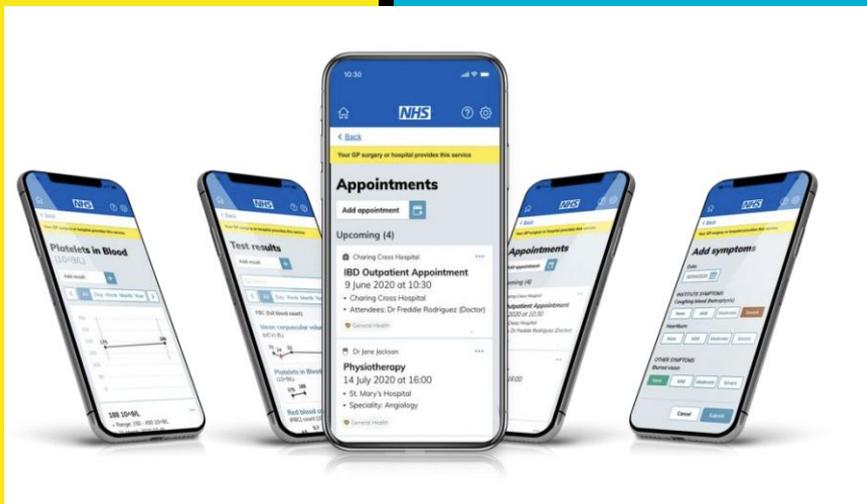


The NHS App



An Easy Guide to The NHS App

The NHS App is a simple and secure way to access a range of NHS Services on your smartphone, table or computer.

The NHS App is available to anybody 13+ and registered with their local GP in England.



What Can I Use The NHS App For?

- Request repeat prescriptions/ nominate a pharmacy
- Book & cancel appointments
- Book and manage hospital appointments
- View your test results
- Access NHS 111 online
- View your medical records
- View your vaccine status
- View Messages e.g. GP or Hospital



How to Access the NHS App

- You can download the NHS App from your official App Store.
Apple devices = App Store
Android devices = Google Play



Don't Have access to a Smartphone?

*If you do not have access to a smartphone, no problem you can access the NHS App via **a web browser** on your computer or tablet by **visiting [NHS app online](#)**. You **do not need to download** any app.*



Registering with the NHS App

Do you know your NHS number?

Telling us your NHS number will give us the best chance of matching you to your NHS record.

You do not need to know your NHS number to continue. If you do not know it, you can tell us your full name instead.

[How to find your NHS number](#)

Yes, I know my NHS number

No, continue with my full name

Continue

Close

Enter your full name

Use the same full name that you registered with your GP surgery.

First name

Jane

Middle names (if you have any)

Last name

Doe

Continue

NHS NHS login

[Back to: Enter your full name](#)

Enter your date of birth

For example, 15 3 1984

Day Month Year

11

8

2001

Continue

[Terms of use](#)

[Cookies](#)

[Accessibility](#)

NHS NHS login

[Back to: Enter your date of birth](#)

Enter your postcode

Your postcode should be:

- in England, Wales, or the Isle of Man
- the one your GP has on record for you

Continue

[Terms of use](#)

Close

Check your details

We will try and match you to your NHS record using the information you give us.

Name

Jane Doe

[Change name](#)

Date of birth

11 August 2001

[Change date of birth](#)

Postcode

To register for the NHS app or an NHS app online account, you will need your NHS number. You can find this on hospital letters, prescription papers, or by contacting your GP practice. Having your NHS number makes it easier to match your details and link your account with your GP practice system. If you don't know your NHS number, you can select 'Continue with my full name' and follow the instructions.

Don't know your NHS number? Use the NHS service to help find it: [Find NHS Number](#)

Registering with the NHS App

ID Verification

Option 1 Complete a face scan

Through the NHS app or NHS online, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone
2. Complete an automated scan of your face using your mobile phone. This will be used to match your face with your photo ID
3. Enter your date of birth
4. Enter your NHS number or your name and postcode

Option 2 Take a video

Through the NHS app or NHS online, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone
2. Record a short video of your face and say 4 randomly generated numbers (you can use also use British Sign Language or write the numbers down and show them in the video)
3. Enter your date of birth
4. Enter your NHS number or your name and postcode

When you have completed these steps, your identity should be confirmed within a few hours.



[Click to watch a video on NHS app - NHS Login Using Photo ID](#)

Registering with the NHS App

ID Verification

What to do if you do not have photo ID

Each GP surgery creates an online account for patients on their clinical system.

