NHS

Staffordshire and Stoke-on-Trent Integrated Care Board

PEOPLE'S PANEL SURVEY

Tell Us What You Think About the NHS App



October 2025

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Introduction



Introduction

Background and objectives

This People's Panel survey invited members to share their thoughts on use of the NHS App.

Approach

The survey was co-designed with the Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) and shared to the People's Panel in October 2025.

Each questionnaire included a unique survey ID. This allowed us to:

- send reminders to people who had not yet responded
- link responses to demographic profiles for further analysis (e.g. age, location, or health condition).

Technical testing of the survey

As part of the design process, the questionnaire was tested as follows:
1. a structured in-house testing plan was used to assess the survey's design, logic, and overall operability
2. piloting with five survey testers (non-panel members), who checked and reported on areas such as usability, complexity of wording
3. software tools were used to assess fatigue and accessibility scores, ensuring the survey was user-friendly and inclusive.





Fieldwork

The survey fieldwork period was as follows:

- 5th October 2025 – email invite to all panel members
- 13th October 2025 – email reminder to all panel members who had not completed the survey
- 19th October 2025 – final email reminder to all panel members still to complete the survey
- 24th October 2025 – survey closed.

New members joining the panel during the fieldwork period were also given the opportunity to participate in the survey.

During the fieldwork period, seven members unsubscribed from the panel.

Who we spoke to

Email invites	Responses	Response Rate
		
2571 Delivered	**735 Completed**	**29% Completion**

Prize draw

As a thank you for taking part, all completed questionnaires were entered into a prize draw to win one of two £50 Love2shop vouchers. The draw was held in October 2025, and two lucky panel members received their £50 vouchers by email—ready to spend online or on the high street.

Technical notes

Percentages - Due to rounding, not all percentages shown may equal 100%.

n= When shown in this report, '*n=XX*' is the number of responses received for a given question.

Respondents' comments

Several questions gave the option for a respondent to explain further the reason for their answer. These comments are listed in full in this report.

All free-text responses have been lightly edited for spelling accuracy only; otherwise, they are presented verbatim to preserve the respondent's original wording and intent.

Where a comment may potentially identify a respondent, these references have been omitted from the report.

Tracking change over time: April 2024 vs October 2025

This report compares findings from the People's Panel survey conducted in October 2025 with results from the previous NHS App survey carried out in April 2024. The number of respondents grew from 392 to 735 over the 18-month period, reflecting the continued expansion of the panel.

The People's Panel

Staffordshire and Stoke-on-Trent People's Panel is a digital group of over 2,500 local residents (as of August 2025) from across Staffordshire and Stoke-on-Trent.

Members share their views on health and care services through online surveys helping to shape decisions about health services that affect their community.

How it works:
• several times a year, members are sent surveys about local and national NHS topics
• a newsletter is sent twice a year, with updates on healthcare changes and actions taken as a result of panel feedback
• taking part is always voluntary. All responses are published anonymously on the Integrated Care Board (ICB) website and included in the report findings. These reports are shared with system partners, who can also access them via the ICB website.

Survey, data analysis and report production undertaken by Direct Data Analysis Ltd, who run the People's Panel on behalf of the Integrated Care Board.

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Survey findings



Tracking change: NHS App use April 2024 vs October 2025

The NHS's 10-Year Health Plan aims to transform healthcare delivery in England through digital innovation, community-focused services, and a shift towards preventative care.

A significant focus of the 10-Year Plan is on enhancing the NHS App, which will evolve into a comprehensive tool for patients.

In April 2024, we conducted a survey to understand how People's Panel members use the NHS App. People told us about their experiences of using the NHS App, and what stopped them from using it.

We wanted to find out if people's experiences had changed since we last asked about the NHS App. To ensure continuity and enable meaningful comparison over time, we used the same set of questions as in the April survey.

By comparing responses from 2024 and 2025, we can see how digital engagement is changing across Staffordshire and Stoke-on-Trent — and whether more people are turning to the App for everyday healthcare tasks.

Contacting your healthcare provider

This year's follow-up survey explored how People's Panel members accessed healthcare services — from booking appointments to seeking advice — and how digital tools like the NHS App are being used in practice.

📅 **Booking appointments**
NHS App usage more than doubled from **6.6% in 2024** to **14.8% in 2025**.

🧪 **Receiving test results**
NHS App use increased from **19.9% to 37.4%**.

💊 **Ordering repeat prescriptions**
NHS App usage increased from **30.2% to 48.6%**.

💬 **Seeking advice**
NHS App use increased from **3.6% to 9.8%**, showing modest growth in digital advice-seeking, though telephone and in-person methods remain dominant.

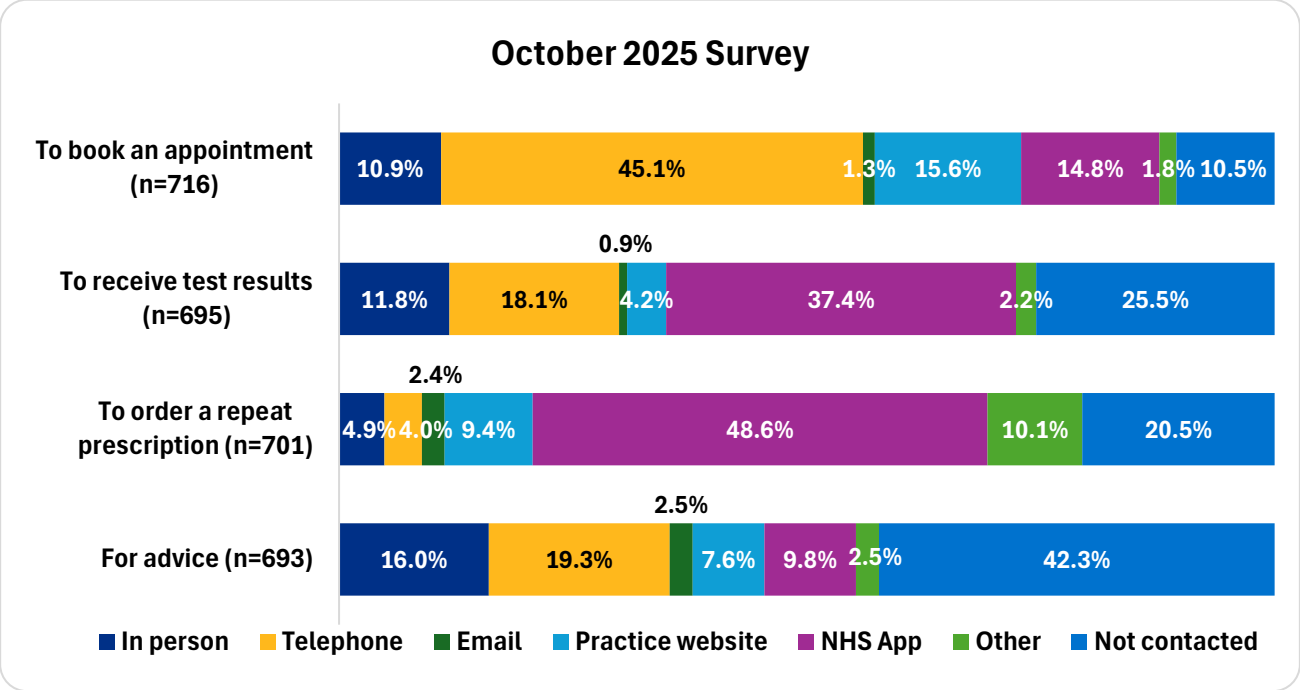
📱 Overall, digital access is rising — NHS App usage has increased across all service areas since 2024. More people are now using the NHS App to book appointments and seek advice, though traditional methods like telephone and in-person contact still dominate.

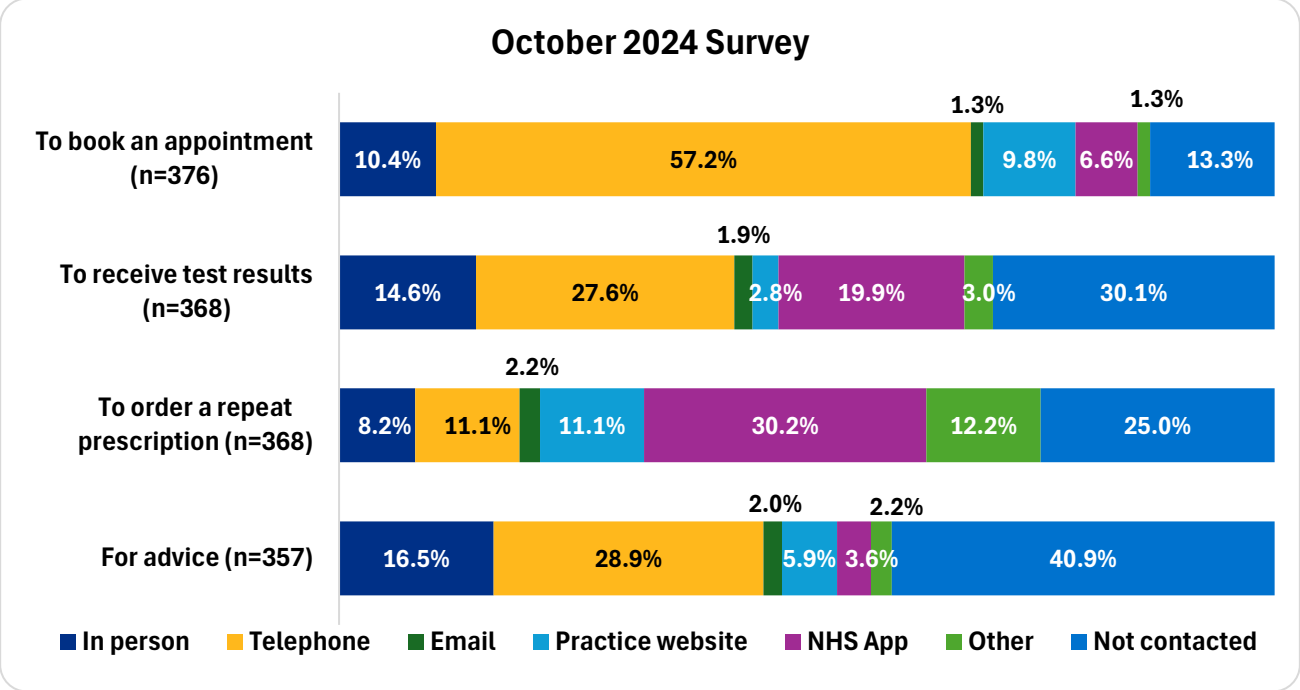
These shifts suggest rising digital confidence and broader adoption of the NHS App for everyday healthcare tasks. especially for appointments and prescriptions — but gaps remain in appointment booking and advice-seeking.

These insights help us understand where digital tools are working well, and where further support or alternatives may be needed.

Comparison of survey findings from April 2024 and October 2025 on the preferred methods for contacting healthcare providers can be found on the following page.

Thinking about the last time you contacted your healthcare provider (GP practice or pharmacy), which of the following methods did you use?

