

NHS COVID-19 app

The NHS COVID-19 app is the fastest and simplest way to protect your family, friends, colleagues and local community from coronavirus. Download and use it today.



Over 20m people have downloaded the NHS COVID-19 app and checked in to venues over 80m times, helping break the chains of transmission.



The NHS COVID-19 app uses the latest Google and Apple technology to identify an individual's exposure risk. The app achieves "excellent" performance in accordance with international definitions.



The NHS COVID-19 app has been built with privacy at heart, it doesn't require any personal details and uses Bluetooth Low Energy technology.

How it works – an overview

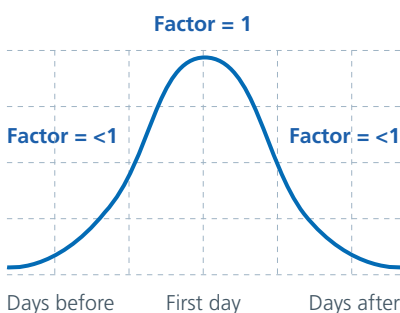


Contact tracing

- When you have been in close contact with someone who has tested positive for coronavirus, the app uses a sophisticated **algorithm** to work out the risk to you and determine whether you should be sent an alert.
- It does this by assessing the distance, over time, between you and the person testing positive, along with the likely infectiousness of that person on the day you met.
- If your encounters with this person are 'scored' higher than the risk threshold, it means you are at high risk and the app will notify you to self-isolate.

The technology used by the NHS COVID-19 app, plus, the risk algorithm means that those who are notified by the app to self-isolate are at high-risk and should isolate to break the chain of transmission and control the spread of the virus.

Infectiousness Factor



Days before / after infected person coronavirus symptoms develop

Once the NHS COVID-19 app has been downloaded, it should be left to run on individuals' phones whether the user is at work or outside. This is the best way to ensure you can protect family, friends, colleagues and communities at all times including in COVID-secure environments.

The contact tracing element works in all environments and should only be 'paused' if the user:

- Works behind a fixed Perspex (or equivalent) screen and is fully protected from other people;
- Works in health and social care and is wearing medical grade PPE such as a surgical mask;
- Stores their phone in a locker or communal area while working;



Phones 'shout' to other phones every 3.5 min

- Is a healthcare worker working in a healthcare building such as a hospital or GP surgery. Further information on this can be found [here](#).

The app is privacy-protecting and all users are anonymous. The app doesn't know who you are or where you have been, so it can't send your name or number to anyone.

The NHS COVID-19 app is now compatible with contact tracing apps in **Scotland, Northern Ireland, Jersey and Gibraltar** meaning it is able to send an alert if it detects that you have been in 'close contact' with someone who has tested positive for coronavirus and is using the Protect Scotland, StopCovid NI, Jersey COVID alert or Beat COVID Gibraltar apps and vice versa.



For more information on the NHS COVID-19 app, visit <https://covid19.nhs.uk/>

How it works – Q&A

How effective is the NHS COVID-19 app?

The app has a range of features including: check-in, risk alerts by postcode district, a symptom checker and test booking. It has been deemed 'excellent' by international standards. The app has been rigorously tested and we have worked closely with Google and Apple; scientists within The Alan Turing Institute and Oxford University; medical experts; privacy groups; at-risk communities, and teams in countries across the world such as Germany, New Zealand, Ireland and Northern Ireland, who are using similar apps, to bring a state-of-the-art contact tracing product to market that is safe, simple to use and secure.

Following detailed analysis, scientists from The Alan Turing Institute have demonstrated that the app works and data is due to be published in due course to highlight its effectiveness. We will continue to review its performance and further improve it.

How can workplaces make best use of the NHS QR code posters?

Workplace canteens, cafes or communal gathering areas must display an NHS QR code poster. NHS QR code posters for offices are important when there are a high number of external visitors or when workers cannot easily be identified or notified (for example by email) if there was a potential outbreak linked to the site. Businesses should actively encourage individuals to check-in to venues. By doing this, the workplace/venue will be helping in the fight against COVID-19 and can allow guests to know they are at risk quicker. Full details of where to put a QR code poster are [here](#).

What about businesses that have advised employees to turn off contact tracing at work?

It is important to use the NHS COVID-19 app at all times, including while at work. Contact tracing should only be 'paused' in specific situations outlined above and users should set a reminder to turn it back on. While paused the phone does not record contacts.

What about businesses operating in a COVID secure environment?

Employees who work in a COVID-secure environment should download and use the app. The app is able to quickly identify and notify users if they come into contact with someone who later tests positive for coronavirus. By employees following the instruction to self-isolate, outbreaks can be prevented in workplaces, reducing the need for more employees to self-isolate. The app will only notify someone to self-isolate if their phone has been close to that of another app user who has tested positive. If employees are adhering to social distancing in the workplace and following guidance about when to pause contact tracing, it will not record contact.