You can use the following details which will be provided to you by your practice to prove who you are:

- ODS code of your practice
- Account ID
- Linkage Key or passphrase

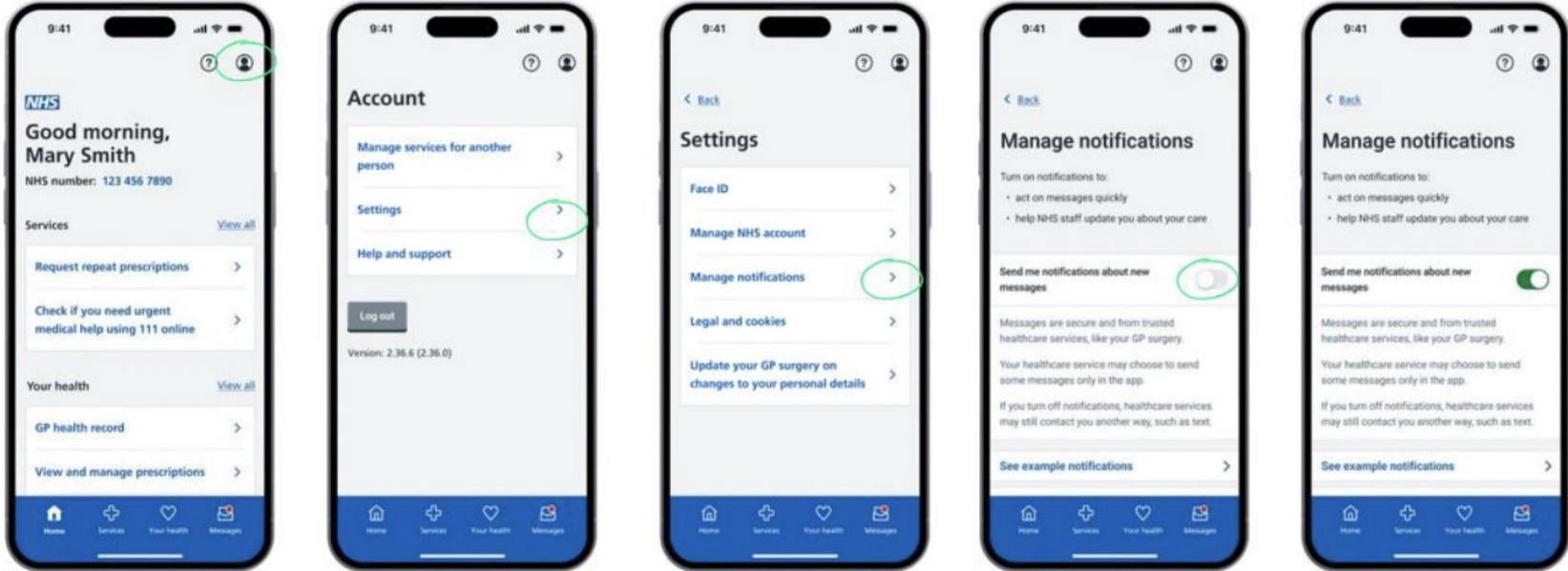
Your GP Surgery should provide you these details in a 'pin document'. The linkage key or passphrase will expire in 2 weeks after it is printed.

When you have the PIN document, follow these steps in the NHS app:

1. Select How to prove who you are without photo ID
2. Select Yes- I use online services
3. Select Yes- I have all 3 details
4. Enter the ODS code, account ID and linkage key or passphrase
5. Enter your full name and date of birth

[Click to watch a video on NHS app - NHS Login Without Using Photo ID](#)