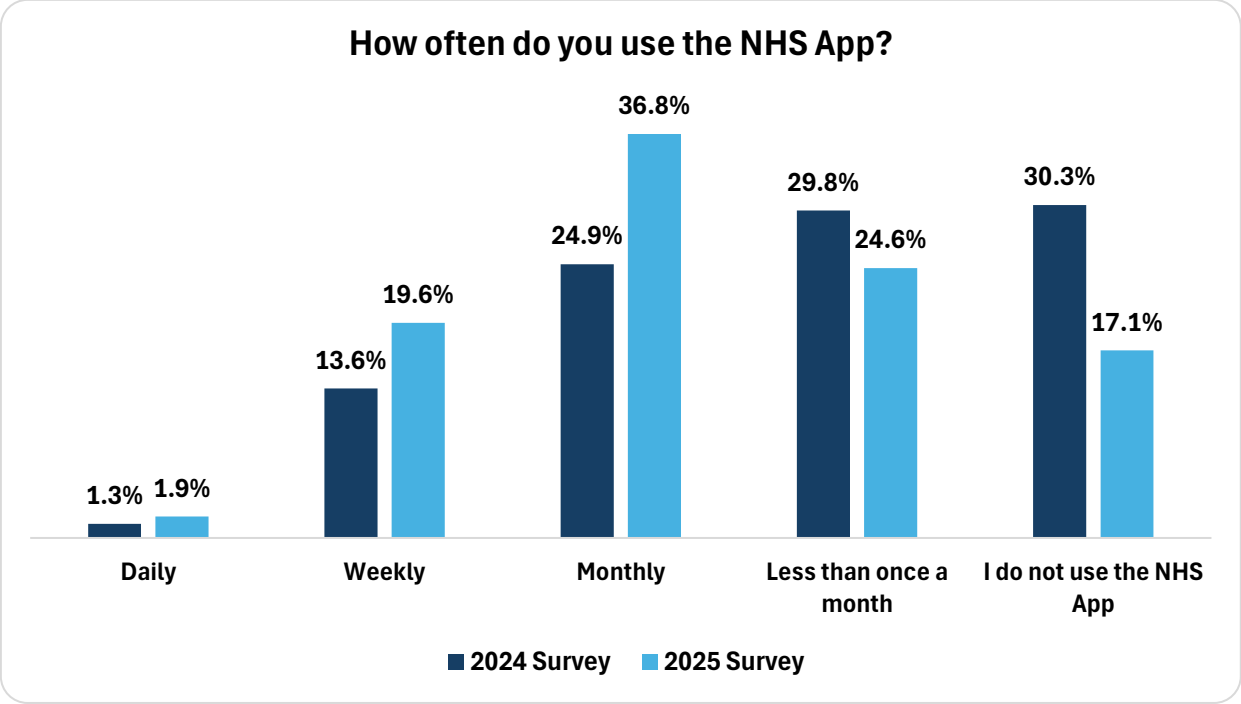




How often do you use the NHS App?

Survey responses from October 2025 show a clear shift toward more frequent use of the NHS App. Monthly usage rose from 24.9% to 36.8%, and weekly use increased from 13.6% to 19.6%. The proportion of people who do not use the NHS App dropped significantly, from 30.3% to 17.1%.

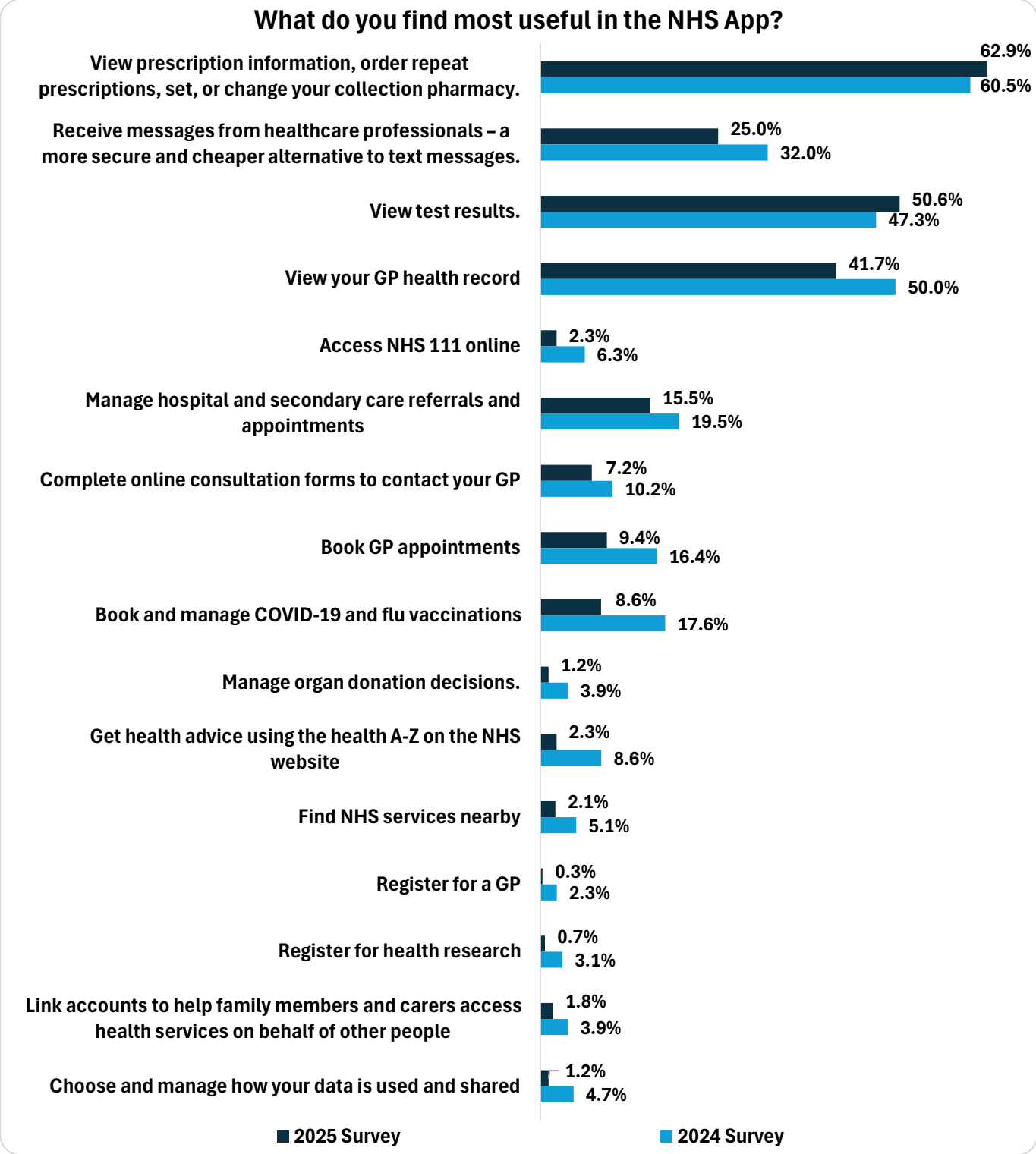
These changes suggest growing public confidence in digital healthcare tools and a steady move toward more regular engagement with the NHS App.



n= 389, 2024 Survey n= 720, 2025 Survey

What do you find most useful in the NHS App?

The following chart highlights which features of the NHS App people find most useful, based on responses from both the 2024 and 2025 surveys. It helps us understand which tools are most valued by users and where digital engagement is strongest.



Respondents could select more than one option

n= 247, 2024 Survey n= 607, 2025 Survey

Are there any improvements or additional features you would like to see?

Respondents who used the NHS App were asked if there were any improvements or additional features they would like to see. Their comments revealed several recurring concerns and suggestions.

Below are the five main themes identified from the feedback, followed by a comprehensive list of all user comments.

🗓️ 1. Limited appointment booking functionality

- GP appointment booking often unavailable
- only limited appointment types offered (e.g., nurse, pharmacist)
- users want access to book hospital follow-ups, vaccinations, and home visits.

📁 2. Incomplete access to medical records and test results

- missing or delayed hospital test results and consultant letters
- GP records are sometimes condensed or incomplete
- users want full visibility of their health history and real-time updates.

🧩 3. Poor integration across NHS systems

- multiple platforms (Patient Access, MyChart, Patients Know Best) cause confusion
- GP and hospital systems don't communicate effectively
- users want a unified system for all health data.

📱 4. Usability and accessibility challenges

- app navigation is confusing and unintuitive
- repeated logins; lack of biometric login options (Face ID/Touch ID)
- disabled and elderly users face barriers due to jargon and digital complexity.

🔔 5. Communication and notifications

- alerts are inconsistent, duplicated, or missed
- no direct messaging with GPs or consultants
- users want clearer, timely notifications and better communication tools.

Respondent Location	Are there any improvements or additional features you would like to see?
Cannock Chase	Access to waiting lists at hospitals and consultants' availability and wait times
Cannock Chase	Better access to GP
Cannock Chase	Booking consultant appointment.
Cannock Chase	Cannot book appointments with my GP on the NHS app. I would like to be able to do this. Be able to view and manage hospital appointments on the app. View hospital clinical letters.
Cannock Chase	Easier log-in!
Cannock Chase	I would like to be able to book GP appointments on the NHS App. This is not offered by my surgery currently.
Cannock Chase	Make all results available through the app. Stop all the warnings...I only need to confirm once that happy to see results etc. Don't need to keep doing it
Cannock Chase	More detailed test results. More consultation follow ups, as they are not uploaded in their entirety, just. To say that you had been to an appointment.
Cannock Chase	Not all of my medical history is available for some reason.
Cannock Chase	See past records
Cannock Chase	The full range of offerings instead of what suits my surgery
Cannock Chase	To be able to book online appointments. Wish all platforms were through NHS website at the moment there's patient access patients know best and Royal Wolverhampton site
Cannock Chase	Unable to book GP appointments on the app which is disappointing
Cannock Chase	View more historical test results
Cannock Chase	We are not able to book appointments always a message to say contact Surgery .to book. It would be an improvement if it was possible to book on NHS app
East Staffordshire	A lot of the options on the app don't apply to my surgery as they have not been set up yet. A fully functional app would be very useful.
East Staffordshire	Ability to see letters sent by hospital to GP
East Staffordshire	As I am a Disabled Person it has not been easy in so many different ways, because we as a group of people find it difficult to use a computer and don't understand Hospital Jargon. We have to seek help and Support from organisations so we can get the right sort of HELP. It is the assumption that we can all use a computer and understand Forms and Literature, so this can be a big issue when we have to fill out forms or understand Technology.
East Staffordshire	At the moment we cannot book appointments on the app also if you need an emergency prescription should be able to do this on the app
East Staffordshire	Being able to message our gp or hospital doctor
East Staffordshire	Book a GP appointment. I can only book pharmacist or nurse appointments
East Staffordshire	Default setting to allow patients to see ALL Documents instead of allowing the surgery to restrict it.
East Staffordshire	Generally, works well
East Staffordshire	Give me a person to talk to. When the IT doesn't work and you are frantic. I will have no signal, no credit, don't or can't use IT or are very worried it is especially difficult to use IT should be one of a selection of options not the only one. What if you haven't got access. Make it simpler to access and simpler to navigate.
East Staffordshire	GP appointments through app. Ability for prescriptions to be adjusted following consultant letter without my intervention- consultant letter on

