



Ein cyf/ Our ref: WQ96850

Andrew R T Davies MS
Senedd Regional Member for South Wales Central

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21 July 2025

Dear Andrew,

Thank you for your recent written question asking what measures the Welsh Government is taking, particularly through digitisation, to provide patients with easier access to their medical records?

The NHS App is available for the public to download, with nearly 430,000 downloads and 1.7 million repeat prescriptions ordered through the app. Over a thousand people have registered at GP Practices via the Welsh Identity Verification Service since its launch in May, reinforcing our commitment to leave no one behind.

Looking ahead to 2025/26, new features will offer numerous benefits for patients, providing greater transparency and convenience. Patients will be able to view their status on waiting lists and hospital appointments, as well as request to cancel or rebook appointments. This will help patients manage their healthcare more effectively.

Yours sincerely,

Sarah Murphy AS/MS
Y Gweinidog Iechyd Meddwl a Llesiant
Minister for Mental Health and Wellbeing

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.