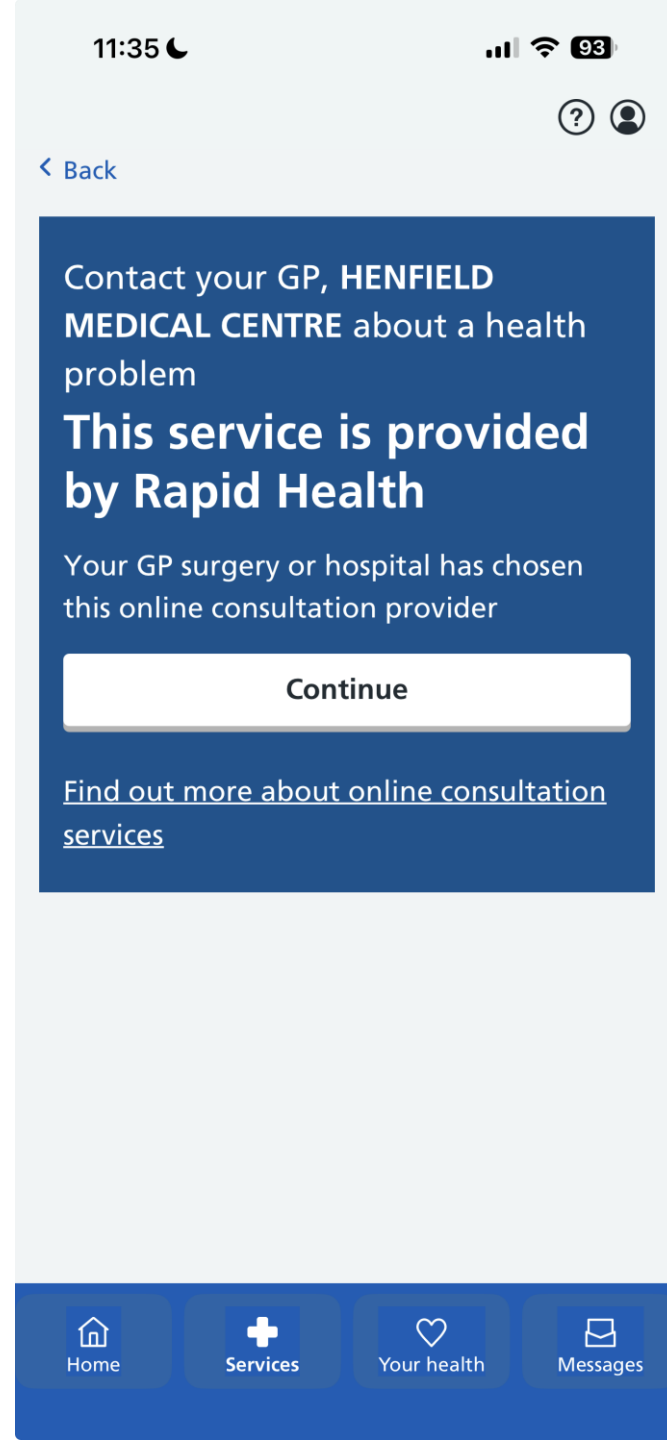
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New since the last presentation
Rapid Health is now
incorporated into NHS App.



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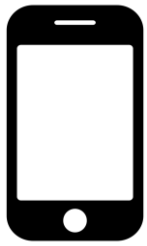
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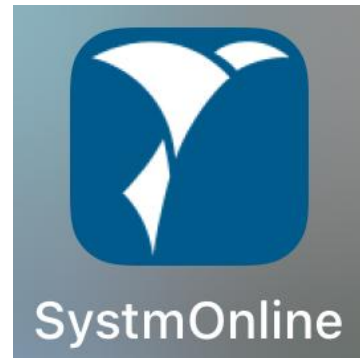
So, what is Rapid Health?



Uses intelligent software (AI) to assess and triage patient needs at first contact, then navigate them to the right care - all based on GP Practice rules and local availability!



RapidHealth 



Henfield Medical Centre



10:50

96



Your health

View your personal records and choices

GP health record >

View and manage prescriptions >

Upcoming and past appointments >

Hospital and specialist documents and questionnaires >

Test results and imaging >

View COVID-19 vaccine record >

Track and manage your health >

Care plans >



Home



Services



Your health



Messages

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10:51

95



Messages

You have 2 inboxes

Your NHS healthcare services

You may receive messages:

- from your GP surgery
- about hospital and specialist care appointments
- about invitations and reminders



Your hospital and specialist doctors

You may send or receive messages about:

- your health record
- documents and letters
- pre-appointment questionnaires



[Give feedback about the NHS App.](#)



Home



Services



Your health



Messages

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Patients Know Best (PKB)



Patients Know Best

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PATIENTS KNOW BEST®
THE PATIENT'S COMPANY

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A single place for your health information

Add, access and share your health information with healthcare professionals, family and carers - anytime, anywhere.

REGISTER

It is free and always will be. It is paid for by organisations such as your hospital, health board or local practice.

