

10 August 2018

Our ref: NIC-214983-M8X2M

Dear [REDACTED],

**Re: Information Request – Freedom of Information Act (FOIA) 2000**

Thank you for your email dated 1 July 2018 requesting the following information:

*“Please could you release any designs, wireframes, screenshots, user manuals, and other documents for the new NHS app that will reportedly enable users to book GP appointments and order repeat prescriptions and so on?”*

And for your clarification sent 6 July 2018

*“In response to the letter - I'm interested in all parts of the app if possible!”*

And for your further clarification sent 13 July 2018

*“Thanks for getting back to me. In this case, please can I clarify to the following:*

- Screenshots and videos
- Instruction manuals
- User guides
- Briefing documents
- Product Specification documents”

We have considered your request and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) I can confirm that we do hold the information that you have requested.

Please find attached three documents.

“FINAL Discovery Report – JAN18.pptx(1).pdf” and “2018 05 10 – End of Alpha Report” contain specifications.

“Nhsapp\_screens.pptx” contains screenshots. It also outlines which documents are not currently available and which documents we were not able to provide.

Please note that user research videos have not been included as these would contain personal information. This information is exempt under Section 40: Personal Information of the Freedom of Information (FOI) Act 2000. The act provides an exemption from the duty to provide information if the data requested includes personal information and/or such disclosure would breach any of the Data Protection Principles. This is in line with guidance issued by the Information Commissioner's Office in relation to the release of personal information in respect of staff not at a senior level. Section 40 – ‘Personal Information’ is an absolute exemption and is therefore not subject to a public interest test.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS Digital website.

I trust you are satisfied with our response to your request for information. However, if you are not satisfied, you may request a review from a suitably qualified member of staff not involved in the initial query, via the [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk) email address or by post at the above postal address.

Your request to NHS Digital will now be closed on our internal CRM (customer relationship management) system.

Yours sincerely,

  
**Information Governance Advisor**

Further information about your right to complain under the Freedom of Information Act is available from the Information Commissioner's Office, Wilmslow, Cheshire, and on The Information Commissioner's website [www.ico.org.uk](http://www.ico.org.uk).

NHS Digital values customer feedback and would appreciate a moment of your time to respond to our Freedom of Information (FOI) Survey to let us know about your experience. Please access the survey through this link [here](#)