	patient knows best doesn't appear to have been actioned by survey. The two systems need to be merged. I do not see the function of patient knows best - it's poorly designed
East Staffordshire	I CAN CURRENTLY ORDER REPEAT PRESCRIPTIONS FOR MY SON WHO IS 20 YEARS OLD AND HAS AUTISM AND LEARNING DIFFICULTIES BUT I AM UNABLE TO MAKE AN APPOINTMENT FOR HIM VIA THE APP
East Staffordshire	I find the NHS app to be very limited in the information it shows. I use Patient Access instead
East Staffordshire	I have to sign in every time I use the app! It doesn't remember my sign-in details and doesn't use Face ID
East Staffordshire	I think more accurate information on your medications & contraindications. Ability for more interaction.
East Staffordshire	I would like it to be easier to access Patient Access for letters from the hospital. Please can I praise the App, when I needed some pharmacy advice on holiday, she was able to look at my results (which she said were detailed) and give me accurate advice.
East Staffordshire	I would like to be able to book appointments online but there are rarely any to be booked. If there are it will be an odd one that was probably a cancellation
East Staffordshire	It would be very useful if GP surgeries offered the facility where people could attend a one-off help class on how to use the app to its fullest. I only know how to order a repeat prescription and view my GP surgery test results. It would be really useful to know how to access and use the other facilities on the app. It's too confusing with links and passwords etc.
East Staffordshire	It's a good app
East Staffordshire	I've been on a cancer pathway and the app has been ineffective. It could be effective. The hospital systems are archaic and disorganised. I can complete a personal details form, but it doesn't mean it will appear on my record. 2 hospitals, in the same trust, are not connected by my NHS number. Shocking, and so is the admin.
East Staffordshire	Make it easier to use. Not everyone is savvy about these things.
East Staffordshire	No
East Staffordshire	None at present
East Staffordshire	See hospital appts and letters
East Staffordshire	There are virtually never any online appointments at my GP and no online form to fill in to contact GP which I thought was mandatory since Oct 1st
Lichfield	1. Actually, be able to book appointments on it. My GP practice showed no appointments available, so I had to phone. Have more interactive functions. For example, I needed to record a peak flow diary. I had to record this on a piece of paper and then physically take the sheet to my GP practice. Why can't I use the NHS app to do this?
Lichfield	Currently can't book GP appointment with it
Lichfield	Direct push notification of incoming messages - doesn't always seem to work
Lichfield	Easy to order/track repeat prescriptions. We are also lucky with our pharmacy who text to say received/ready to collect.
Lichfield	For my GP surgery to be better linked with the NHS App. I can't book an appointment through it
Lichfield	I have found it impossible to view correspondence from a link in a text message. When I asked the hospital for help, they referred me to the GP. I still have been unable to access the message that the text message referred me to.
Lichfield	I would find all the points useful to have on the app. However, the features vary so much from GP practice to practice. For example, at my practice I can

	view all my test results and details of a GP consultation are available immediately after my visit. However, I can't book an appointment. My friend uses the app and at his GP practice it is totally the opposite. He can make an appointment but cannot see details of any.
Lichfield	I would like the app to be far more intuitive. I find actually finding the information I want isn't easy to find so I barely use it.
Lichfield	I would like to see information from all hospitals I visit in the same place on the website.
Lichfield	I'd love to see more of my medical history and referrals. There's a space for them, but it's only occasionally been used in my case. There are some referrals that I'd love to be able to track and contact the referred to department for updates.
Lichfield	It's very good and simple to use
Lichfield	My GP does not put all correspondence on my health record. Not sure what criteria they use to include or exclude information. Would be really pleased if I could access ALL my health info via the app. Logging into the app can sometimes be a problem. Also have to use PKB when accessing data from Burton and Derby hospitals. Why can't we just have one system?
Lichfield	Not easy to attach consultant's letter or other document to online consultation form. Could do with a set of instructions. Not sure if it's possible to take a copy of what you have written on the online consultation form - but I would find it useful to remind myself what I have raised with the GP.
Lichfield	Please combine the Patients Know Best information into the NHS App … I am not going to engage with a non-NHS company that stores my personal health information.
Lichfield	Some of the documents on the documents saved in the 'Documents' tab will not open so that I can't view them, if you want people to feel that the NHS app is reliable to use then saved documents must open.
Lichfield	The features are quite limited at the moment, so I hardly ever use the app.
Lichfield	The NHS is brilliant. Thank you.
Lichfield	The options to book a gp appointment does not allow you to put enough information in the box as to why you need one
Lichfield	To book a greater variety of appointments.
Lichfield	Up to date list of past medical conditions and operations
Lichfield	We need the ability to contact medical secretaries to be able to log a query or order medicine which is prescribed by the hospital
Lichfield	Why can't I add my husband to the App
Newcastle-under-Lyme	Admittedly I only recently got the app and have an extensive healthcare history, but not everything shows.
Newcastle-under-Lyme	Any messages from the surgery I only pick up once a month when I do a repeat scrip. Because my phone doesn't flag up that I have a message from the surgery in the NHS ap.
Newcastle-under-Lyme	Better integration with other NHS services outside of just the GP services. e.g Hospital appointments, results, notifications etc.
Newcastle-under-Lyme	Clearer test results reporting, what results mean, if follow needed etc.
Newcastle-under-Lyme	Ensure information is accurate
Newcastle-under-Lyme	Extra guidance on how to use.
Newcastle-under-Lyme	Face recognition to log in would be good.

Newcastle-under-Lyme	For all NHS Departments to input Patient info etc in one area, i.e. APPOINTMENTS: I received 2 letters from 2 different NHS departments for 2 different dates and 2 different times for a Mammary Scan. If theses could be shown then it may save Bookings etc.
Newcastle-under-Lyme	Happy to continue as it is now
Newcastle-under-Lyme	Hospital records
Newcastle-under-Lyme	I am impressed with the app
Newcastle-under-Lyme	I attempted to order my repeat prescription using the App, and it wasn't picked up by the GP. Previously, I have used Patient Access and never had any issues, and for this reason, I have gone back to using Patient Access.
Newcastle-under-Lyme	I cannot currently use the NHS app to book appointments. I would like to be able to do this.
Newcastle-under-Lyme	I don't see any test results on the NHS App. I use my Drs App instead
Newcastle-under-Lyme	I find it not easy to use
Newcastle-under-Lyme	I find the app pretty poor. Some of my records are there. Unable to book appointment. Pretty much a waste of time at the moment.
Newcastle-under-Lyme	I find the app very limited and a total waste of time. I can't book a GP appointment, can't contact the GP with a non-urgent query, only part of my medical records are there. The GP website is far better.
Newcastle-under-Lyme	I have now seen the MyChart app as I have been in Hospital in Devon and it is so much better than the NHS App. I have access to it, to store health info so you can self-monitor your own results. It empowers patients and allows them to take responsibility
Newcastle-under-Lyme	I still prefer person to person contact and find it very hard to communicate online
Newcastle-under-Lyme	I think the App is a great tool and can't think of any changes needed.
Newcastle-under-Lyme	I tried to book a GP appointment via the app. It said no appointments available and to contact the GP surgery.
Newcastle-under-Lyme	I would like to be able to read hospital test results (not just those requested by my GP).
Newcastle-under-Lyme	I'm not able to book an appointment or a call back from my GP surgery. Despite changes in Oct 2025, I still cannot book appointments through the app.
Newcastle-under-Lyme	Indication as to which hospital departments' documents can be accessed on the app
Newcastle-under-Lyme	It is pretty useless at the moment so I hardly ever use it.
Newcastle-under-Lyme	It would be nice to book an appointment with the GP through the NHS app
Newcastle-under-Lyme	It's excellent
Newcastle-under-Lyme	It's confusing when not all appointments appear on there or have the wrong information. Also having to use separate apps like Patchs still and having different messages from my GP surgery coming to different places.
Newcastle-under-Lyme	Make it easier to read and more efficient.
Newcastle-under-Lyme	More online appointments and with GP as we as nurses
Newcastle-under-Lyme	Na
Newcastle-under-Lyme	No
Newcastle-under-Lyme	No, I am very satisfied with my drs services and it is very satisfied with the gps and the NHS apps
Newcastle-under-Lyme	No, it's very good
Newcastle-under-Lyme	NONE CURRENTLY

Newcastle-under-Lyme	Not sure if it's me but making appointments outside of surgery hours through app would be useful. At present it can only be done in surgery hours, but I've been unable to successfully do this
Newcastle-under-Lyme	Options to book appointments beyond just those with a GP. Referrals and appointments with other services to be featured as they are not visible here.
Newcastle-under-Lyme	Receiving information is often duplicated by text messages from GP and then notification of a message on the NHS app which turned out to be the same message.
Newcastle-under-Lyme	That all results are available immediately from those ordered by GP to Hospital Trusts. Hospitals do not upload results to Patient Knows Best Sites. GP will not discuss hospital ordered results. This is not fair or transparent, and with NHS review delays being months, leaves patients in states of anxiety. As the patient has a right to access the data , then all results should be available.
Newcastle-under-Lyme	The app is fine but will never replace the personal touch for people of a certain age.
Newcastle-under-Lyme	The NHS app isn't clear enough for me to find what I need and for that reason I don't particularly reach for it if I can help it. If the NHS app was laid out better and didn't require so much searching through it, then I would use it more
Newcastle-under-Lyme	There is a lengthy delay of hospital reports becoming available on the NHS app. Room for improvement here.
Newcastle-under-Lyme	To be able to print off letters/consultations
Newcastle-under-Lyme	To be able to view hospital reports as soon as they are written. To be able to send direct messages to Consultants and/or their team.
Newcastle-under-Lyme	Touch ID to open the app please.
Newcastle-under-Lyme	When ordering repeat medication, it would be useful if you could add additional info for the GP. For example, if you had an item which had been taken off the list you would like to reinstate if you have a chronic condition that flared up from time to time
Newcastle-under-Lyme	Where you can upload details of your symptoms, have them reviewed by a GP who then decides if you need an appointment or not.
Newcastle-under-Lyme	Wish the GP surgery was easier to contact by tech
Newcastle-under-Lyme	Would like hospital records / test results linked
Newcastle-under-Lyme	Would like more information on how to book appointments
Newcastle-under-Lyme	You cannot beat speaking to a human
South Staffordshire	A record of your Blood type in your personal health would be useful
South Staffordshire	Drs notes appear condensed and don't reflect the full reports held on the surgery system! Results of a blood pressure monitor I had was done in Cannock but could not be accessed by my GP in Penkridge nor cardiology at Stafford, a one system would be useful and accessible by all would be efficient
South Staffordshire	Hospital info is very patchy, some makes it onto the app, some not. What doesn't help is I am midway between 2 separate trusts and can be referred to either. The trusts' IT systems don't speak to each other so if everything could be uploaded onto the NHS app, that would be a great help. Instead, I have to ask the surgery to print off test reports so I can take them between hospitals
South Staffordshire	I am proxy for my two adult disabled children and my elderly mother and mother-in-law. I cannot send messages on their behalf through the app, only myself

South Staffordshire	I need an alert of some description to flag that I have a message etc in my nhs app.
South Staffordshire	It is extremely annoying to have to fill in my email and password every time I want to use it. My devise is unable to save my password as it does for other apps. I want to consult it quickly without messing about. I would like to be able to access all my medical information. At the moment I can access GP information and some information from one hospital but for the other hospital I attend regularly, that information does not appear on the app, I have to access it another way. It would make sense to have everything in one place. I would like to be able to book GP appointments on it but there are never any available when I go on, so end up having to phone up.
South Staffordshire	My records are not consistent or comprehensive. I had for a long time a referral showing as still waiting and I had actually had 2 appointments - neither the department or GP knew how to deal with it and I was concerned it may affect statistics. Not all hospitals appointments are showing and surgery and hospital admissions
South Staffordshire	The only way I can get a GP appointment or admin help etc is via the eConsult form which is worse than rubbish. Clearly someone not aware of anatomy and medical conditions has set up the rubbish system. I have to go on GP website to find the link to start the form. Then if I use NHS app it prepopulates information for me. Saves me typing it. I'd like to see an alternative to e-consult as it's rubbish and dangerous and I think someone will be given wrong advice and die as a result. SCRAP eConsult please.
South Staffordshire	When notification for example Smear needed, facility to book through letter sent.
Stafford	Ability to screen messages from GP practice, only notify if related to my health, and ignore messages about health days that are when I am working.
Stafford	Access to my own GP surgery.
Stafford	All appointments should be available online ,30+ people in a telephone queue plus call backs is not a good use of time
Stafford	App is difficult to navigate
Stafford	Book appointments with my GP, more detailed history (mine only fits back a couple of years)
Stafford	Booking GP appointments
Stafford	Concern for those, including my brother, who have no access to the internet and cannot use the APP. He is profoundly deaf and housebound so finds himself excluded from internet and telephone use
Stafford	Date I last ordered prescriptions. More health record info. GP health record usually only states that I attended an appointment, but not what it was about or the results from it.
Stafford	Easier access to the sites and understanding when and why NHS Direct replaces the GP site. It's confusing
Stafford	Ensure the extra 'Patient Know Best platform' is linked better, easier to navigate.
Stafford	Explanation of test results and remedial action required, (if any). Sometimes we are just 'left hanging' wondering where to go next.
Stafford	GP to sign up to online booking via the NHS App
Stafford	Hospital Test results uploaded as soon as available rather than having to wait for a consultant appointment to go through the results before this is uploaded.

