



NHS App Report 2025

healthwatch
Coventry

Purpose of the survey

The NHS App has been around for a while and is being more widely used across NHS care services. The app can be used by anyone registered with a GP aged 13 or over. It is promoted as an easy way to manage your healthcare. But while millions of people across the country use it, it might not work for everyone.

We wanted to find out how the app is working for the people of Coventry. We want to understand:

- If, and how they are using the NHS App
- Is it easy to use
- Does it help them manage their healthcare
- What improvements or changes would they like to see
- Or have they tried using it, but found it doesn't work for them?



How we collected the data



We created a digital form which was promoted on our website as well as across our social media platforms.



The survey was live from October to December 2025



We collected 246 responses



We took the survey along to outreach events:

Community centres
Foodbanks
QR Code poster in community settings and GP Practices



Where we collected the data

Some of the data we collected was via online surveys, below we have listed the locations we visited to collect the data; we have broken them down by ward to target multiple areas around Coventry.

Place	Area
Holbrooks Social Supermarket	Holbrooks
Henley Food Hub	Henley
Canley Food Bank	Canley
John White Community Centre	Binley/Willenhall
Haggard Food Bank	Binley/Willenhall
Allesley Food Bank	Whoberley
Coventry's Girls & Boys Club	City Centre
St Francis Employability	Radford
Holbrooks Evangelica Church Food Bank	Holbrooks
Christ King Church Food Bank	Bablake

Place	Area
Walsgrave Baptist Church Food bank	Walsgrave/Henley
Coventry City Mission Food Bank	Woodend
Cheylesmore Food Bank	Cheylesmore
St Laurence Church Food Bank	Longford
Foleshill Baptist Church Food Bank	Foleshill
Christian Life Ministries Food Bank	St Michaels
Redeemed Church of God Food Bank	St Michaels
St Catherines Church of England Food Bank	Lower Stoke
St John Divine Church Food Bank	Binley/Willenhall
Queens Road Baptist Church Food Bank	St Michaels

