

9 October 2026

Dear

ATISN 27555 – NHS App

Thank you for your request which I received on 22 September 2026

In relation to your recent experience with the NHS Wales App, you asked for:

1. How much does it cost to maintain the NHS Wales App?

Our Response

The Welsh Government provides funding of £3.5million annually for maintaining the NHS Wales App.

Funding for the NHS Wales App is considered through wider NHS budget-setting and service-planning processes, alongside other priorities, including measures to reduce waiting times. The App forms part of the Welsh Government's wider approach to improving access to services, supporting patients to manage their health and improving efficiency across the NHS.

As a national digital service provided by NHS Wales. It is designed to give people secure access to health and care information and services, including GP services, hospital appointment information, waiting list information and ordering repeat prescriptions through the NHS Wales App. The service continues to be developed, with additional functionality such as summary health record and test results is being introduced over time.

More than five million repeat prescriptions have been ordered through the app and over one million waiting list referral and hospital appointment notifications have been delivered. By providing digital access to services that might otherwise have required telephone, postal or face-to-face contact, the NHS Wales App is intended to reduce administrative burdens and make service more accessible.

Next Steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit

Welsh Government

Cathays Park

Cardiff

CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,