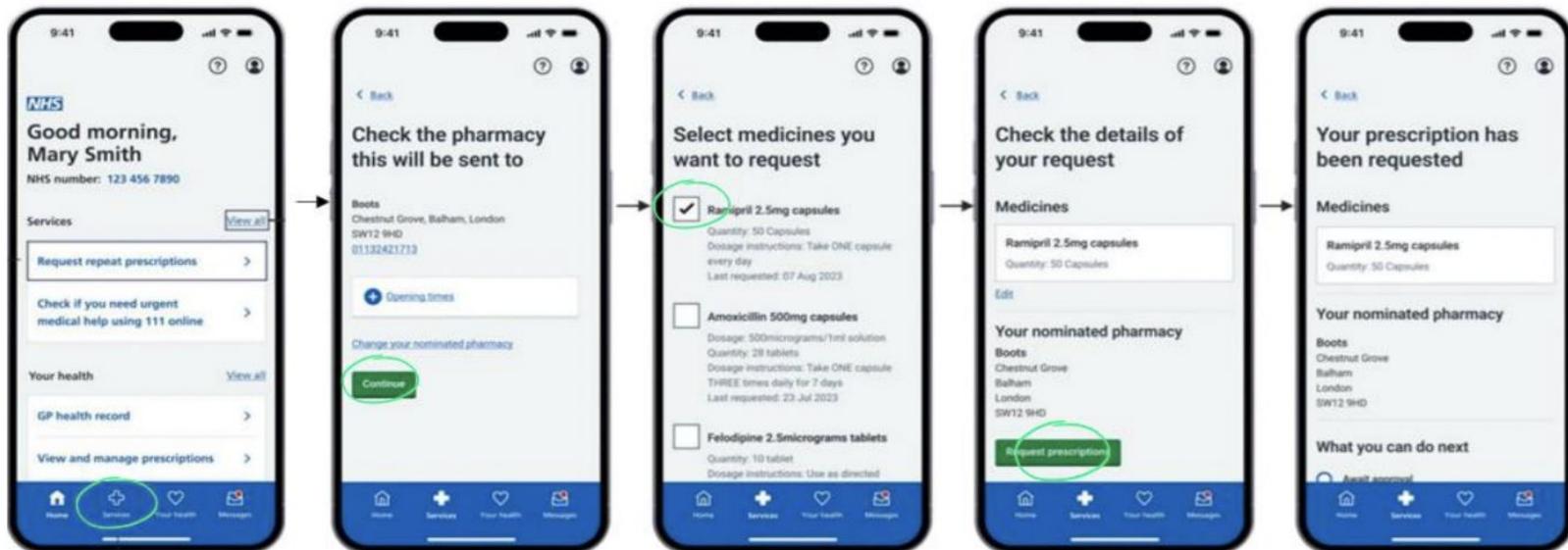
Enable notifications in the NHS App



If you are not getting notifications for your NHS app first click the profile icon in the top right hand corner of your phone. Next press 'settings' and then 'Manage notifications'. Click on the switch labelled 'send me notifications about new messages'.

[Click here to watch a video on see NHS App messages and notifications](#)