What we found

90% of people we spoke to were already aware of the NHS App but only,

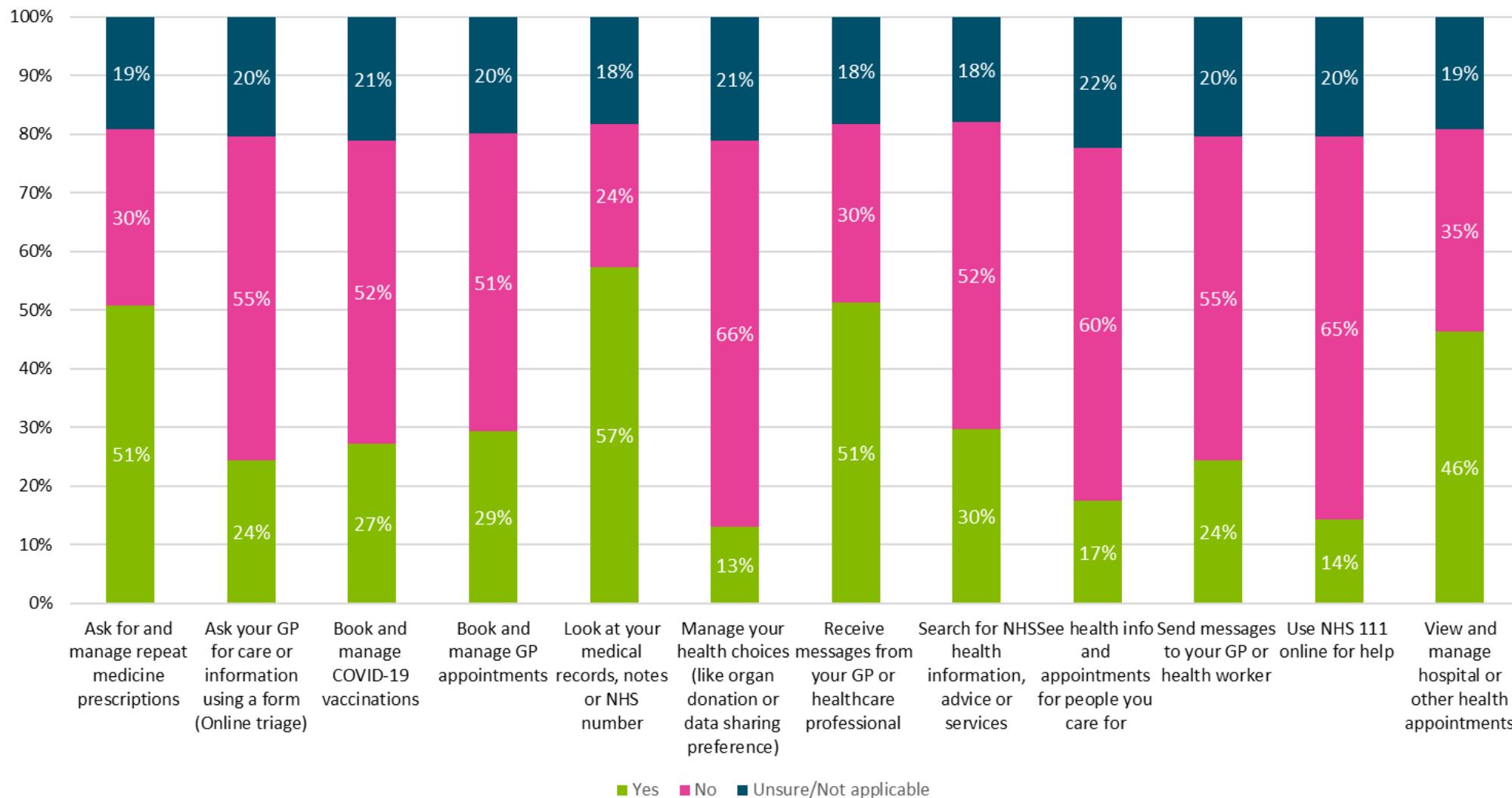
79% of people had used the NHS App

62% of people said they were 'somewhat satisfied' to 'very satisfied' with the NHS App

People were more likely to complete the survey face to face. 80% of our surveys were completed face to face and 20% of our surveys were completed via online links.

At times, we assisted people with downloading and registering the NHS App as some found it difficult to navigate.

Services available on the NHS App



Did you know?

The services available on the App varied for everyone according to which GP practice you are registered with.

GP Practices

The tables shows how many surveys were completed by patients from each GP practice

GP PRACTICE	COUNT	GP PRACTICE	COUNT	GP PRACTICE	COUNT
Allesley Park Medical Centre	14	Henley Green Medical Centre	4	Quinton Park Medical Centre	3
Allesley Village Surgery	1	Hillfields - Dr Bano	0	Sky Blue Medical Group	7
Alliance Teaching Practice	7	Hillfields - Dr Sani	3	Springfield Medical Practice	7
Anchor Centre	3	Holbrooks Health Team	4	St Georges Road Surgery	0
Bredon Avenue Surgery	2	Jubilee Health Centre	6	Stoke Aldermoor Medical Centre	2
Broomfield Park Medical Centre	8	Jubilee Healthcare	4	The Gables Medicentre	4
Central Medical Centre	1	Kensington Road Surgery	4	Torcross Medical Centre	0
Cheylesmore Surgery	2	Kenyon Medical Centre	12	Walsgrave Health Centre	1
Clay Lane Medical Centre	8	Limbrick Wood Surgery	3	Westwood Medical Centre	0
Copsewood Medical Centre	1	Longford Primary Care Centre	4	Willenhall Oak Medical Centre	3
Edgwick Medical Centre	0	Mansfield Medical Centre	6	Willenhall Primary Care Centre 1	3
Engleton House Surgery	5	Meridian Practice	2	Windmill Surgery	1
Forrest Medical Centre	21	Moseley Avenue Surgery	2	Woodend Health Centre	9
Forum Health Centre	17	Paradise Medical Centre	14	Woodside Medical Centre	4
George Eliot Medical Centre	3	Park Leys Medical Centre	4	Woodway Medical Centre	6
Godiva Group - Stoney Stanton Site	5	Parkhouse Surgery	1	Out of Area	16
Govind Health Centre	0	Phoenix Family Care	2		
Harnall Lane Medical Centre	2	Priory Gate Practice	5		

What we heard

Really like it, easy to use and saves a lot of time

Easy for prescription ordering

Really useful and once you understand it's relatively easy to use

Would be better if it had pictures and/or a voice over for those who struggle with reading.

Cannot download the app as they don't have picture ID

Can't book blood test on App

Couldn't add parent onto NHS app as didn't have photo ID - won't accept bus pass

GP never answers messages through the App

Can't see referrals

What we heard

I would like to book GP appointments, but my surgery doesn't offer this facility

Useful information on drugs and medications

Really like it, easy to use and saves a lot of time

Use language that is understandable

GP never responds to messages sent through the App

It needs to be updated to meet the needs of all. You should be able to book appointments on it rather than everyone ring at 8am.

