

20 November 2024

Dear

## **ATISN 22084 – NHS Wales App**

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 06 November 2024. You had referred to GP appointments booked through the NHS Wales App and requested the following:

- 1. How many GP practices in Wales allow people to book routine GP appointments through the NHS Wales App, and*
- 2. What this is as a percentage of all GP practices in Wales? If available, it would be useful to see this broken down by region/health board.*

### **Our Response**

1. The NHS Wales App is a digital solution for citizens and complementary to GP Services which are already available. It is not intended to replace citizens' ability to telephone or visit GP Practices to book appointments and order repeat prescriptions.

All GP practices in Wales have been onboarded however each practice has to enable the services available through the App for patients.

2. The Welsh Government does not hold this information on either the number or percentage of GP practices in Wales that allow people to routine book GP appointments through the NHS Wales app. The NHS Wales app is being developed by Digital Health and Care Wales as part of the Digital Services for Patients and the Public Programme (DSPP). You may wish to contact the Freedom of Information Office at DHCW for this information, their email address is below:

[DHCW.FOI@wales.nhs.uk](mailto:DHCW.FOI@wales.nhs.uk)

### **Next Steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ  
or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,