

NHS app survey: the data from Sheffield

Healthwatch Sheffield is the independent champion for people using health and social care in Sheffield. We gather people's views and experiences of local services and share them with decision makers to inform improvements.

In late 2025, Healthwatch Sheffield worked with 18 other local Healthwatch across England to survey people's views of the NHS app on a range of themes from awareness, trust and usage of the app. This briefing presents the key findings of our Sheffield survey, and can be read alongside the [wider report](#) published by Local Healthwatch working together in March 2026.

Healthwatch Sheffield's survey was available online but the majority of responses were obtained via in-person engagement. We received 49 responses in total. A majority of respondents were between 25-49 years of age, with 11 respondents being over 50. An even number of men and women responded to the survey with two non-binary respondents. 38% of those surveyed identified as white and 36% gave their ethnicity as African or Caribbean, with a remainder as mixed, Asian and Arab. 13 respondents reported having a disability or long-term health condition.

What people told us:

- While 70% of respondents had heard of the NHS app, only half of those surveyed have it on their phone and use it.
- The most common reason given for non-usage was preferring to speak to someone over the phone or face-to-face, though digital literacy (ie difficulty in using the app for various reasons) featured prominently.
- 58% said that being shown or told how to use the app would make it easier to use.
- Of those who did use the app, most were using it to view health records and manage prescriptions and communications with service providers.
- 21 respondents said they would give feedback via the app, with 20 saying they would not, and 7 who were unsure.
- Among those who would not give feedback via the app, there was a clear preference to give feedback to an independent organisation - with 44% of responses stating this.

We will share these findings locally with health and social care providers, in particular with those that are developing and promoting digital services. We recommend that further work is done to better understand people's usage of the app, barriers to accessing it, and what support people need, as care navigation becomes increasingly digital.