Stafford	I can't find my health records and far too many hoops to jump through I get frustrated every time I use it . I thought I would find it easy and convenient when it was first rolled out but that's not the case.
Stafford	I don't use the NHS app. My GP practice seem use Patient access app & it's easier to navigate on computer. Also, my hospitals don't use the NHS app, they use things like my chart app instead.
Stafford	I find it sufficient for the way I use it
Stafford	I have access to my husband's record as his carer. The one thing I can't access is messages, I get notifications that there is a msg but if it is for him, I can't see it. Would be useful to have that access as he doesn't always check and relies on me to help with medical issues for his numerous appts/conditions
Stafford	I have not found any appointments on the app - have to phone to 'book on the day'. I had to ask on the phone to get a printout of current conditions - did not seem up to date or terribly accurate. There is too much reliance on short appointments - different doctors and having to repeat history because it is not clear from the notes. Too many services outsource to ineffective providers like Health Harmony and Opcare - levels of service have fallen back from the NHS in house services.
Stafford	I recently went into hospital in Devon they use my care app .This app is significantly better than the NHS app as i can see my results and even see trend .I can see appointment and lots more .The ridiculous thing is it can't connect to my NHS app .I would like this app and believe it should be rolled out across NHS .I like it as it helps me take responsibility for my own health.
Stafford	I seem to get the same message from the surgery several times. It seems unfair for those who cannot use the internet.
Stafford	I think it's brilliant! 👍🏻
Stafford	I would like to be able to book appointments via the app - I haven't checked if this has been newly added but until recently, I could not do this with my GP
Stafford	I would like to be able to get results from other test areas
Stafford	I would like to be able to have everything health related in the one app. I would like to be able to view more health information related to hospital appointments not just GP consultations. I would also like to be able to book GP appointments, request prescriptions etc through the app.
Stafford	I would like to see the NHS app as a stand-alone service as there are other separate hospital apps which don't have the same information about me as the NHS app i.e.: 'my health and care' and 'patient access'.
Stafford	I'd like the existing features to work. Our doctors don't accept appointments on the app. Our hospital letters don't get added to the app.
Stafford	Linking into the community and voluntary sector, for example support groups related to specific conditions.
Stafford	My test results aren't shown, neither is my hospital prescription
Stafford	N/a
Stafford	No, the website functions well and is useful. I would, however, always prefer to speak to medical professionals in person.
Stafford	Not sure how my 91-year Mother is supposed to use it when she does not have a smartphone and couldn't use on if she had. We are making a country of second-class citizens by not making sure everyone can access these services.
Stafford	Not that I can think of. Suits my needs.
Stafford	Prefer to call my GP. They are outstanding Apps lead to people being seen anyway

Stafford	Results from the hospital showing on my NHS record. Had to contact the consultant's secretary to see if they had received CT scan results, which they had. The secretary then had to tell the consultant and I have to wait for an appointment which could take weeks to see him.
Stafford	Tests taken in hospitals should also be uploaded to the NHS app
Stafford	The above options suggests that I could book a GP appt using the app. I don't know how to do this, but it would be useful
Stafford	The information is limited by the number of years it goes back.
Stafford	The main issue is the increasing number of elderly (I'm 70 & losing technology!) who have no means/understanding of how to access let alone the Internet!?? It seems that some GP surgeries seem to be better linked to the App (what we can do/access) so get every GP up to speed! Integrate the Patients Know Best app into the app? I found this very useful (until it went wrong!) in receiving hospital appointment letters/referrals? A GP initiative to "sell" the app? An easy telephone access to the app? Just streamline & make easier to use all the various NHS apps available?
Stafford	The NHS App does not show all my blood and hospital test results - my GP might have my blood results but does not put them on the App so I have no idea of what they are and when II get them - worrying when I have Stage 2 Prostate cancer
Stafford	The NHS app does not work properly for me. My information is not up to date and my recent and upcoming hospital appointments are not in the app. The results for a Biopsy that I had in 2024, are still not uploaded to the app for me.
Stafford	To be able to see more information on the app.
Stafford	Treatments and results from Rowley Hospital. Including inpatient operation details. Thank you.
Stafford	Unfortunately, not all people can afford to go digital or have difficulty using it. So you may end up with a 2-tier system which may cost more. Increase the security on the app and the servers hosting app to stop hackers
Stafford	We cannot book GP appointments, I would like to be able to do that.
Staffordshire Moorlands	Ability to book blood tests via app.
Staffordshire Moorlands	Alot of features like test results. Medical history are blocked by the practice
Staffordshire Moorlands	Be able to access scan or x ray images as part of the test results feature. Not all appointments have shown up recently, I had a CT scan and the appointment has not shown on the app
Staffordshire Moorlands	Be able to make a routine appointment such as cervical screen or GP appointment
Staffordshire Moorlands	Easier to navigate - also been told when ordering repeat prescriptions that "we don't read the notes bit" - not helpful!
Staffordshire Moorlands	GP records list your health history and illnesses on NHS app
Staffordshire Moorlands	Hospital appointments and results not always put on or kept up to date.

Staffordshire Moorlands	However effective the NHS website is, it is no substitute for dealing face to face with a qualified doctor!
Staffordshire Moorlands	I do not seem to get a message to arrange a follow up after scans etc. it was only when I checked my records, I noticed a message to contact my GP. Could have been missed
Staffordshire Moorlands	I don't think my GP offers things like appointments through the NHS App. This is to ensure services are accessed appropriately.
Staffordshire Moorlands	I find it scary when it says you have a message on the app since I am waiting for an operation I don't know if it will pertain to that but usually it's just a survey or something.
Staffordshire Moorlands	I would appreciate being able to see all the test results that only kidney patients are able to see currently.
Staffordshire Moorlands	I would like to be able to book a Dr's appointment
Staffordshire Moorlands	I would like to be able to manage my mum's NHS health services but we are at different GP surgeries so therefore I am unable to do this currently. I would really like to see this changed
Staffordshire Moorlands	I would like to see all consultant/hospital test results (bloods, x-rays, other imaging results, clinic letters, etc) also available to see in the app as this would allow me greater input and empower me to help manage my multiple health conditions.
Staffordshire Moorlands	Id like to see my medical history, but it always seems very hit and miss. Also, I receive text messages about my Drs appointments, so this is fine. But I've, almost missed appointments, especially for the hospital as letters have only been put on the app
Staffordshire Moorlands	If all appointments were sent to the App. Usually at least 50% do not appear on the App as they are different Trusts
Staffordshire Moorlands	It is a lot better. I got warned about booking a PSA blood test rather than me having to contact them. Very good. Also, a reminder to get my flu and COVID jab. 👍
Staffordshire Moorlands	It seems to cover all my needs at present.
Staffordshire Moorlands	Letting me know that my prescription is ready for collection would be good
Staffordshire Moorlands	Make it easier to use.
Staffordshire Moorlands	Make sure all information is recorded and available
Staffordshire Moorlands	Maybe, I can't remember. Is it locked behind biometrics, if not, that is easier than passwords.
Staffordshire Moorlands	More appointments available to book would be helpful as I've never been able to book one in years.
Staffordshire Moorlands	Not confident that the App is secure or that information sent via it is timely. Concerned that appointments may be missed if App is relied on to communicate details.
Staffordshire Moorlands	Sometimes it can be difficult to find what you are looking for, but this gets better the more you use the app.
Staffordshire Moorlands	We cannot book appointments with our GP surgery via the app, which would be helpful
Stoke-on-Trent	Accuracy of information / data inputted

Stoke-on-Trent	All gps should use the booking function as ours don't and it makes it more difficult.
Stoke-on-Trent	All of the above I find useful in the NHS App so choosing 3 I found difficult although we are still unable to book GP appointments online
Stoke-on-Trent	Allow us to book doctors appointments online
Stoke-on-Trent	As a disabled person who is bedbound the option of selecting a home visit when booking an appointment for vaccinations would be helpful
Stoke-on-Trent	At the moment, I can only see test results from a hospital consultant if they are mentioned in a letter to the GP. I would like to see these results in the NHS app and would also like to see X-ray or other imaging results
Stoke-on-Trent	Be able to book a appointment with a doctor
Stoke-on-Trent	Be able to book GP appointments & flu jabs via the app
Stoke-on-Trent	Be able to view my complete health record, letters, blood and test results - although some people are able to do this, despite applying to my surgery- I cannot view all the records?
Stoke-on-Trent	Being able to move appointments Struggling to get through to the hospital
Stoke-on-Trent	Book Dr. Appointment
Stoke-on-Trent	Can't make an appointment with GP
Stoke-on-Trent	clear and easy to follow info on how to link family accounts
Stoke-on-Trent	Could Gp's and their websites have a NHS App link on their front pages, as I often use a link embedded some where on the GPs website. .I have never been given my results via the app, for bloods, or for surgeries via my GP, so that information I value can be seen
Stoke-on-Trent	Don't keep changing the layout
Stoke-on-Trent	GP practice website states you can book appointments via app but never any appointments on there to book, so you have to resort to telephones
Stoke-on-Trent	hospital letters are only notice of their existence - need to be able to access these in the app: this is the primary hindrance to my better use of the app - ALL features should be readily available
Stoke-on-Trent	I actually think that it is absolutely useless. Any hospital tests such as blood tests cannot be accessed. Letters from consultants etc are loaded onto the GP website as are all blood tests done by GP but not hospital blood tests. I rang the GP to ask for
Stoke-on-Trent	I dislike the reminder messages for appointments and the follow up surveys. When my phone pings my anxiety levels go through the roof. Now what? If it's to take a weeks B. P it goes through the roof. Then I get a text about it ! There's no feature to send a message to the surgery .
Stoke-on-Trent	I don't think I'm able to book appointments through the App however that might have or be about to change
Stoke-on-Trent	I find the NHS great to navigate and use for ordering my prescriptions and receiving hospital appointments and test results.
Stoke-on-Trent	I have found that I can book but not cancel or amend GP appointments, which is inconvenient.
Stoke-on-Trent	I have tried to download the online GP consultation form, but it will not open.
Stoke-on-Trent	I use it to view my GP record but my husband can't get this function to work on his account. He's had codes from the surgery, tried many times but he can't gain access. You can't book a GP appt thru the app at my surgery, you have to go on the surgery's own website to do that - makes it confusing, needs integrating.

