



NHS England
Quarry House
Leeds LS2 7UE

Simon Bolton
Chief Executive
NHS Digital
7 & 8 Wellington Place
Leeds
West Yorkshire
LS1 4AP

01 September 2022

Dear Simon,

1. Wayfinder (NHS App) Services Directions 2022

- 1.1. I am writing on behalf of the NHS England to provide directions to the Health and Social Care Information Centre, known as and hereafter referred to in these Directions as NHS Digital.
- 1.2. These Directions are given in exercise of the powers conferred by sections 254(1) and (6), section 260(2)(d), section 261(2)(e) and section 304(9), (10) and (12) of the Health and Social Care Act 2012 (the **2012 Act**) and Regulation 32 of the National Institute for Health and Care Excellence (Constitution and Functions) and the Health and Social Care Information Centre (Functions) Regulations 2013 (the **Regulations**).
- 1.3. In exercising the activities and functions described in these Directions, NHS Digital must have regard to such priorities, policies, advice or guidance of NHS England as NHS England may notify in writing from time to time to NHS Digital.
- 1.4. These Directions are to be known as the “**Wayfinder (NHS App) Services Directions 2022**” and come into force on the date signed.

2. Purpose of these Directions

- 2.1. The purpose of these Directions is to enable NHS Digital to provide a service to NHS patients in England through the NHS App to securely view summary

details of their scheduled appointments with acute NHS Trusts and to enable them to access further details about those appointments from the NHS App (the **Purpose**).

2.2. The Wayfinder (NHS App) Services means the services described in the Specification attached to these Directions to be delivered by NHS Digital through the NHS App to achieve the Purpose. The specification may be updated periodically (within the confines of the scope set out in these Directions) by NHS Digital and agreed in writing by NHS England (the **Specification**).

3. Directions

3.1. In accordance with Regulation 32 of the Regulations, NHS England directs NHS Digital to exercise such systems delivery functions of NHS England as are necessary for it to deliver the Wayfinder (NHS App) Services.

3.2. In accordance with sections 254(1) and 254(6) of the 2012 Act, NHS England directs NHS Digital to establish and operate such systems for analysis of information as is necessary to deliver the Wayfinder (NHS App) Services.

3.3. NHS England directs NHS Digital to exercise the functions described in this paragraph in accordance with the service levels, support and monitoring requirements, and the reporting and governance requirements notified by NHS England in writing to NHS Digital as at the date these Directions come into force, or as those requirements are amended and notified by NHS England in writing to NHS Digital from time to time.

4. Requirement for these Directions

4.1. In accordance with section 254(3) of the 2012 Act, NHS England considers that the information which could be obtained by complying with these Directions is information which it is necessary or expedient for NHS England to have in relation to its exercise of functions in connection with the provision of health services.

4.2. In accordance with section 254(5) of the 2012 Act, NHS Digital has been consulted before these Directions have been given

5. No Publication

In accordance with section 260(2)(d) of the 2012 Act, NHS Digital is directed not to publish the information that is obtained under section 254 of the 2012 Act by complying with these Directions.

6. Dissemination

In accordance with section 261(2)(e) of the 2012 Act, despite the prohibition on publication above, NHS Digital may disseminate under section 261(1) of the 2012 Act aggregate anonymous information it has obtained by complying with these Directions where section 261(1) would otherwise not apply due to the restriction on

publication to NHS England, in order to monitor the take up and performance of the Wayfinder (NHS App) Services and to support the Purpose of these Directions.

7. Fees and Accounts

- 7.1. Pursuant to section 254(7) of the 2012 Act and Regulation 32(b) of the Regulations, NHS Digital is entitled to charge NHS England a reasonable fee in respect of the cost of NHS Digital complying with these Directions.
- 7.2. NHS Digital must keep proper accounts, and proper records in relation to the accounts, in connection with the Directions.

8. Duration

- 8.1. NHS Digital is directed to provide the Wayfinder (NHS App) Services unless and until new NHS App Directions are provided by the Secretary of State for Health and Social Care to replace the NHS Digital (Establishment of Information Systems for NHS Services: NHS App) Directions 2018¹ and which also direct NHS Digital to provide the Wayfinder (NHS App) Services (**New NHS App Directions**).
- 8.2. These Directions are hereby revoked from the date the New NHS App Directions come into force.

9. Review of these Directions

These Directions will be reviewed when the Specification is amended. This review will include consultation with NHS Digital.

Yours sincerely

A handwritten signature in black ink, appearing to be 'J. B.', is located below the 'Yours sincerely' text.

Signed by authority of NHS England

Date signed:

¹ <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notice/nhs-england-directions/establishment-of-information-systems-for-nhs-services-nhs-app-directions-2018>