

Brent Mobile App

FAQs

Technical

What devices does it work on?

The app works on smartphones and tablets running iOS or Android. (any limitations on version?)

How do I download the app?

Search for “Brent Health App” on either the App Store or Play Store and then download as with any other app.

How much does it cost?

The app is free to download and use, apart from usual data download costs

Does it use data?

Checking information or viewing videos over a cellular network will take data; however this is not more than any other app.

How can I give feedback on the app?

If you want to provide feedback, there is a feedback form in the app under “About Your Local NHS”

Security

How secure is my personal data?

No data is held on the app. Booking appointments and viewing your record uses the national system, which complies to high standards of data security. Access these records requires a secure password that you choose, after seeing your GP. This password needs to be entered every time you use the app, which helps protect your personal data. For more information on the security of your online health & social security records, please see: [Patient Guidance Booklet](#)

How do you use my data?

No data is stored on the app, meaning we cannot use your personal data for any purpose. We will collect basic, anonymised, usage data to help us understand what parts of the app are most useful and improve the app.

Can anyone else access my health record?

No one else can access your health record without your username or password. You are the only person who knows these, so access to your health record is in your hands. For more information, see: [Patient Guidance Booklet](#)

Content

What’s included in the app?

The app has six main sections:

- GP Appointments & Prescriptions where you can book appointments and repeat prescriptions and see your summary health record

- Health Advice where you can see information about common illnesses and how to treat them
- Find Local Health Services where you can search for local GPs, hospitals, dentists, pharmacists, opticians, walk-in centres, support groups and other health care support.
- Plan Your Journey where you can use an in-app version of the TfL transport planner to map a route to your local health service
- How to Look After Myself – self care information on Men’s Health, Lifestyle, CBT, Mental Health, Surgery & bereavement. This section will develop over time.
- About Your Local NHS – information about Brent CCG, how to contact us and a feedback form for the app.

How do I know the information in the app is trustworthy?

The information in the app is drawn from national NHS sites. All medical information is clinically verified.

How often is the content updated?

The list of services is updated regularly, however information may be out of date. If this is the case, please request that the service updates their records with the NHS.

What is in My Summary Care Record?

If you are registered with a GP practice in England, you will have a Summary Care Record (SCR) unless you have chosen not to have one. Your SCR contains the following basic information:

- the medicines you are taking
- your allergies
- bad reactions you may have to certain medicines

It also includes your name, address, date of birth and unique NHS Number which helps to identify you correctly.

For more information see: [Health Record & Summary Care Records](#)

Booking Appointments

How do I register for the online service?

Your surgery will need to check who you are to make sure you only see your record and not someone else’s. The steps below explain how this works.

1. Tell your GP surgery you would like to start using online services.
2. Your surgery will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. Your surgery will then check you are who you say you are, requesting ID and proof of address
4. Your surgery will then give you a letter with your unique username and password.

This username and password can be used online or in the Brent Health App to book appointments and repeat prescriptions.

How do I book appointments?

Log in to the online system using your unique username and password. From there, booking an appointment is straightforward. See the [NHS YouTube channel](#) for more information & advice.

Other

Why have you developed an app?

At the CCG's Health Partners Forum last March, we asked the public how we could improve services during the A&E workshop. Members of the public advised that a mobile application to share information would be the best approach. Information that was discussed included how to access the most suitable service for their ailment, other than local hospitals.

Why should I use the app?

The app provides you with healthcare information, literally in the palm of your hand, helping you find the right approach for your ailments. In addition, the app provides a single portal to manage your healthcare, including booking GP appointments and ordering repeat prescriptions.

Communication

How can I give feedback on the app?

If you want to provide feedback, there is a feedback form in the app under "About Your Local NHS"

What content will be pushed to me?

We want to use the app to push information to you. However we will only use this for certain information and will not be communicating too frequently. Examples of information may be when flu vaccinations are available.