



Our ref: WQ93433 & WQ93435

Andrew RT Davies MS
Member of the Senedd for South Wales Central

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14 August 2024

Dear Andrew,

I am responding to your written questions:

- Will the Cabinet Secretary provide an update on, and a breakdown of, the total cost of the Welsh NHS app to date, including for the financial year 2023/24, including all supporting activities with any relation to it?
- Will the Cabinet Secretary provide an update on the number of people who have downloaded the NHS Wales App and the estimated number of frequent users of the NHS Wales app?

The total expenditure on the NHS Wales App from the financial year 2021-22 onwards amounts to £21,871,732 and encompasses both capital and revenue funding. Breakdown by financial years includes:

- 2021-22: £4,077,123 (four million and seventy-seven thousand, one hundred and twenty-three pounds)
- 2022-23: £9,101,455 (nine million, one-hundred and one thousand, four hundred and fifty-five pounds)
- 2023-24: £6,758,909 (six million, seven hundred and fifty-eight thousand, nine hundred and nine pounds)
- Quarter 1 - 2024-25: £1,934,245 (one million, nine hundred and thirty-four thousand, two hundred and forty-five pounds)

As of July 2024, the NHS Wales App has been downloaded by 238,000 unique users. While we do not measure the average number of users, we do track the number of repeat prescriptions and appointments booked through the App. In June 2024, 78,000 prescriptions were ordered via the App, contributing to a total of 416,534 orders, with 78,764 being repeat orders.

Yours sincerely,

A handwritten signature in black ink that reads "Mark Drakeford". The signature is written in a cursive style with a large initial 'M'.

Mark Drakeford AS/MS

Ysgrifennydd y Cabinet dros Iechyd a Gofal Cymdeithasol
Cabinet Secretary for Health and Social Care