[Health Record](#)

[Care Plans](#)

[Messages](#)

[Appointments](#)

NHS
North Southern
NHS Foundation Trust



[Home](#) > [Diary](#) > [Appointments](#)

Appointments



[Add appointment](#)



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Patients Know Best (University Hospitals Sussex)



Profile  Help  Log out 

Home

Welcome

Send message 

Invite professional 

From 1 March 2025 more letters and correspondence will be sent digitally through your Patient Knows Best (PKB) account and the NHS App.

If you are registered for PKB or the NHS App you will no longer receive paper copies of the content we upload to your digital record.

This gives you secure and timely access to important documents whenever you need them. We'll keep you updated as we continue rolling this out across all specialities, As we roll out the service, you may still receive paper copy letters in the short term.

You can use your My Health and Care Record to see information about your care from services provided by University Hospitals Sussex NHS Foundation Trust. You can also view the data within My Health and Care Record within the [NHS App](#) Your Personal Health Record includes your [appointments](#), [lab results](#), [letters](#) and [radiology reports](#) .

If you have questions about how to use My Health and Care Record, you can use the [online user guide](#) which is available on the Patients Know Best website. If you have questions about your care, or the information in your record, please speak to your healthcare team.

Please note that this platform is not for use in an emergency or crisis. For more information about what to do if in an emergency please, [visit our website for places you can contact for help](#) or call 999.

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PKB Notifications

Please note that this platform is not for use in an emergency or crisis. For more information about what to do if in an emergency please, [visit our website for places you can contact for help](#) or call 999.

Notifications

 0.5 mg/mmol	Albumin/creatinine ratio test result on 09 Mar 2024 08:17	View →
 9 mg/L	Urine albumin test result on 09 Mar 2024 08:17	View →
 18.8 mmol/L	Urine Creatinine test result on 08 Mar 2024 19:44	View →
 5.6 %	HbA1c % (DCCT) test result on 07 Mar 2024 19:22	View →
 37 mmol/mol	Haemoglobin A1c Diagnostic (IFCC) test result on 07 Mar 2024 19:22	View →
		View all →



Events & messages →



Health ▼



Treatments ▼



Diary ▼



PKB Notifications Continued...

18.8 mmol/L	Online Creatinine test result on 06 Mar 2024 19:44	View →
5.6 %	HbA1c % (DCCT) test result on 07 Mar 2024 19:22	View →
37 mmol/mol	Haemoglobin A1c Diagnostic (IFCC) test result on 07 Mar 2024 19:22	View →
		View all →



Events & messages →



Health ▼



Treatments ▼



Diary ▼



Files →



Devices →



Sharing ▼

Events & Messages



MY
HEALTH
AND CARE
RECORD

Profile 

Help 

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[Home](#) > Events & messages