Yes, that you should be able to order ladies pill for periods without phoning up

It's not always clear where to find what you need - especially medical records

Only been using it for 4 months. Only thing that concerns me is the safety of it and making sure that no one else would be able to view

Support with NHS App

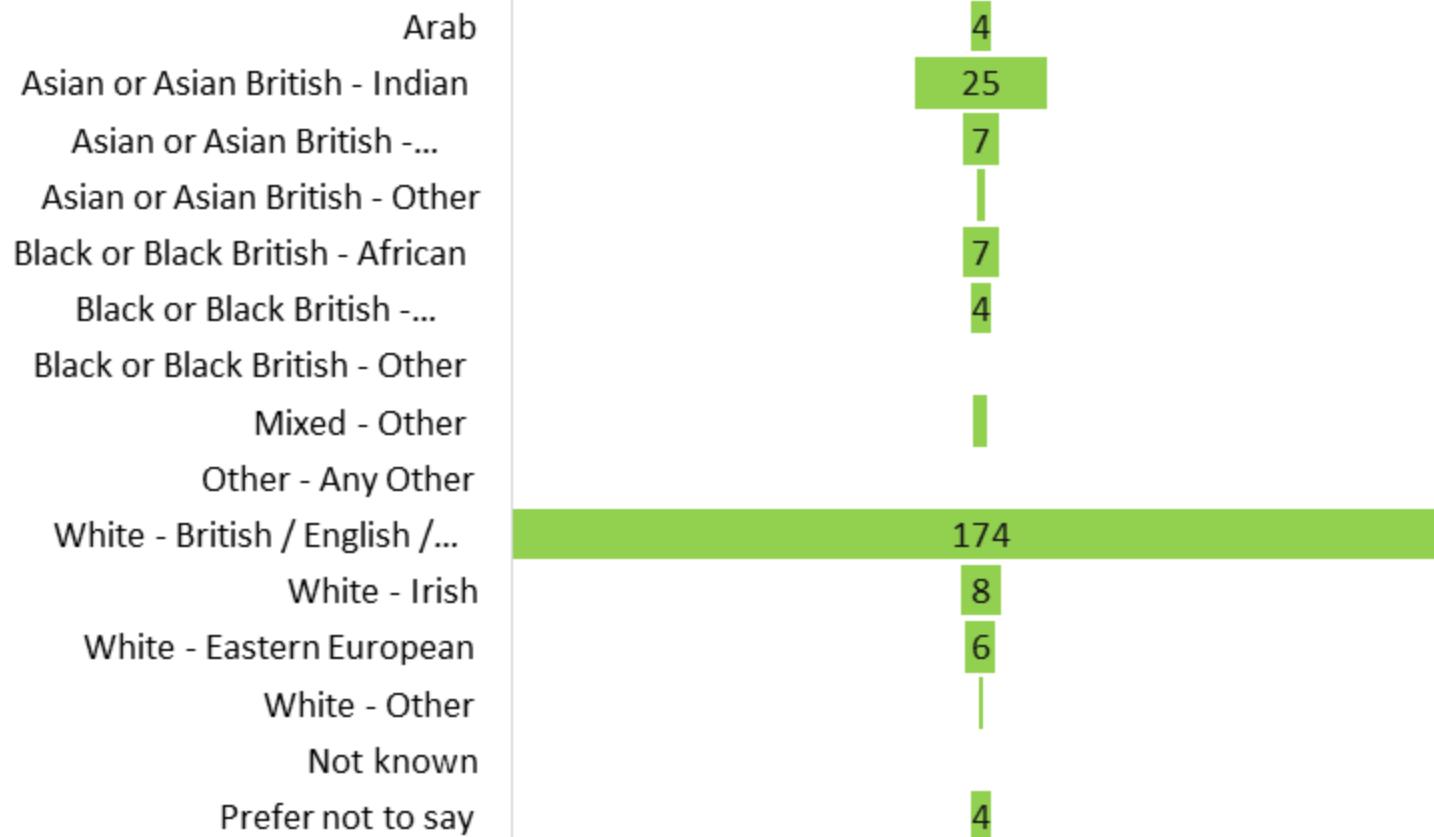
We wanted to know how confident people felt using the app and if there were any additional support they required, as the NHS App is becoming the gateway to accessing healthcare services.