Stoke-on-Trent	I want to be able to book appointments with my GP practice but I'm unable to do that because neither the NHS app nor my GPs Patient Access app are able to do this
Stoke-on-Trent	I would like hospital (UHNM - Royal Stoke) to make my test results available on the App - blood tests, x-rays, CT scans, MRI etc. Also details of all hospital appointments - x-rays, scans etc (Royal Mail is unreliable, and risk of missing appointments if letter not received). It would be good if I could book GP appointments on-line.
Stoke-on-Trent	I'd like health care providers to actually enter updates onto the app, especially test results and reports/ letter from Consultants. It's very hot and miss, with more miss than hit. A good concept, but fall far short from what is promised by the structure
Stoke-on-Trent	I'd like the ability to easily opt out of things such as vaccinations. I also do not want to leave a note for my GP when ordering repeat prescriptions, this should be optional
Stoke-on-Trent	It takes too many clicks to get into my health record as there is a disclaimer which comes up each time. I would prefer it if there was an option to say, "yes, I've read it and never show again".
Stoke-on-Trent	Less complicated to navigate, I often spend a lot of time navigating as it's not intuitive.
Stoke-on-Trent	Like to see more services at Leek Moorlands! I have a follow up appt at Stafford County, if I didn't have someone to take me, I couldn't attend, as it would involve 3 buses and journey time of 2 to 3 hours one way! The booking system should have appointments closer to where people live!
Stoke-on-Trent	Make appointments. There's a box when making repeat prescriptions to contact surgery but doesn't get a response.
Stoke-on-Trent	My GP doesn't offer appointments through the App. The message section only offers the chance to send one message and receive one reply- often this isn't sufficient to complete the "conversation"
Stoke-on-Trent	Need to have next issue date on Prescriptions so I know when to order as my Dr won't issue if ordered too early, so I have to use Patient Access for ordering. Maybe even a reminder
Stoke-on-Trent	Needs to be one seems somewhat disjointed when ordering prescriptions. I would like to book appts online but does not appear on my app.
Stoke-on-Trent	No
Stoke-on-Trent	No
Stoke-on-Trent	No it seems to work well enough for what I use it for.
Stoke-on-Trent	No it's great. I find it very useful and user friendly.
Stoke-on-Trent	No, I would like to know why can't I see; results, my health records, make appointments at my GP etc how does this all work? And why do we need so many different websites e.g. patients know best, patient miss access etc all so confusing not user friendly
Stoke-on-Trent	None
Stoke-on-Trent	None. I'm loving the app, its brilliant, super convenient and allows me to manage most things related to my care.
Stoke-on-Trent	Not always available on day I want to use it. Very annoying if it's what you've got to use and app not working
Stoke-on-Trent	Nothing to add as the NHS app has covered everything I need to date. Although I believe I should now be able to make doctors appointments on it which was previously not available.

Stoke-on-Trent	Personally, the best thing about the NHS App is I don't need to see a Dr about a prescription or to check test results (unless the Dr has identified a concern in which case, I normally receive a phone call from the practice to make an appointment). This is positive as it ensures the Drs (and other practice staff) can be available for people who genuinely need those appointments!
Stoke-on-Trent	Recently my prescription list disappeared
Stoke-on-Trent	Repetitive emails regarding hospital in and out times
Stoke-on-Trent	The ability to 'save' login information so I don't need to enter password every time on my phone
Stoke-on-Trent	The appointments sometimes don't match on practice.
Stoke-on-Trent	The GP health record section is extremely limited on the app, thus making that particular feature not very helpful. I would like to see more on my GP health record, without having to put in a request to the GP surgery.
Stoke-on-Trent	The historical medical records are not available and hospital appointments have not been logged
Stoke-on-Trent	There are never any appointments available to book. I have a B12 injection every 12 weeks and it would be so much easier to be able to book this via the app.
Stoke-on-Trent	Tried to use to book an appointment but service I needed was not available on the list which could be booked online. In fact, it only offered cervical smear, and I wanted a vaccine appointment
Stoke-on-Trent	Unable to book covid and flu vaccines via the app if you want them done by the local practice nurse.
Stoke-on-Trent	Unable to see DOCMAN documents Clinical/Hospital
Stoke-on-Trent	We are always told we cannot currently send messages or that there are no online appointments with our GP. I know it's a feature other places have that ours doesn't seem to, and also something you are meant to be able to do online with your GP of needed, since October. We still can't, that's very unhelpful.
Stoke-on-Trent	Why bother put a more section on the repeat medication request when nobody reads it. I was told this by a receptionist when I had to go into the practice and on the phone. Ridiculous
Stoke-on-Trent	Works well for me so no improvement to suggest.
Tamworth	App is unreliable, not connected to all hospitals and other providers. It either has to work for all or scrap it. Does some things well, but" not as described on the tin" Get notifications saying I have messages, but then either says cannot connect to me
Tamworth	Be able to view all your information even when you use the GP website too
Tamworth	Being able to change appointments
Tamworth	Book appointments with my GP as mine doesn't offer this service.
Tamworth	Currently not able to book GP f2f appointments. Can't order repeat prescription from hospital yet either. This would be really handy. Would like to.be able to contact my hospital consultant through app and also ask for referrals or able to connect all my consultants so they can speak to each other when multi-disciplinary factors need to be taken into account for chronic conditions. It should be able to help them work together easier and get better outcomes for patients. Example, ideally, I need a dermatology, rhuemy, immunologist, cardio, musculoskeletal , genetics departments to all work together and help combat personal comorbidities, but its just not possible
Tamworth	I have not had health issues so I am not really using this app at the moment.

Tamworth	I used the app to check on some blood results regarding high cholesterol; I didn't understand the results. They need to be written so the patient can understand them.
Tamworth	I would prefer it if, when I sign into my Patient Access account, I am hijacked by the NHS app. trying to steer me towards itself. If I am signing into Patient Access, it means that's where I'm aiming for. It's PA I want. That's my preferred place for ordering regular medication.
Tamworth	No can't think of any.
Tamworth	No, everything works perfect.
Tamworth	Not at the moment
Tamworth	Not that I am aware of
Tamworth	Some of the data is difficult to locate.
Tamworth	There should be a complaint form There's no way to register dissatisfaction with NHS services, like the awful service carried out by EMED patient transport who have made me miss 5 of my last 6 hospital appointments.
Tamworth	Voice activated options would be great
Tamworth	Whenever I have tried to use the app it says it is not available. It would be useful if I could actually access it. It also says that there are no appointments available or any other services I request.

Respondents currently not using the NHS App

Respondents who currently do not use the NHS App were asked what prevents them from doing so. Their feedback revealed a range of challenges, from technical difficulties and digital exclusion to personal preferences and concerns about privacy.

The following section outlines the five most common barriers identified, followed by a complete list of individual comments.

👷 1. Digital exclusion

- lack of access to smartphones, internet, or compatible devices
- limited digital literacy, especially among older adults and disabled users
- no photo ID required for registration.

📱 2. App fatigue & preference for simplicity

- overwhelmed by the number of health-related apps
- prefer familiar platforms like Patient Access or direct contact with GP
- desire to avoid constant digital engagement with healthcare.

🔐 3. Privacy & security concerns

- worries about data sharing, hacking, and app permissions
- reluctance to store sensitive health information on mobile devices.

❌ 4. Technical issues & poor user experience

- app doesn't work properly or lacks useful features
- past attempts to use the app were unsuccessful or frustrating
- confusing interface and lack of clear guidance.

❓ 5. Lack of awareness or motivation

- unclear benefits of using the app
- no support or training on how to use it
- prefer traditional methods like phone calls, letters, or in-person visits.

Respondent Location	What stops you using the NHS App to access health and care?
Cannock Chase	Prefer to speak with a person, NOT a machine , if I need advice I need personal information . Not guess work
Cannock Chase	Nothing really
Cannock Chase	I'm still using Patient Access.
Cannock Chase	Very little information on the app. I tried a few weeks ago to make a GP appointment and just got the message no appointments available and to contact the GP practice. I did and the made an appointment straight away
Cannock Chase	Cannot register for NHS records etc as they want you to upload either your passport or driving licence which I do not have.
Cannock Chase	I have not felt the need to use it
Cannock Chase	No reason to use it.
Cannock Chase	No need to use.
East Staffordshire	Have been using a different app for years and am familiar with it. Seems there's too many changes to everything in life these days, I can't keep up with it anymore.
East Staffordshire	I don't know really , I guess I just prefer how I do things now. I actually get tired of apps for this that and everything so to not use one for something is refreshing.
East Staffordshire	I have never seen the need for it.
East Staffordshire	I do not have a smartphone. I do use the NHS website.
East Staffordshire	Lady time I tried, features were very limited
East Staffordshire	I don't want the NHS being with me the whole time in my pocket - prefer to be able to put it in a box and not feel I could be given health news (good or bad) at any moment. I could put the app on a tablet. My phone would not have enough memory/space to run it.
East Staffordshire	Sometimes it worked, sometimes locked out
Lichfield	At this time, I have all my NHS invitation by mail and repeat and invites by text & email
Lichfield	My ADHD, and other complex needs, I cannot always use a phone let alone use an app
Lichfield	I use patient access
Lichfield	Don't really know what the benefits of using it are.
Newcastle-under-Lyme	I have never really thought about the NHS App don't really know if I would have cause to use it. Will think about it.
Newcastle-under-Lyme	No need to use it.
Newcastle-under-Lyme	No need to
Newcastle-under-Lyme	I know people who have it and they can do next to nothing on it.
Newcastle-under-Lyme	I don't know how to download to phone
Newcastle-under-Lyme	I do not use apps much.
Newcastle-under-Lyme	I do not use apps etc they are complicated and I get confused I am not technically able don't have computer or eye pad or anything else
Newcastle-under-Lyme	Nothing on it was up to date.
Newcastle-under-Lyme	Don't know anything about it and would rather speak to a person
Newcastle-under-Lyme	The app does not work on my phone. But more importantly, many of the more senior members of our community are not proficient with tech or have access to this type of app on the phones they are using. Some, like myself, are not mobile enough to seek help and may not have assistance from family members either to use this app. Modern society seems to presume we are all living with

	access to tech to use the tech systems, including all companies and other important practices, such as the NHS and doctors' services, that are there to assist with our needs. This assumption cuts vulnerable members of our society off from vital services.
Newcastle-under-Lyme	I use the Emis access app to request repeat prescriptions as my GP practice requested some years ago. I have dozens of apps on my phone and a lot only get used once. I have two government apps that have only been used once. I have app fatigue.
Newcastle-under-Lyme	I had problems downloading it
Newcastle-under-Lyme	Just never think to use the app. Have always used tried and trusted ways to obtain healthcare.
Newcastle-under-Lyme	I hardly ever visit the doctor, so it's just another app clogging up my phone. Maybe if I needed to see the GP on a regular basis I would then look to see if there was any benefit of me using
Newcastle-under-Lyme	Don't really know much about it.
South Staffordshire	Can't make head nor tail of it, doesn't help been visually impaired
South Staffordshire	Practice website is sufficient
South Staffordshire	Not needed to use.
South Staffordshire	Nobody has taught this 80-year-old how to download an app. Simple as that.
Stafford	May have a look later
Stafford	Whenever I have tried to use it there have been problems
Stafford	There are so many apps out there: the pharmacy app, Evergreen for prescription ordering, results etc, it all becomes a bit bewildering. Although I do have a suitable phone, my wife doesn't so we'd still need to use "old fashioned" methods of interacting
Stafford	Data privacy, sharing policies and hacking risk.
Stafford	Use patient access
Stafford	It wants some authentication app I do not have
Stafford	There are other methods, so I don't need to use the app.
Stafford	I prefer personal contact and feel that a lot of elderly people are excluded if an increasing number of contacts are digital.
Stafford	I don't use Apps, I don't like them and have no intention of further use of them.
Stafford	No need to, other easier options available - prefer laptop to phone.
Staffordshire Moorlands	I don't know how to set it up
Staffordshire Moorlands	Not familiar with it
Staffordshire Moorlands	Not happy using apps
Staffordshire Moorlands	No Wi-Fi on mobile phone, also concerned about security.
Staffordshire Moorlands	Just don't necessarily think about it.
Staffordshire Moorlands	I prefer to speak to someone if possible to access this.
Staffordshire Moorlands	I do not have photo id but fully intend to contact my GP practice to help me get set up on the NHS App.
Staffordshire Moorlands	No idea what to do it asks for information from the surgery. At the moment my husband is seriously ill and the nearest library to me (Biddulph) hasn't got any sessions