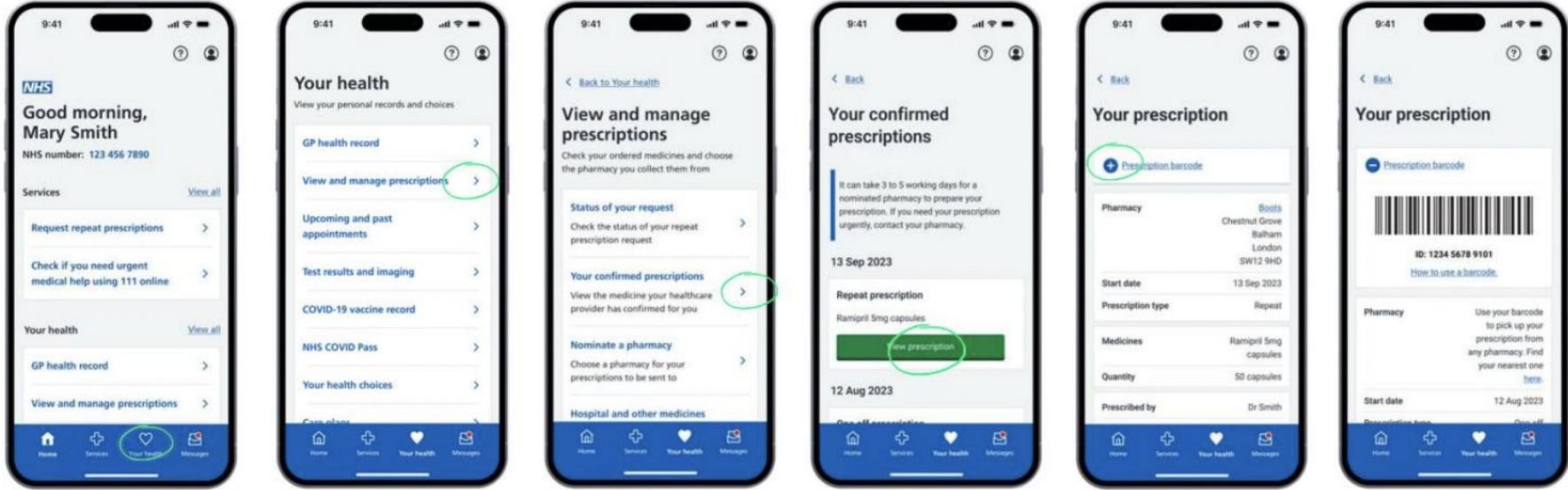
Ordering Repeat Prescription



To order your repeat prescription you will first need to click 'Services' on the blue bar at the bottom of your screen and then press request repeat prescriptions. Check the pharmacy address is correct. If not, you can click 'change your nominated pharmacy' to choose the pharmacy you would prefer. Press the white boxes to tick the medicines you would like to request and click 'continue'. Confirm the details of your request and click 'Request prescriptions'

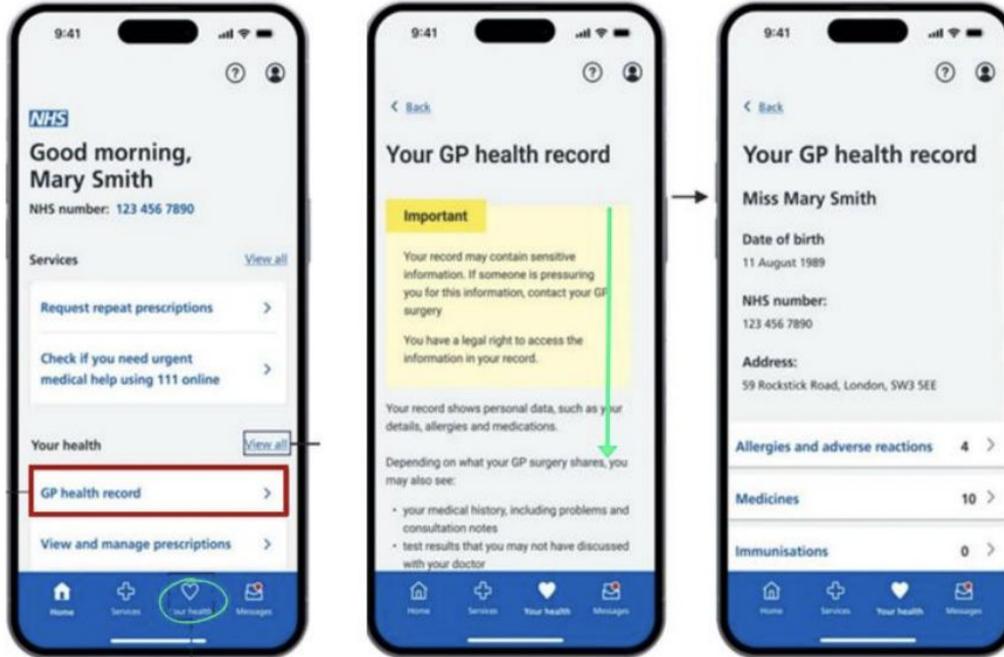
[Click here to watch how to order your repeat prescription via the NHS app](#)

View your prescriptions



To view your prescriptions tap/click on the 'heart' icon (labelled 'health') at the bottom of the screen. Next click 'View and manage prescriptions'. Then click 'Your approved prescriptions' or 'Your confirmed prescriptions'. This will show your prescriptions. If you click 'View prescription' you will see details about the prescription e.g. Pharmacy etc. If you need to collect prescription from a different pharmacy click/tap the + icon by the pharmacy barcode for your local pharmacist to scan.