96% of people said they have regular access to a smartphone, tablet, or computer that they can use the NHS App to complete registration or view medical information

90% of people said they felt 'very confident' or 'somewhat confident' using a mobile app or website to book appointments, fill in health questionnaires, or view their records

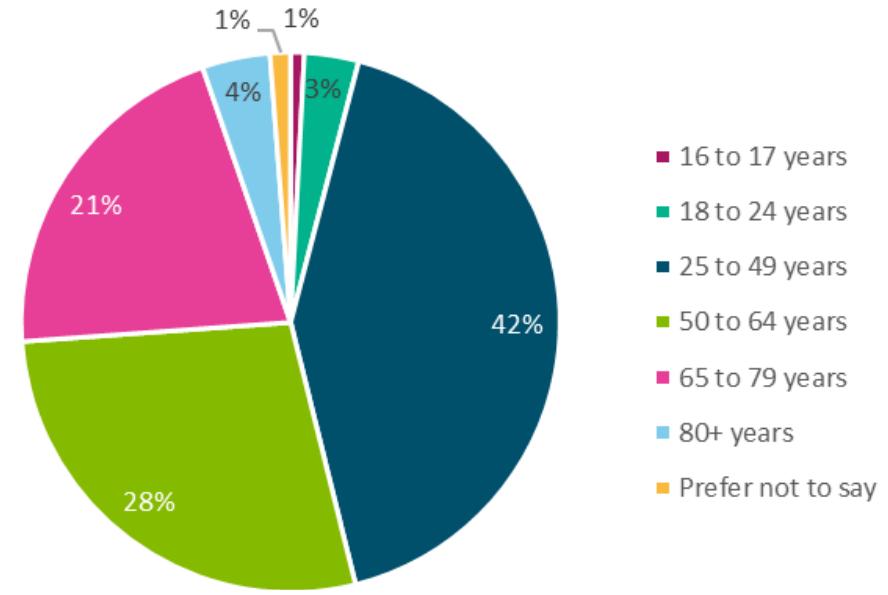
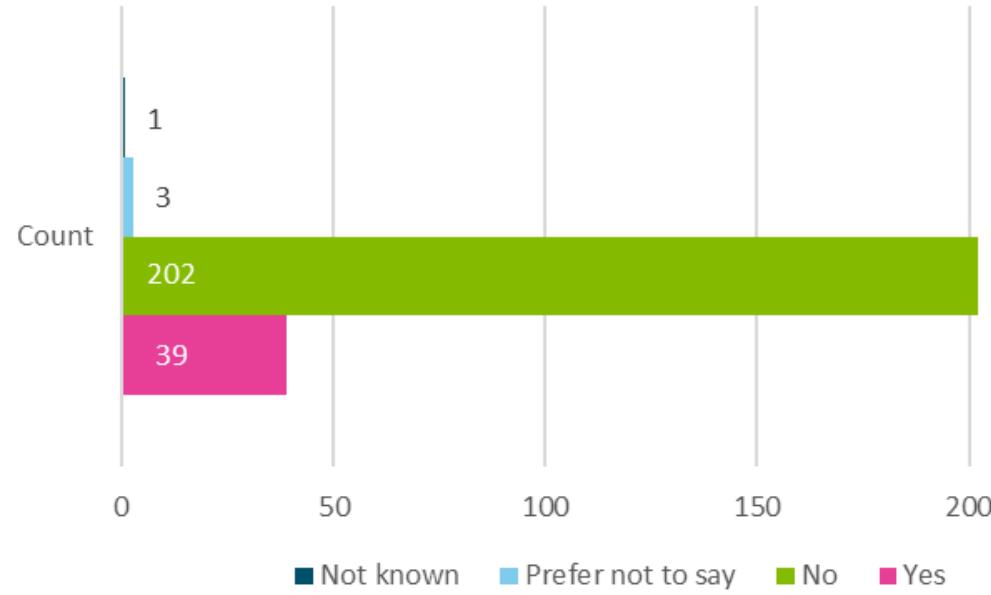
16% of people said they would need support or training to use the app or complete health forms online