Events & messages

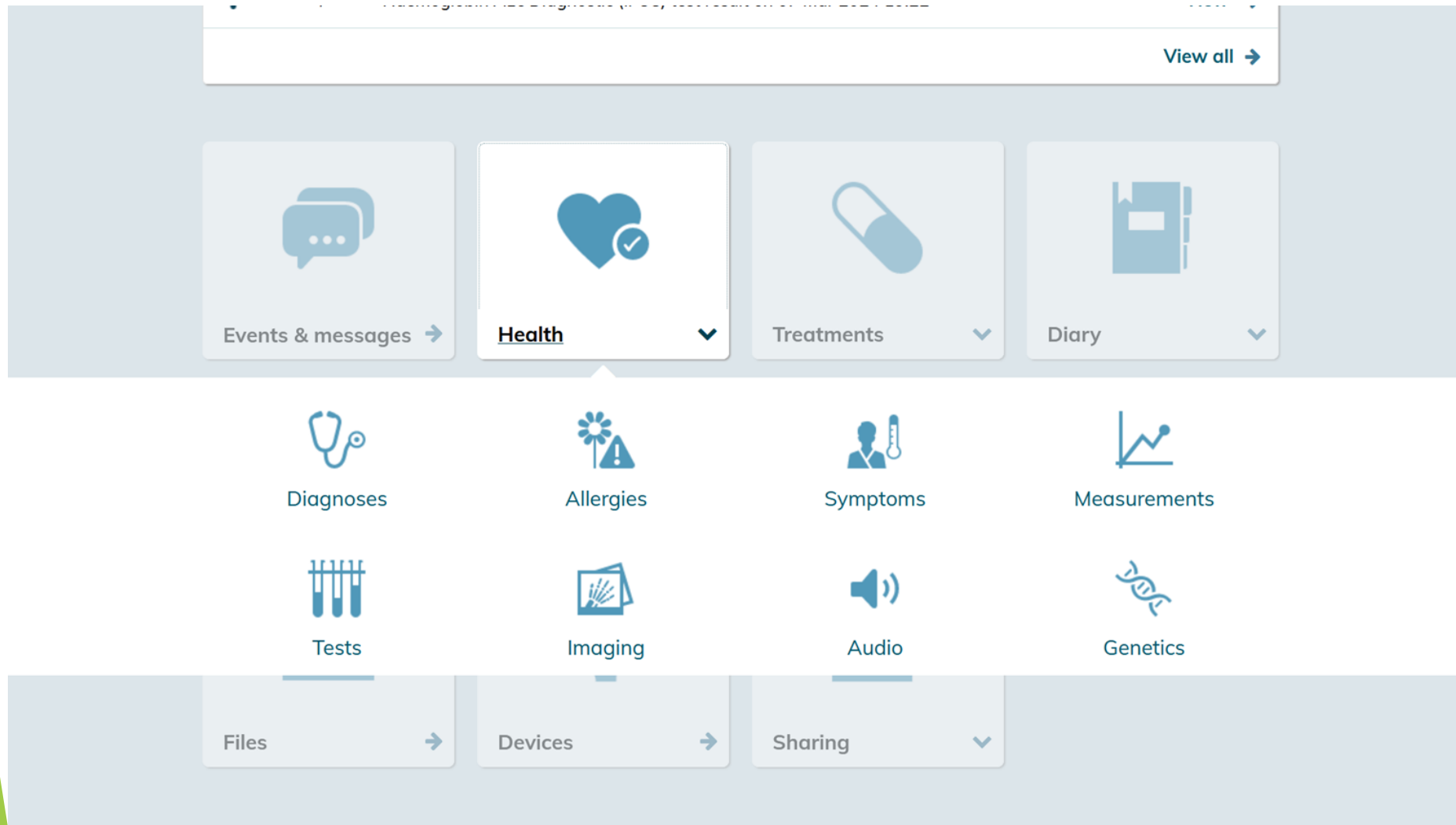
Send message



A record of events and communications between you and your teams. This includes events, messages, letters, online consultations and details of visits.

November	December	January	February	March	April
11- Sep-2021		Inpatient visit - Inpatient visit Started By: University Hospitals Sussex NHS Foundation Trust (West) - Latest: University Hospitals Sussex NHS Foundation Trust (West)			General health 2
10- Aug-2020		Inpatient visit - Inpatient visit Started By: University Hospitals Sussex NHS Foundation Trust (West) - Latest: University Hospitals Sussex NHS Foundation Trust (West)			General health 6
07- Aug-2020		Inpatient visit - Inpatient visit Started By: University Hospitals Sussex NHS Foundation Trust (West)			General health 1
24- Oct-2019		Appointment Letter - Outpatient visit Started By: University Hospitals Sussex NHS Foundation Trust (West)			General health  1

Health



Tests



Test Results

Add result



For more information about a test result please contact the healthcare professional who requested the test.

Search for tests

Latest

Trend

Latest results from 09 Mar

Albumin/creatinine ratio [About test](#)

mg/mmol

09 Mar **0.5** >

Urine albumin [About test](#)

mg/L

09 Mar **9** >

Latest results from previous dates

Urine Creatinine [About test](#)

mmol/L

08 Mar **18.8** >

Haemoglobin A1c Diagnostic (IFCC) [About test](#)

mmol/mol

07 Mar **37** >
no change **in range**

HbA1c % (DCCT) [About test](#)

%

07 Mar **5.6** >
+0.1 increase

PSA [About test](#)

na/mL

07 Mar **5.4** >
-0.4 decrease **in range**



Range of Tests showing Abnormals

Monocytes [About test](#)

10⁹/L

13 Jan **3** >
+1.2 increase **out of range**

Myelocytes [About test](#)

10⁹/L

13 Jan **0.3** >

Neutrophils [About test](#)

10⁹/L

13 Jan **3.7** >
-2.1 decrease **in range**

Peripheral Blood Immunophenotyping [About test](#)

13 Jan **Results sent directly to original requestor. Sampl...** >

White Cell Count [About test](#)

10⁹/L

13 Jan **9.5** >
-2.3 decrease **in range**

Ferritin [About test](#)

µg/L

10 Jan **22** >
-77 decrease **out of range**

TSH [About test](#)

mU/L

10 Jan **0.96** >
in range

Vitamin B12 [About test](#)

ng/L

10 Jan **740** >
-184 decrease **out of range**



We have covered....

- The NHS App
- Rapid Health
- Patients Know Best (PKB)



So What's New out there?



Healthwatch England

2h · 🌐



Last week the government announced how it expects GP practices to deliver care from April 2026. Our article explains the key changes you can expect to see as a result of the new contract, why they are happening and how your feedback helped shape the changes - <https://bit.ly/47bOCta>

6 changes you can expect from the new GP contract:

1. You should not be told to call back tomorrow
2. Urgent requests get a same-day response
3. Online systems should not cap requests
4. Practices must show how and when you can contact them
5. Advice and guidance will be used more often
6. Registration will go online

healthwatch

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So - What's New out there?

Community Diagnostic Centres....

Community Diagnostic Centres (CDCs) are places you can get tests, checks and scans, faster and closer to home. 100 community diagnostic centres across the country now offer out-of-hours services, 12 hours a day, 7 days a week.

CDCs local to Henfield...

- **Brighton** Diagnostic and Treatment Centre is located within the American Express Community Stadium
- Community Diagnostic Centre at **Southlands Hospital** opened in October 2023
- Community Diagnostic Centre (CDC) at **Crawley Hospital** opens early 2026



Thanks for joining us at HCC!