



Department of Health & Social Care

Freedom of Information Team
Department of Health and Social Care
39 Victoria Street
London
SW1H 0EU

www.gov.uk/dhsc

Richard Harrington
[request-842136-629d33e5@whatdotheyknow.com](#)

17/03/2021

Dear Mr Harrington

Freedom of Information Request Reference FOI-1397311

Thank you for your request dated 7 March 2022 in which you asked the Department of Health and Social Care (DHSC):

“Dear Department of Health and Social Care,

Please provide a breakdown of users of the NHS app by age, gender and ethnicity.

Please also provide any equality impact assessment of this service.

Yours faithfully,

Richard Harrington”

Your request has been handled under the Freedom of Information Act (FOIA).

We have considered your request for information, but unable to answer it without further clarification. Section 1(3) of the FOIA does not oblige us to answer requests where we require further clarification to identify and locate the information requested.

So that we can provide you with the right information, we would be grateful if you could please specify which NHS App you mean? As the NHS has both the NHS App and the NHS COVID App and we'd like to be clear which you're interested in.

If you are able to clarify this to us, then we may be able to continue to process your request. However, please be aware that we cannot guarantee at this stage that a clarified request will fall within the FOIA cost limit, or that other exemptions will not apply.

Yours sincerely,

Freedom of Information Team
E: freedomofinformation@dhsc.gov.uk