

# The NHS MyHealth London Service

For healthcare professionals



The vision of the MyHealth London digital platform is to reduce the workload of healthcare professionals in North West London by supporting patients living with a heart or circulation condition or have some of the factors that could lead to cardiovascular issues.

## Which patients is the service for?

If your patient is: registered with a GP in NW London; is over the age of 18; and has been diagnosed with cardiovascular disease or has a risk factor of hypertension or atrial fibrillation, they are eligible to create a MyHealth London account.



## Programmes & eLearning

All your patients can now access behaviour change and lifestyle courses online. We share success stories and nudge users at timely points throughout the year, to ensure they are well informed and know how to access the array of evidence-based programmes available in NW London. Their account also provides access to eLearning courses.



## Patient record access

Patients will be able to view their **personalised health dashboard** with all the essential healthcare information and get advice on how to improve their treatment target by setting goals and objectives.



## Email campaigns

Account holders can sign up to a number of exclusive email campaigns tailored to their personal needs and desires, covering topics such as **weight management, healthy eating, and well-being.**



## Website

Read, listen, watch or interact with **hundreds of resources**, from meal plans to patients' stories. With fresh content being uploaded monthly, people can start to learn about cardiovascular disease in an 'unstructured' environment at a time that suits them.

## What we offer your patients

The NHS MyHealth London Service offers your patient with or at risk of developing cardiovascular disease an interactive health platform that can provide timely nudges by email or SMS. It is a place where they can find out 'what is going on locally' and how others, like them, are interacting with various evidence-based programmes. With several interactive eLearning courses, and a selection of health tools at their fingertips, the MyHealth London platform is increasing patients' confidence and conviction in self-management and behaviour change.

Once your patient has visited the MyHealth London website they can quickly create their account, allowing them to access their personalised health record online.

## Account features

- ✓ Self-management resources
- ✓ Monthly newsletter
- ✓ Videos
- ✓ Interactive zone
- ✓ Webinar invites
- ✓ Learning courses
- ✓ Hearty health meal plans
- ✓ Recipe guides
- ✓ Targeted health campaigns
- ✓ Online health record



## How we get patient data

The MyHealth London Service requests that NW London GP Practices sign up via the data sharing console, if you are unsure how to do this then please contact us. The same process was used for the NHS Know Diabetes Service that had a **100% sign up rate**. Using a phased approach for onboarding GP Practices, we will then get all cardiovascular disease-related patient information from SystmOne and EMIS. This agreement and our service have been reviewed and endorsed by the London wide LMC and the NW London Information Governance Group.



Patients can activate their account by scanning the QR code or visiting [myhealthlondon.nhs.uk/register](https://myhealthlondon.nhs.uk/register)

## How to refer

Signpost your patients to our Register/Login pages, and they can gain access by using their NHS login in a few clicks. NHS login allows access to a range of health and care websites and apps with just one set of login details.

We have evaluated various sign-up approaches and have found that the highest account creation conversion happens when a practice sends an SMS to its patient list, requesting they register interest via [myhealthlondon.nhs.uk/register](https://myhealthlondon.nhs.uk/register).

## Contact Us

To get in touch visit [myhealthlondon.nhs.uk/contact-us](https://myhealthlondon.nhs.uk/contact-us).

Please visit our Professionals page for training opportunities, resources and the latest news at [myhealthlondon.nhs.uk/healthcare-professionals/](https://myhealthlondon.nhs.uk/healthcare-professionals/).

## Privacy Policy

You can find our privacy policy and fair processing notice, which explains how we use your data, on our website here: [myhealthlondon.nhs.uk/fair-processing-notice](https://myhealthlondon.nhs.uk/fair-processing-notice).

"Hundreds of our patients are receiving helpful emails and are now logging in to view their latest test results and signing up to local courses."

Dr. Woodhouse,  
Harrow