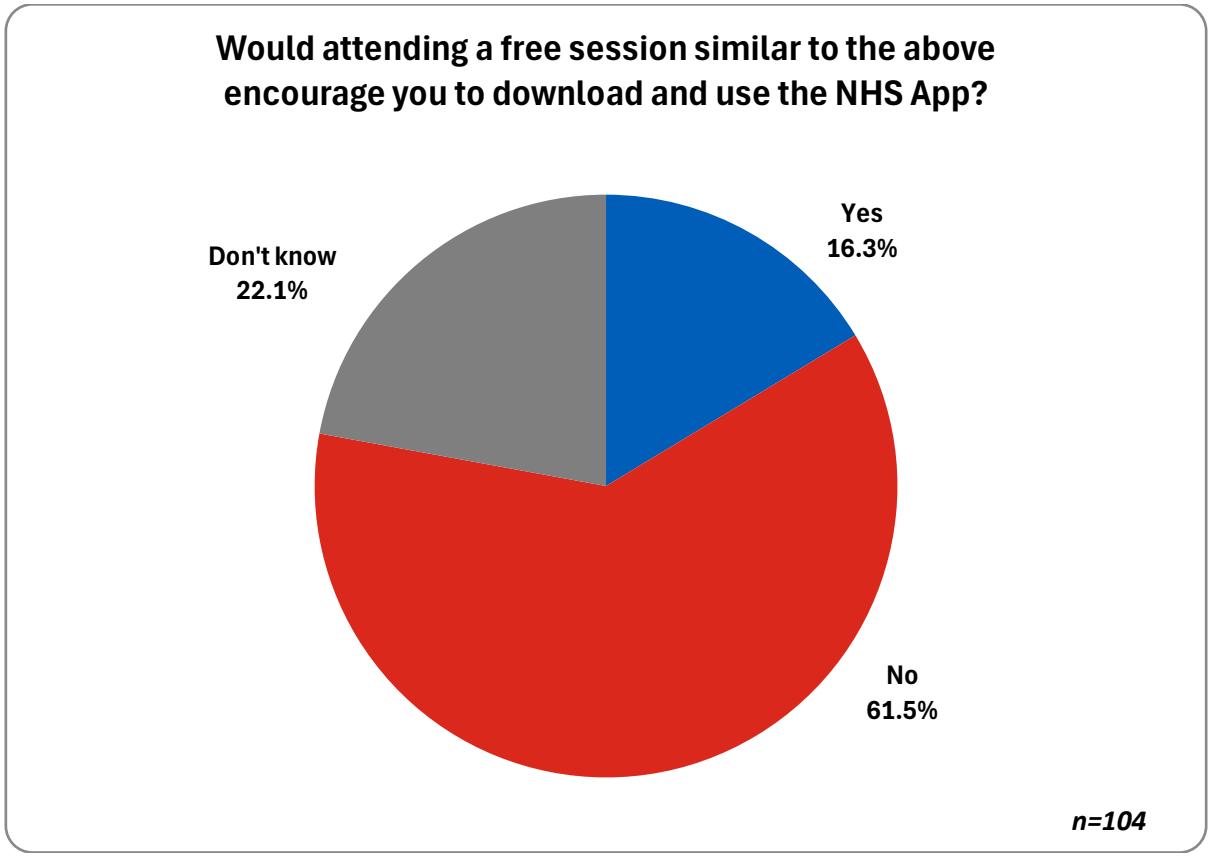
Staffordshire Moorlands	Not technically good
Staffordshire Moorlands	I've only just, with difficulty, installed it on my phone. I much prefer to speak to a person, either face-to-face or on the phone, about medical matters.
Staffordshire Moorlands	My telephone is not compatible.
Stoke-on-Trent	I find it too difficult because each time I have tried it has not been successful
Stoke-on-Trent	I am 71 and not confident in using apps - my phone isn't up to it either. I like to speak to someone not use technology
Stoke-on-Trent	I do not wish my life to be run by a computer; will you please explain to me why a real person cannot be face-to-face with me ?
Stoke-on-Trent	Never thought about it
Stoke-on-Trent	Phone doesn't support the app
Stoke-on-Trent	I find it doesn't get you the right treatment and sometimes doesn't even load.
Stoke-on-Trent	Don't know how to use it.
Stoke-on-Trent	I have limited Computer skills and to honest I prefer the one-to-one basis.
Stoke-on-Trent	I use the app
Stoke-on-Trent	Don't like downloaded apps
Stoke-on-Trent	Although I have much IT knowledge and experience, I am not familiar with downloading Apps to my phone. I have difficulty with Q codes as well.
Tamworth	I can access my GPs website
Tamworth	Last time I tried, the features available were pretty useless.
Tamworth	I do use the internet hugely as I belong to several Bridge Chess and Social Groups, quite simply by the Club sign in, as I choose not to have a Smartphone. When I am out I have only a simple mobile whose number is shared only with two people. Apps I am sure can work well but for me feel excessive and don't always work out well
Tamworth	Not enough information available on how it works and what benefits me. I do not have access to libraries due to my mobility limitations
Tamworth	not a great app to use not clear enough

Would attending a free support session encourage you to download and use the NHS App?

To help more people access digital healthcare, free NHS App support sessions, at the time of the survey (October 2025) were available at libraries across Staffordshire and Stoke-on-Trent. These sessions offer one-to-one help with downloading and registering on the NHS App, and are open to anyone who needs a little extra support.

Locations included Burton, Cannock, Newcastle, Tamworth, Lichfield, Stafford, Uttoxeter, Perton and Leek libraries in Staffordshire, and Bentilee, Meir, Stoke, Longton, Tunstall and City Central (Hanley) libraries in Stoke-on-Trent.

As part of this year's survey, we asked respondents who **do not currently use the NHS App** whether attending a free session like this would encourage them to get started.



This question was introduced in the October 2025 survey; therefore, no equivalent data exists for April 2024.

Respondent Location	Would attending a free session similar to the above encourage you to download and use the NHS App? If you stated 'No' or 'Don't know' could you please explain your reason?
Cannock Chase	I am fine with computers.
Cannock Chase	I am perfectly able to download and use the app when I feel the need to
Cannock Chase	I do not have acceptable photo ID
Cannock Chase	I do not wish to have impersonal service . You seem to forget you are dealing with worried people. How can a machine give you reassurance. Conclusion is it cannot
Cannock Chase	I know how to use apps. Just no need to use this one.
Cannock Chase	I thought it was the same or similar to Patient Access so have just continued to use that?
East Staffordshire	As stated above. I just don't want to at this time.
East Staffordshire	I do not have a smartphone.
East Staffordshire	I don't want to be shown, thank you.
East Staffordshire	I know how to use an app, I have just chosen not to for now.
East Staffordshire	I know how to use the app, it's just that it's features are very limited.
East Staffordshire	If I did decide to use the app I feel I would have the knowledge to use it and would not need any help
Lichfield	I have AuDHD you could be telling me how to do it and the Autistic side would be understanding fully, but the ADHD kicks in and I am watching the fly on the wall wondering where its going and how it got there
Lichfield	I tried to get on line to see how my record and any updates that might need to deal with but to be honest the so called security was a bit over the top to get in so I drop it and as my patience got a bit thin as no matter what I did I could not get in was taken to long
Newcastle-under-Lyme	Attending a library is not my way of doing things.
Newcastle-under-Lyme	First, I would have to find access to these locations due to limited walking ability. Second, I would need to invest in new technology to use this App.
Newcastle-under-Lyme	I am it literate so there is no need for me to attend.
Newcastle-under-Lyme	I can access it but my information, test results etc were not on.
Newcastle-under-Lyme	I can use the app fine, just don't have any need to use it.
Newcastle-under-Lyme	I don't want any more work. I'm busy enough.
Newcastle-under-Lyme	I will think about installing the app and if necessary will go to Newcastle library.
Newcastle-under-Lyme	I would prefer a video from my GP practice showing what I can do on the app with their practice.
Newcastle-under-Lyme	I'm not into modern technology.
Newcastle-under-Lyme	No where near where I live
Newcastle-under-Lyme	Would rather see someone it's more personal
South Staffordshire	I don't anticipate having any issues with accessing should I wish to
South Staffordshire	My surgery doesn't include test results on the app I don't think
South Staffordshire	Technically challenged
Stafford	Already have the app. Don't need to use it.
Stafford	Don't need it. When I do I can download it. Delighted help is available tho'
Stafford	Everything digital is subject to fraud and data theft.
Stafford	I already said I don't like Apps
Stafford	I'd need to be convinced that ALL of my interactions could be managed via the app before downloading yet another app

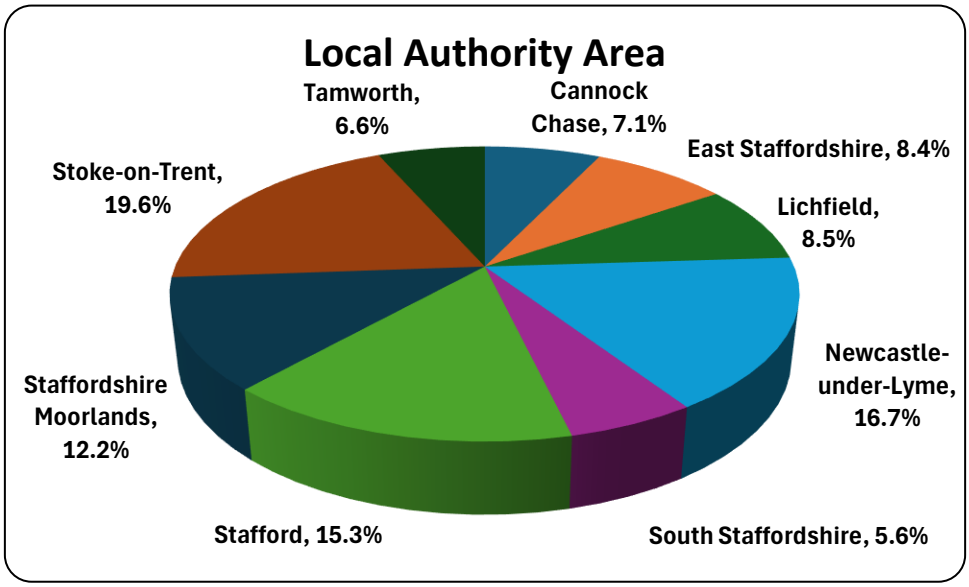
Stafford	Life becomes too dominated by digital contacts, and many people will be excluded. There are still people without computers or smartphones.
Stafford	Would depend on when and where
Stafford	Would possibly attend if it was at a convenient and easily accessible location
Staffordshire Moorlands	Don't need any help could do it myself if I wanted too.
Staffordshire Moorlands	I don't think it would help
Staffordshire Moorlands	I have downloaded the app but need details from my GP practice to register as I do not have photo I'd.
Staffordshire Moorlands	I prefer a human not an app
Staffordshire Moorlands	I'm not interested in using the app.
Staffordshire Moorlands	Maybe when I get a new phone.
Staffordshire Moorlands	Not happy using apps
Stoke-on-Trent	Because phone doesn't support the app
Stoke-on-Trent	Being totally honest I have no wish to , no matter what ever way the world etc is heading.
Stoke-on-Trent	Don't need to
Stoke-on-Trent	Don't contact the doctor much quite honestly and my local pharmacy order and collect prescriptions
Stoke-on-Trent	I care for my 41-year-old son who has autism adhd and mental health issues. I don't want to use Apps I want to speak to people
Stoke-on-Trent	I don't need it at this moment tin time, practise website if suffice.
Stoke-on-Trent	I live in a small village and cannot access these places , I don't suppose we are as important as people whom it is convenient who live in convenient areas
Tamworth	Disabled people not catered for
Tamworth	I don't think I need support to access web site
Tamworth	I know how to use it he app, it's just the features are very limited.

