



Improving access to online health services through libraries

NHS England is working with libraries to help more people use online health services through the NHS App and NHS.UK website.

Using the NHS App or NHS.UK website, people can view their GP record, order repeat prescriptions, and look up health information. This offers greater convenience and helps communication between patients and healthcare staff. It also empowers people to take a more active role in managing their health.

Public libraries are supportive, safe spaces where people can use computers and the internet for free. This initiative recognises their vital role in helping people feel more confident using digital health services.

Libraries in Burton upon Trent, Uttoxeter, Perton, Wombourne, Cannock, Newcastle under Lyme, Leek, Stafford, Tamworth and Lichfield are also offering face to face support for anyone who needs help to create an NHS online account and to navigate the NHS App or the NHS UK website.

For more information about this support, please contact the library closest to you from the ones listed above.

For more information on using the NHS account, visit www.nhs.uk/nhs-app



Kind regards

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