



North West London
Collaboration of
Clinical Commissioning Groups

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Dear Colleague

Health Help Now app to be decommissioned from end of June 2020

NHS North West London CCGs have decided to decommission the Health Help Now app with effect from the end of June 2020. The decision follows engagement with stakeholders and an equality and health inequalities analysis screening exercise.

The Health Help Now app was established to provide residents with digital support and signposting to a range of health services including symptom checkers, diabetes support, health news and advice.

The app has unfortunately not been widely taken up by our residents and the CCGs have neither the clinical resource to assure its clinical content nor the financial resource to promote it. The app has been downloaded to date by just 0.4% of the NW London population, and the CCGs do not have the funding resource to promote it more widely. The lack of clinical assurance presents a risk to patient safety.

It was deemed necessary to reconsider the viability and future of Health Help Now in the light of these concerns. To inform the process, NW London CCGs engaged with a range of stakeholders including CCG clinical and management leads; North West London Digital Strategy Board; NW London Lay Partners Group; and NEL CSU, providers of the app.

These stakeholders expressed the views that:

- the lack of clinical oversight rendered the app clinically unsafe
- the app user base was too low to be financially sustainable
- user numbers were unlikely to increase due to the lack of available promotional funding

The equality and health inequalities analysis indicated that the lack of clinical oversight rendered the app clinically unsafe for all user groups.

NW London CCGs have therefore concluded that Health Help Now is no longer a clinically and financially viable resource and have decided on this basis to decommission it from the end of June 2020.

In mitigation, the NHS App is now available. With the national backing of NHSE and NHSX, it is regularly maintained and enhanced and offers a clinically safe alternative to Health Help Now. The NHS App includes additional services such as repeat prescription ordering, appointment booking, symptom checkers, the ability to view the patient's own medical records, and advice about coronavirus.

Depending on local arrangements, patients may also be able to message their practice and consult clinicians via the app. We feel that the NHS App offers a timely replacement to Health Help Now.

Current users of Health Help Now will receive information about its closure and signposting to the NHS App and 111 service via practice websites, CCG websites and NWL social media platforms.

If you have any comments about this decision you would like to share, please contact us at kevin.jarrold@nhs.net; ian.goodman@nhs.net

Yours sincerely
on behalf of NW London CCGs



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