View your GP Health Records

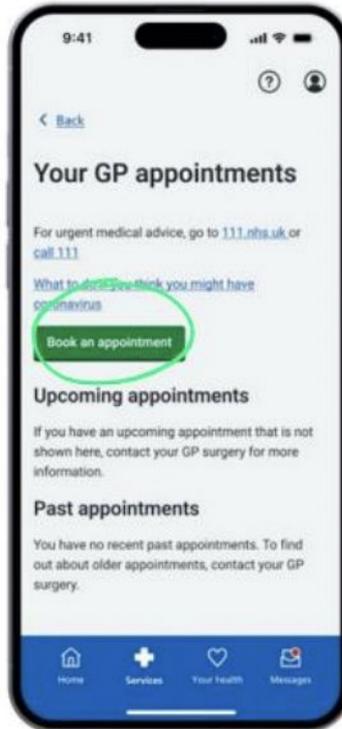
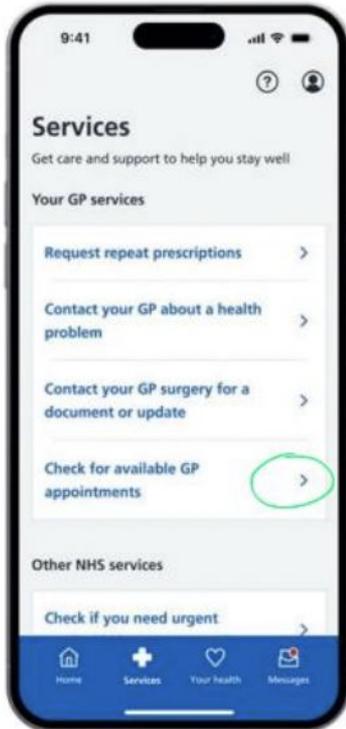
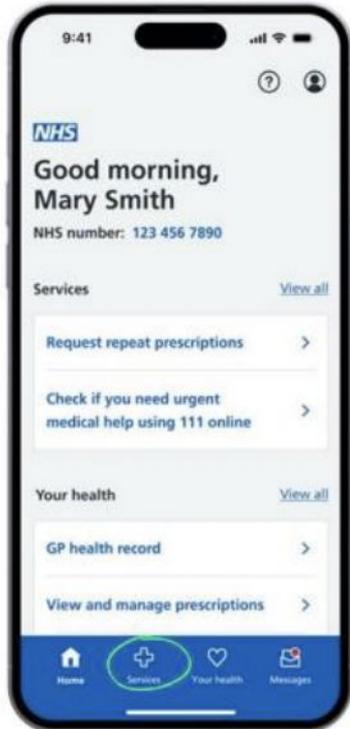


To view your GP Health Record you can click on GP Health record on your home screen. Or you can click on the Heart labelled 'your health' on the bottom on your screen. After this you should press 'GP health record'.

A security page will show which highlights that you will be accessing personal and sensitive data. .Scroll down and press 'continue' to view your record.

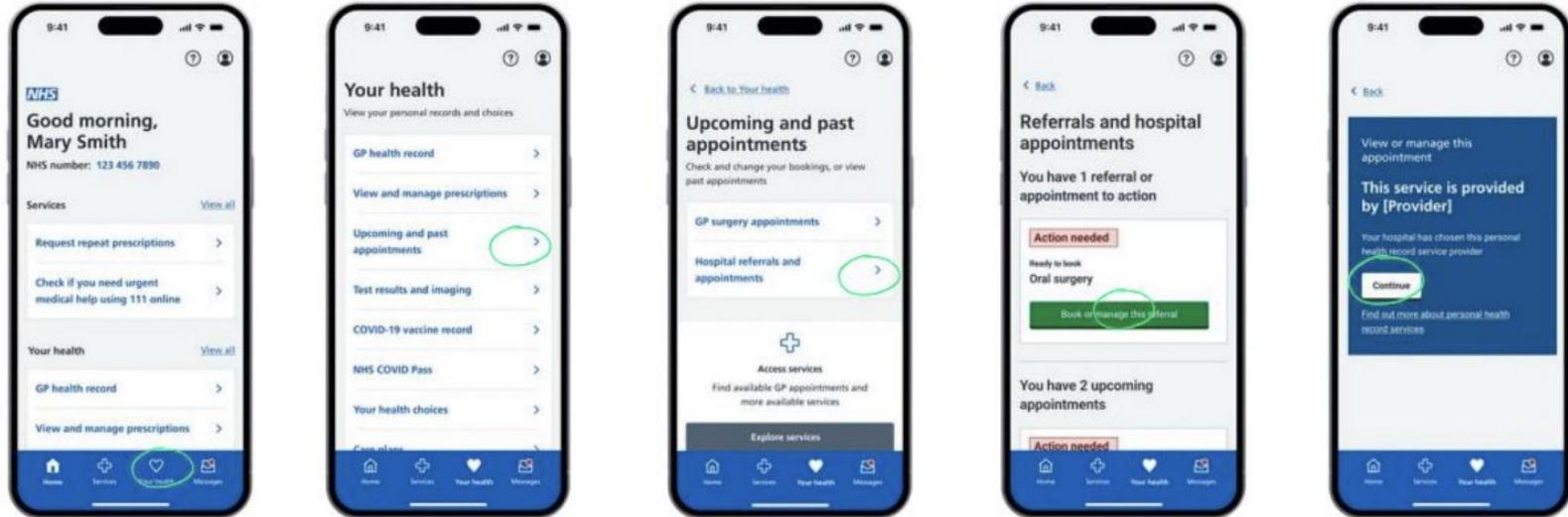
[Click here to watch a video on how to see your GP health records on the NHS app](#)

