



Russell George MS
Senedd Constituency Member for Montgomeryshire

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25 May 2023

Dear Russell,

On 9th May I provided an Oral Statement in Plenary regarding the launch of the NHS Wales App. Since delivering the Oral Statement, I have learned of minor inaccuracies in the responses I gave to questions you raised and I am keen to take this opportunity to correct the record.

In response to my statement, you asked the following: "Will all GP practices, as in England, be connected to the app?"

As part of my reply to your question, I said: "Even today, only about 1% of the population are actually booking their appointments through the app, after several years". Unfortunately, I inadvertently misquoted the statistic. The correct statistic is that only about 1% of the GP appointments made or cancelled within England each month are through the English NHS App. These figures were recently reported by the Health Service Journal, which also noted that the level of appointments booked/cancelled through the English NHS App had never exceeded 0.92%.

In your questions to me, you also asked about the age at which people could use the app. At this stage in the roll-out, people aged 16 and over, who are registered with a GP in Wales, are able to use the NHS Wales App. In due course, the plan is to lower the age to 12 years. By comparison, the minimum age for using the English NHS App is 13.

I have copied this letter to the Llywydd for this correction to be appended to the Record of Proceedings.

Yours sincerely,

Eluned Morgan AS/MS
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

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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.