



Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

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Bont-Faen, Caerdydd
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21 Cowbridge Road
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March 6th 2024

TO GP PRACTICES

Dear colleague,

We are writing to provide you with an important update on the My Health Online service for EMIS practice patients in Wales.

The My Health Online service has been unavailable to service users since Thursday evening (February 29th), following the identification of a technical issue.

My Health Online has been operational since 2011 and was due to be stood down for EMIS practices by June 2024. However, all technology systems can only last so long and this new issue has challenged the My Health Online platform. It means that Digital Health and Care Wales (DHCW) and EMIS have had to make the difficult decision to bring the changes forward and stand down the My Health Online service with immediate effect.

We understand that this might cause some inconvenience to patients however this decision has been made as part of our commitment to security improvements for our service users.

DHCW has carefully explored all options to keep My Health Online active until June 2024, including changing how patients log in to the service. However, we believe that making two changes to the way patients use these digital services in such a short space of time would be more disruptive and challenging than standing down My Health Online now. With workload pressures already extremely high we wanted to avoid putting increased pressure on practices and staff who would need to provide support for the changes to patient log-in.

Patients are being advised that they can still manage their prescriptions and healthcare by using the NHS Wales App, which they can download via [Google Play Store](#), [Apple App Store](#) or [online](#). Find support, information and guidance around using the [NHS Wales app](#). Patients will be advised of this when they visit the My Health Online Portal.

While the NHS Wales App does not currently support the option to access and manage health and care services for someone else (proxy access), those who manage repeat prescriptions on behalf of somebody else should also be able to do so in the NHS Wales App in April 2024. Work is also underway with the NHS

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login service to develop a solution for photo ID, which we hope will also be in place in April.

We understand that this might cause some temporary inconvenience to patients while they switch to the new App. We're working closely in partnership with EMIS to keep any disruption to a minimum and support the successful transition to the NHS Wales App.

We are aware that some care homes may have used the My Health Online service on behalf of patients to access certain services and therefore your teams could see an increase in the number of prescription requests from care home staff. The NHS Wales App 'proxy access' feature will not be suitable for care homes, therefore an alternative digital solution for prescription requests is being explored.

We understand that the above might be unsettling for practices and patients. If you feel you need any further support or have any questions, please contact DHCW's primary care team at gpict@wales.nhs.uk

Sam Hall

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