Demographic data

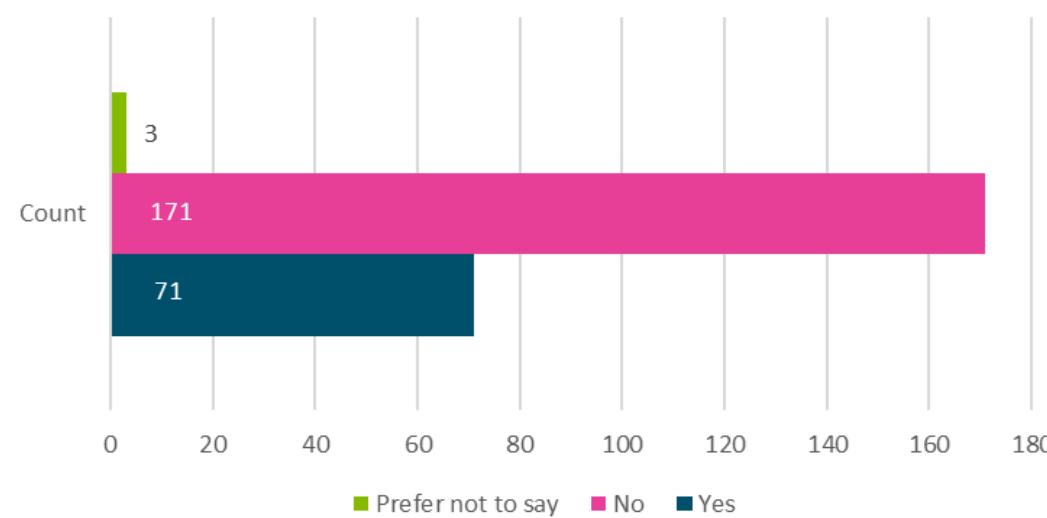


Ward	NHS App
Bablake	6
Binley and Willenhall	17
Cheylesmore	10
Earlsdon	11
Foleshill	17
Henley	28
Holbrook	17
Longford	7
Lower Stoke	11
Radford	4
Sherbourne	6
St Michaels	14
Upper Stoke	15
Wainbody	4
Westwood	22
Whoberley	22
Woodlands	11
Wyken	11
Not known	0
Out of area	12

Are you an unpaid carer?



Do you consider yourself disabled?



What the people would like to see

It would be good that my prescription details are more accurate. They often so out of date!

would be good if the app tracked your heart health and steps

Can't add children as they are registered with a different GP practice

Appointments, follow-up and medication directly from UHCW do not appear on the NHS app. It would be very helpful if everything was all in one place.

Passwords expire and changing password makes it difficult to access

Would like a link to access a blood form on the app to save visiting the gp to get them to print off a blood form

Can't view hospital results when not in Coventry hospital

Booking online doctor appointments as I am deaf

Would like someone to show how to use it

What the people would like to see

Would like children on the app but staff at GP will not help to do this

Manage appointments for family. Get test results.

I'm carer for adult LD son 31 I want to see if I can add him on to my app

Would like to book GP appointments through the app

A more joined up approach as I can't access all my medical records as they are with different trusts.

Can't view maternity appointments or records, have to use another app called badger notes, bit off a pain using two apps

Connect Dentist and Opticians records

The App using Ai to develop a one-page passport of all the things important to me and helpful to medical practitioners.

Would like to be able to view blood type on the app

Recommendations

We recommend these features to be considered being added to the NHS App based on how many times it was requested:

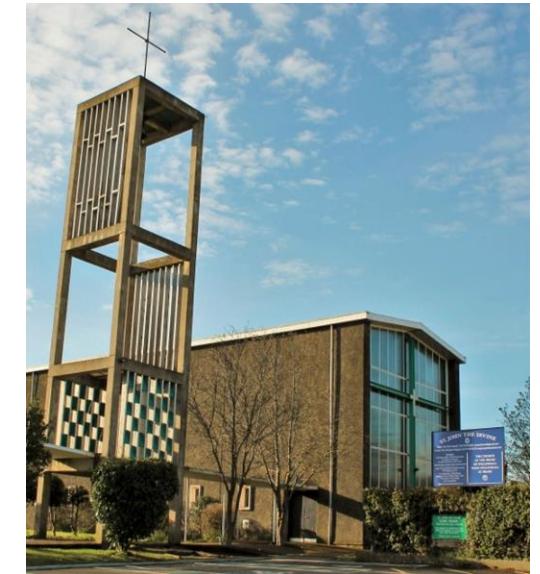
- ❖ **Display blood type** – Enable users to view their recorded blood type directly for quick reference in emergencies or personal knowledge
- ❖ **Easier family/dependent linking** – Standardise proxy access without inconsistent photo ID demands across all GP practises.
- ❖ **Standardise features utilised** – Empower patients to be able to book GP appointments via the app
- ❖ **Medical Appointment linking improvements** – To be able to see hospital appointment details on the app as well as GP records
- ❖ **Clearer pathway and instructions** – Same process for everyone to register for the NHS App regardless of which GP practice you are registered with

Our thanks

To everyone who took the time to complete our survey with us, without your support, this report would not have been possible.

Thanks to the managers at the foodbanks and community centres, who helped and supported us, to be able to speak to their service users.

A big thank you to the Healthwatch Coventry staff and volunteers who are crucial to make the work happen.



For more information

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