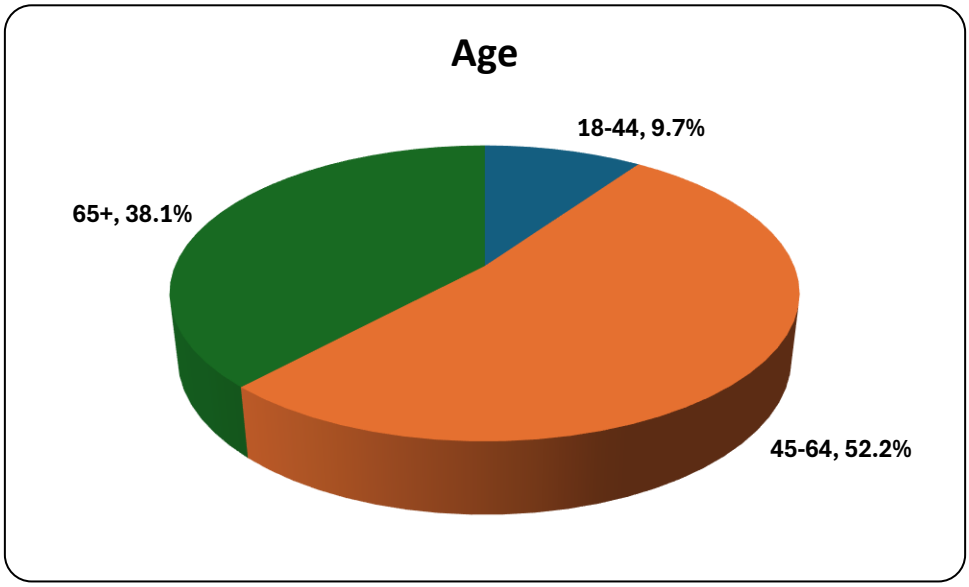
3
Respondent profiles



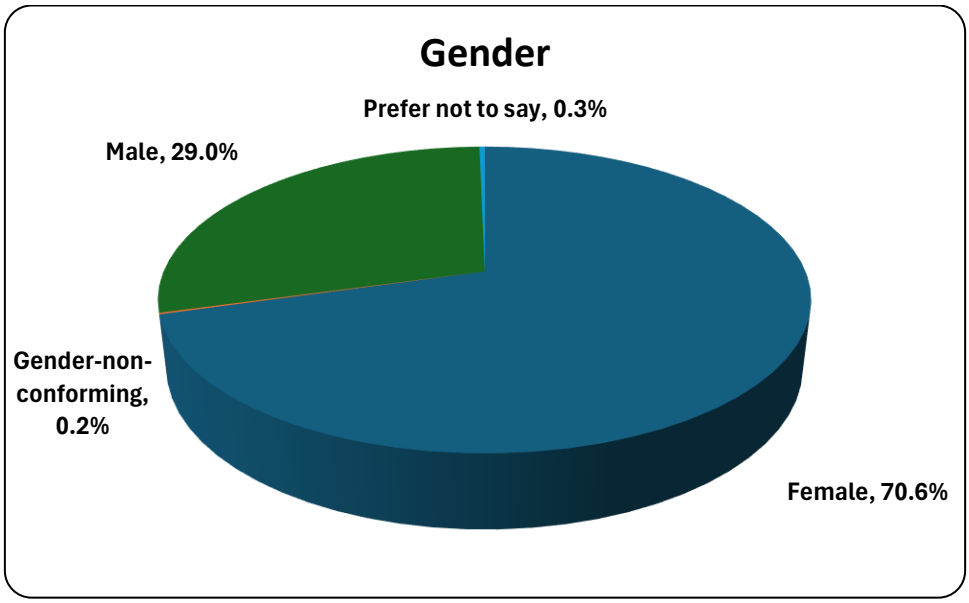
Demographics of the People's Panel are broadly representative of the profile for Staffordshire and Stoke on Trent (ONS 2021 Census data for Staffordshire and Stoke on Trent). [1]

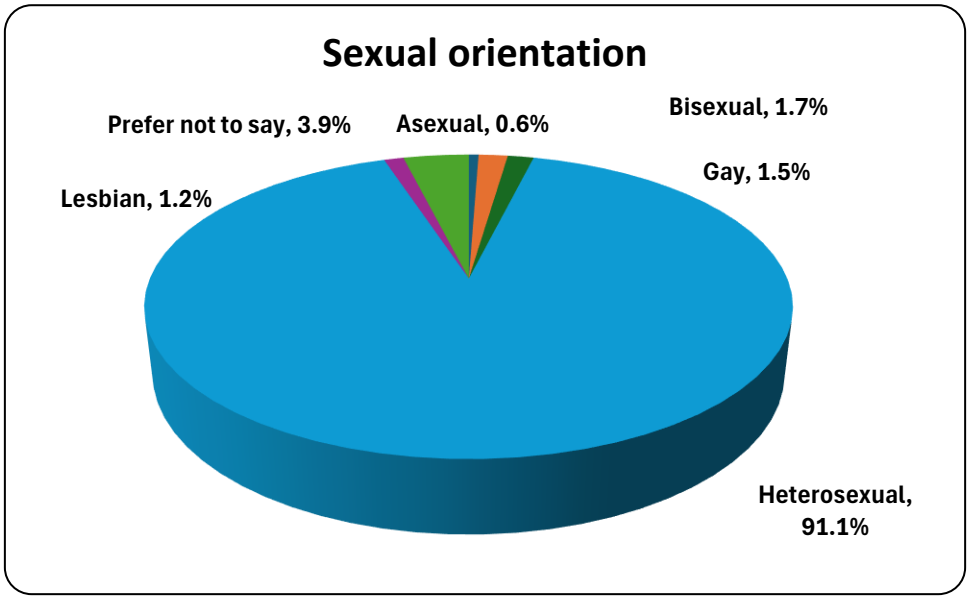
Breakdown of the 735 panel members who responded to the survey.

