



NHS England
Quarry House
Leeds LS2 7UE

Simon Bolton
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LS1 4AP

17 August 2022

Dear Simon

1. NHS Account Messaging and App Push Notifications Service Direction

- 1.1 In accordance with Regulation 32(1) of National Institute for Health and Care Excellence (Constitution and Functions) and the Health and Social Care Information Centre (Functions) Regulations 2013¹ (**the Regulations**), NHS England directs NHS Digital to exercise such systems delivery functions of NHS England as are necessary for it to deliver the NHS Account Messaging and App Push Notifications Service (**the Service**).
- 1.2 In accordance with section 270 of the Health and Social Care Act 2012² (**the 2012 Act**), NHS England commissions the Service from NHS Digital.

2. Purpose

- 2.1 The purpose of the Service is to enable patients to see communications from their GP via a secure messaging service in the NHS App (**Purpose**).

¹ S.I. 2013/259

³ <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>

2.2 The Service will give users of the app a way to receive messages from their GPs in a more secure way where every sender is an authenticated and authorised health and care service. Subject to paragraph 5 below, additionally, this Service is offered for free to NHS commissioned health and care providers which means budgets for traditional communication channels can be reapportioned for other uses.

3. Requirements specification

NHS Digital has agreed to carry out the Service in accordance with the NHS Account Messaging and App Push Notifications Service Requirements Specification version 1 attached at Annex A a(s the same may be updated in writing and agreed by NHS Digital and NHS England from time to time within the parameters of the Purpose) (**the Requirements Specification**).

4. Fees and Accounts

Pursuant to regulation 32(2)(b) of the regulations and section 270(3) of the 2012 Act, NHS Digital is entitled to charge NHS England a reasonable fee in respect of the cost of NHS Digital providing the Service.

5. Duration

The Secretary of State for Health and Social Care and NHS Digital are working collaboratively with NHS England to put in place a new NHS App Direction (**New NHS APP Direction**) under section 254 of the 2012 Act and Regulation 32 of the Regulations to replace the NHS Digital (Establishment of Information Systems for NHS Services: NHS App) Directions 2018³. The New NHS App Direction will include a direction to NHS Digital to deliver the Service and will replace the need for this Direction. Once the New NHS App Direction is in place this Direction will be revoked in writing by NHS England.

Yours sincerely



Signed by authority of NHS England

Date signed: 31/08/2022

³ <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>

ANNEXES - NHS Account Messaging and App Push Notifications Service

Annex A - NHS Account Messaging and App Push Notifications Service Requirements Specification