Manage GP Appointments



To book an appointment with your GP click/tap the + icon (labelled 'Services' on the bottom of your your screen. Scroll down and select 'Check for available GP appointments'. Then press the Green button (book an appointment) or 'Select an Appointment' using drop down boxes. This will show any available appointments at your practice. Click on the appointment you would like to book and then select a time slot. **Note:** If you do not see the appointment you are looking for it may mean your GP has not released appointments. Contact GP if you have appointment queries

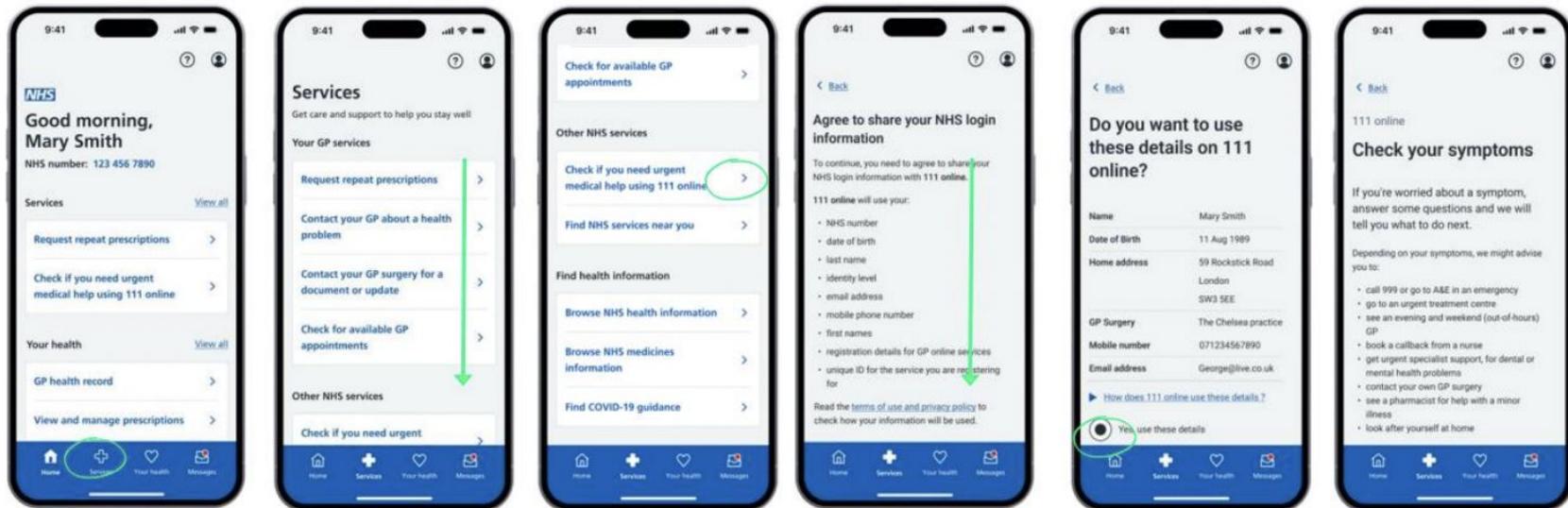
View and Manage Hospital Appointments and Referrals



To access hospital appointments first you need to click on the heart that says 'your health' on the bottom blue bar on the screen. Then click 'upcoming and past appointments'. After this press 'hospital referrals and appointments'. If you have any upcoming appointments or appointments at the hospital you need to respond to they will show up here. If the Red bar says 'action needed' you should press the green button that says 'book or manage appointment' Then press continue. This will then tell you when to book your appointment.

[Click here to watch a video on how to see your hospital referrals and appointments on the NHS app](#)

Use 111 Online



To access 111 online you first need to press the plus button on the blue bar at the bottom of your screen. Then scroll down until you see other NHS services and press 'check if you need urgent medical help using 111 online'. You will then need to confirm to share your NHS login information with 111. To do this scroll and press Agree. You will be then asked if you want to use the information listed on the NHS app or list new information. If the information is correct press next. You will then be asked questions on your symptoms and advised on next steps.

[Click here to watch how to use 111 on the NHS app](#)

Help and Support

If you have any problems using the NHS app, you can:

- go to 'Help' in the top right-hand corner of the app. You will get help related to the feature you are using
- visit <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

Thank you

Any Questions?