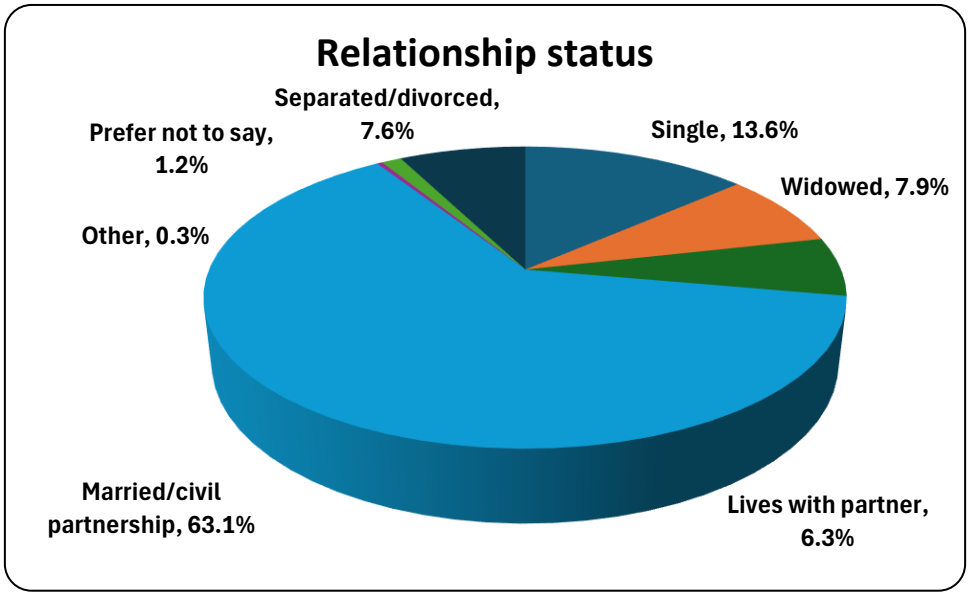


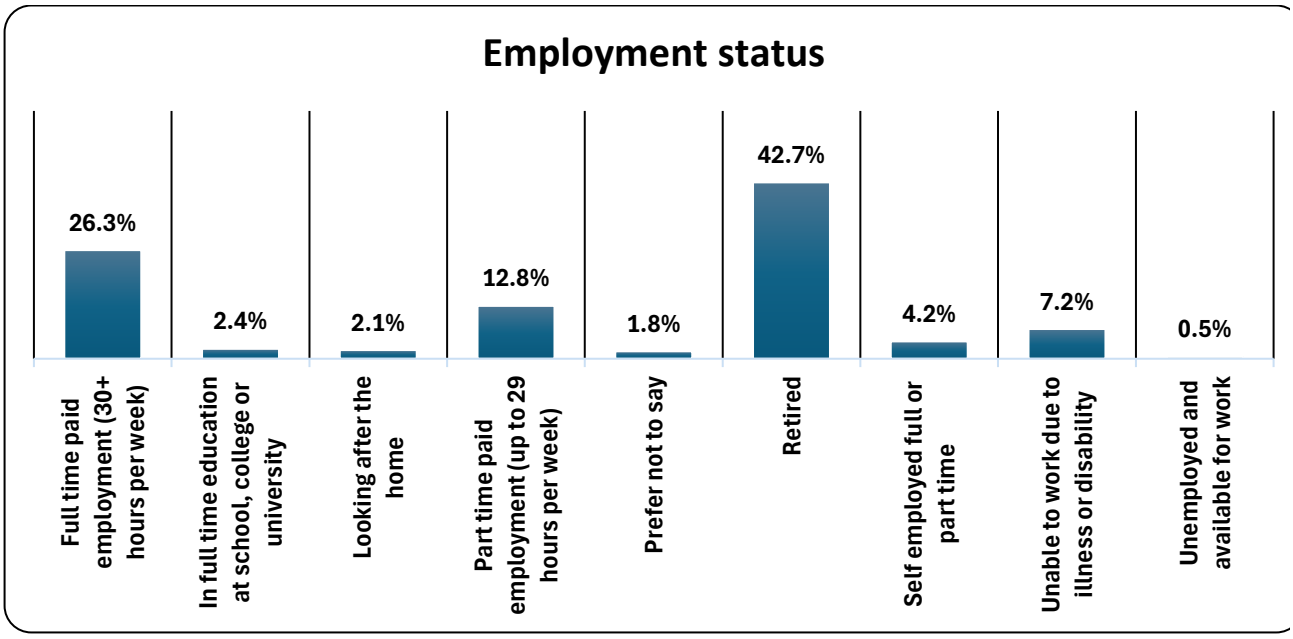


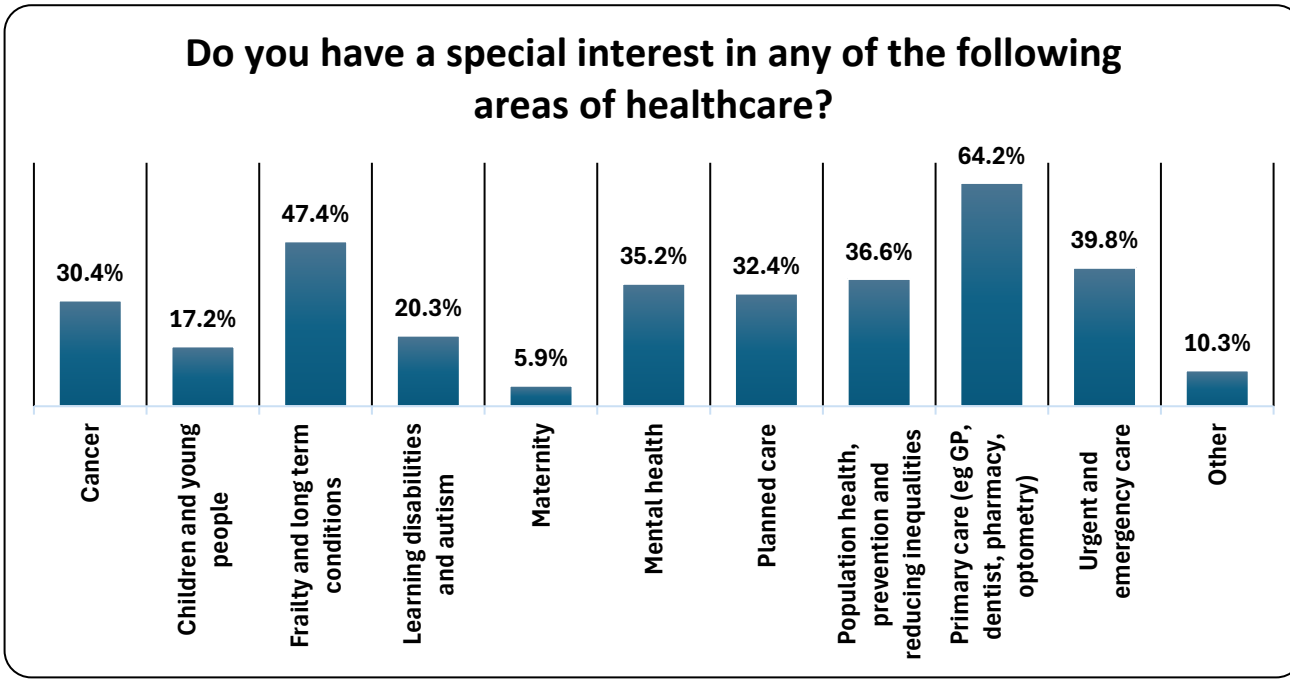
[1] Staffordshire and Stoke on Trent have separate ONS Census data


Gender
Prefer not to say, 0.3%
Male, 29.0%
Gender-non-conforming, 0.2%
Female, 70.6%

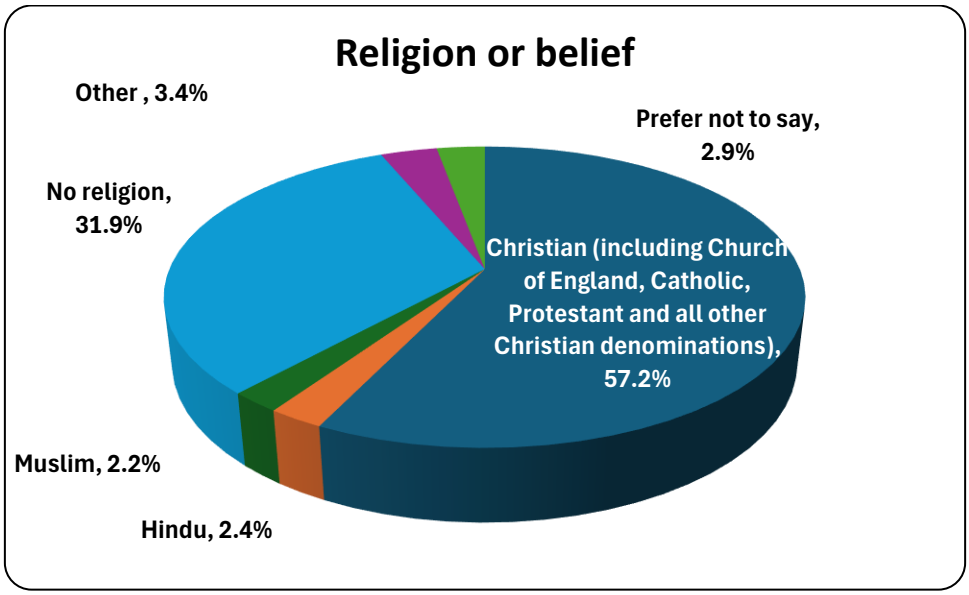

Sexual orientation
Prefer not to say, 3.9%
Asexual, 0.6%
Bisexual, 1.7%
Gay, 1.5%
Lesbian, 1.2%
Heterosexual, 91.1%

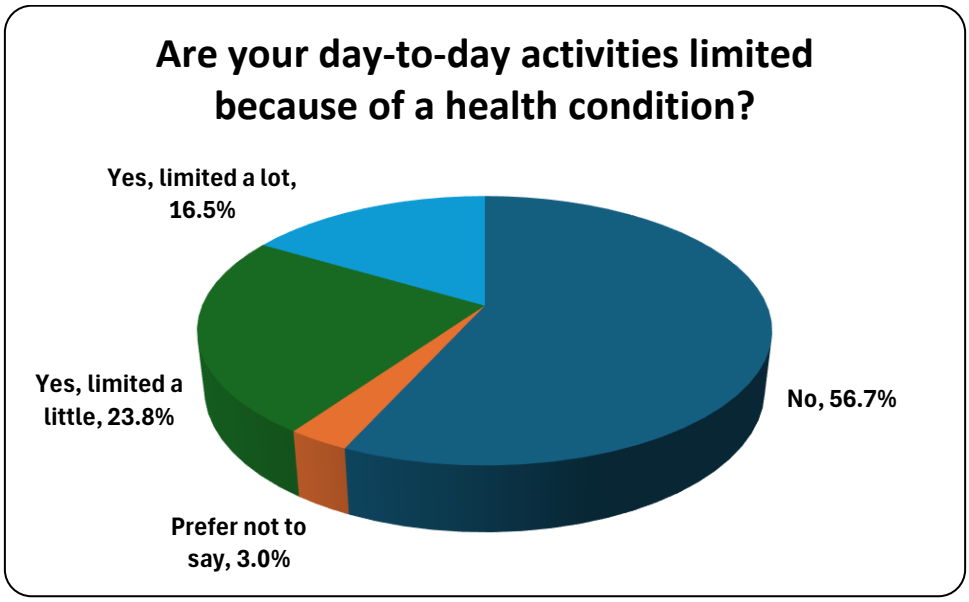

Relationship status
Separated/divorced, 7.6%
Prefer not to say, 1.2%
Single, 13.6%
Widowed, 7.9%
Other, 0.3%
Married/civil partnership, 63.1%
Lives with partner, 6.3%

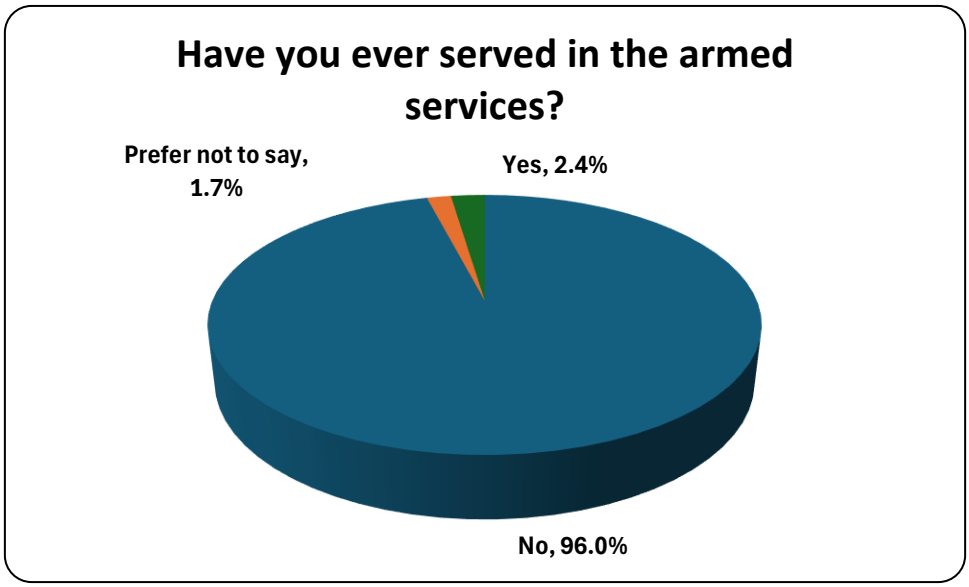


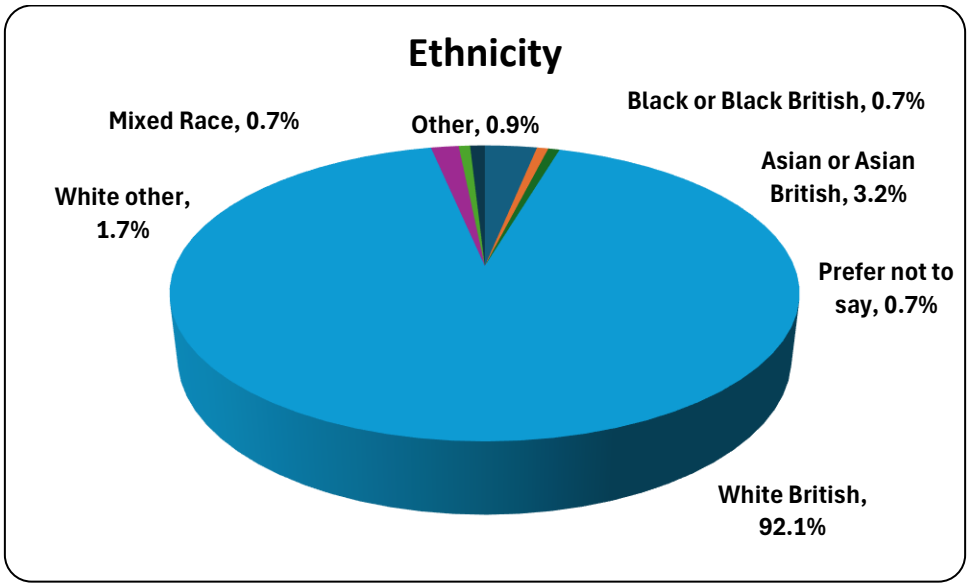


Special interest data is for members signing up to the panel from June 2023. Respondents could select more than one area of interest


Religion or belief
Other , 3.4%
Prefer not to say, 2.9%
No religion, 31.9%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations), 57.2%
Muslim, 2.2%
Hindu, 2.4%


Are your day-to-day activities limited because of a health condition?
Yes, limited a lot, 16.5%
Yes, limited a little, 23.8%
No, 56.7%
Prefer not to say, 3.0%


Have you ever served in the armed services?
Prefer not to say, 1.7%
Yes, 2.4%
No, 96.0%


Ethnicity
Mixed Race, 0.7%
Other, 0.9%
Black or Black British, 0.7%
Asian or Asian British, 3.2%
White other, 1.7%
Prefer not to say, 0.7%
White British, 92.1%