# NHS app introduces family profiles to streamline care and reduce admin burdens



A new family feature on the NHS app aims to revolutionise the way parents and carers manage healthcare for their loved ones, offering a level of convenience likened to switching Netflix profiles. This innovation, currently being piloted in 68 GP practices with nearly 12,000 users, allows individuals to add multiple profiles to their NHS app online, rather than requiring an in-person visit to the GP surgery. This digital transformation is designed to streamline tasks such as booking GP appointments for children or ordering repeat prescriptions for elderly relatives, enhancing ease of access and support within families.

The feature enables users to toggle between their own health profile and those of their family members or patients they care for, provided all are registered with the same GP practice. Crucially, this reduces administrative burdens on GP staff and improves the efficiency and coordination of care. Plans are underway to expand the service more widely from next year, with hopes that by early 2027, the app will permit users to manage profiles of relatives registered at different GP practices, further broadening its accessibility.

Dr Vin Diwakar, clinical transformation director at NHS England, highlighted the significance of this development, stating that the family access feature enhances the ability of carers to support their loved ones’ health and represents a major step towards transforming healthcare through digital technology as part of the Government’s 10-Year Health Plan. He also emphasised the effort to tackle digital exclusion, recognising the barriers some patients face in accessing healthcare services.

Previously, gaining access to another family member’s NHS app profile required a time-consuming visit to the GP surgery with paperwork that often took half an hour or more. The new online application process represents a substantial improvement in user convenience and accessibility, which is particularly valuable for patients and carers who may have technological challenges or language barriers.

Healthcare professionals involved in the pilot have praised the feature. Will Palmer, a digital community connector at Frome Medical Practice in Somerset, described it as a "gamechanger," noting how it reduces administrative workload while empowering carers and improving communication and care coordination.

The NHS app itself offers a broad range of services, including ordering repeat prescriptions, viewing medical records, and making GP appointments. With 38.5 million users currently registered, this new linked profiles feature builds on an already extensive digital healthcare platform.

Academic voices also support the development’s potential impact. Professor Nora Colton, director of University College London’s global business school for health, pointed out that while much attention is given to advanced technologies like artificial intelligence within the NHS, simplifying access to care is equally critical. She stressed that enabling family members to support vulnerable patients more efficiently through the app may not seem transformative at first glance but will have a genuine positive effect on the lives of many.

NHS Digital has provided thorough guidance on the linked profiles and proxy access functionality, explaining how GP practices can set up proxy users and grant permissions for essential services such as appointment bookings and prescription management. Guidance documents and quick reference materials help both patients and GP practices navigate the process, ensuring the feature can be adopted smoothly and securely.

This development reflects a broader NHS initiative to harness digital tools to improve care delivery, reduce administrative overhead, and ensure that patients and carers are better supported in managing health needs within families. It also highlights the ongoing commitment to digital inclusivity, recognising that technology must be accessible and usable by all sectors of the population.

### 📌 Reference Map:

* Paragraph 1 – [[1]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/), [[2]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/)
* Paragraph 2 – [[1]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/), [[2]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/)
* Paragraph 3 – [[1]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/), [[6]](https://www.england.nhs.uk/south-east/introduction/digital-access-a-front-door-to-the-nhs/nhs-app/)
* Paragraph 4 – [[1]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/), [[3]](https://www.nhs.uk/nhs-app/nhs-app-help-and-support/linked-profiles-in-the-nhs-app/), [[4]](https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/linked-profiles-and-proxy-access/)
* Paragraph 5 – [[1]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/), [[7]](https://suffolkfamilycarers.org/carers-resources/what-technology-can-do-your-you/nhsapp/)
* Paragraph 6 – [[1]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/), [[5]](https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/training-and-guidance/gp-practice-nhs-app-quick-guide/features), [[6]](https://www.england.nhs.uk/south-east/introduction/digital-access-a-front-door-to-the-nhs/nhs-app/)
* Paragraph 7 – [[1]](https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/), [[6]](https://www.england.nhs.uk/south-east/introduction/digital-access-a-front-door-to-the-nhs/nhs-app/)
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## Bibliography

1. <https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/> - Please view link - unable to able to access data
2. <https://www.irishnews.com/news/uk/parents-and-carers-can-use-nhs-app-to-help-family-as-easily-as-using-netflix-IKTXZZLWIBICHFRZBYOKYLEE6Y/> - The article discusses a new family feature on the NHS app, currently being piloted, that allows parents and carers to manage their loved ones' health services as easily as switching Netflix profiles. This feature enables users to add another profile to their NHS app online, facilitating tasks such as booking GP appointments for children or ordering repeat prescriptions for elderly relatives. The pilot has been implemented in 68 GP practices, with plans to expand the service more widely from next year. By early 2027, the app may also support relatives registered at different GP practices.
3. <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/linked-profiles-in-the-nhs-app/> - This NHS webpage provides information on managing health services for others through the NHS app, a feature known as linked profiles or proxy access. It explains that parents, family members, or carers can add someone to their NHS app to manage services on their behalf, such as booking appointments or ordering repeat prescriptions. The setup requires both individuals to be registered at the same GP surgery, and the GP surgery must enable this access. The page also outlines the process for switching between profiles within the app.
4. <https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/linked-profiles-and-proxy-access/> - This NHS Digital guidance document explains the linked profiles and proxy access feature of the NHS app, which allows patients to access medical services for a child or someone else they care for. It details the process for GP practices to set up proxy access, including adding a proxy user and granting permissions for services such as booking appointments and managing repeat prescriptions. The document also provides instructions for patients on how to grant another user proxy access to their online services account.
5. <https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/training-and-guidance/gp-practice-nhs-app-quick-guide/features> - This quick guide from NHS Digital outlines the features of the NHS app, including linked profiles and proxy access. It explains that patients can manage health services for a family member or someone else they care for by switching to their profile in the app. The guide provides step-by-step instructions for GP practices on how to create a linked profile and details the services available through this feature, such as ordering repeat prescriptions and viewing medical records.
6. <https://www.england.nhs.uk/south-east/introduction/digital-access-a-front-door-to-the-nhs/nhs-app/> - This NHS England South East webpage highlights the benefits of the NHS app, including the ability for family members and carers to access health services on behalf of the patient through linked profiles. It explains that this feature requires the GP surgery to enable proxy or delegated access. The page also lists other features of the app, such as securely viewing the GP patient health record, ordering repeat prescriptions, and booking or canceling appointments at the registered GP surgery.
7. <https://suffolkfamilycarers.org/carers-resources/what-technology-can-do-your-you/nhsapp/> - This resource from Suffolk Family Carers explains how carers can use the NHS app to manage the healthcare of the person they care for. It details the process of setting up linked profiles, including the requirement for both individuals to be registered at the same GP surgery and the need for the GP to grant access. The page provides instructions on how to switch between profiles within the app and outlines the services available through this feature, such as making GP appointments, ordering repeat prescriptions, and viewing medical records.