

NHS App



A how-to guide

NHS App



- The NHS App is a simple and secure way to access a range of services on your smartphone or tablet. It is free from app stores.
- The NHS App should not be confused with the NHS COVID-19 App which offers the fastest way to see if you're at risk from coronavirus.

Things you can do with the app

The NHS App is safe and secure. If you're aged 16 and over, you can register for the NHS app without visiting the practice. It can be used to conveniently:

- Book and cancel appointments (subject to availability)
- Order repeat medication
- View your health record – including consultations, diagnosis, documents and results of tests or investigations
- Check your symptoms using reliable NHS information on hundreds of conditions and treatments

Registration



1. Enter your email address and select 'Continue' – **Please note, it must be your own email address - it cannot be shared with anyone else – and it must be the same as the email address registered with your surgery. You can call the surgery to change the email address they have on their records for you, if needed.**
2. Select 'Continue' to set up a new NHS login.
3. You will need to know your NHS number, or your name, date of birth and postcode. Select 'Continue'.
4. Create a password and select 'Continue'.
5. A code will be sent to your email address to confirm who you are.
6. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
7. You will be asked if you are happy to share your details from your GP Surgery with the NHS App – choose 'Yes' or 'No' and select 'Continue'.
8. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

Logging in



Logging into the NHS App on a mobile device:

1. Open the NHS App
2. Click on 'Continue with NHS login'
3. Click 'Accept All Cookies' (you can refer to cookies link below if you need to know more about usage on cookies)
4. Enter your email address and select 'Continue'
5. Enter your password.

Logging in continued...

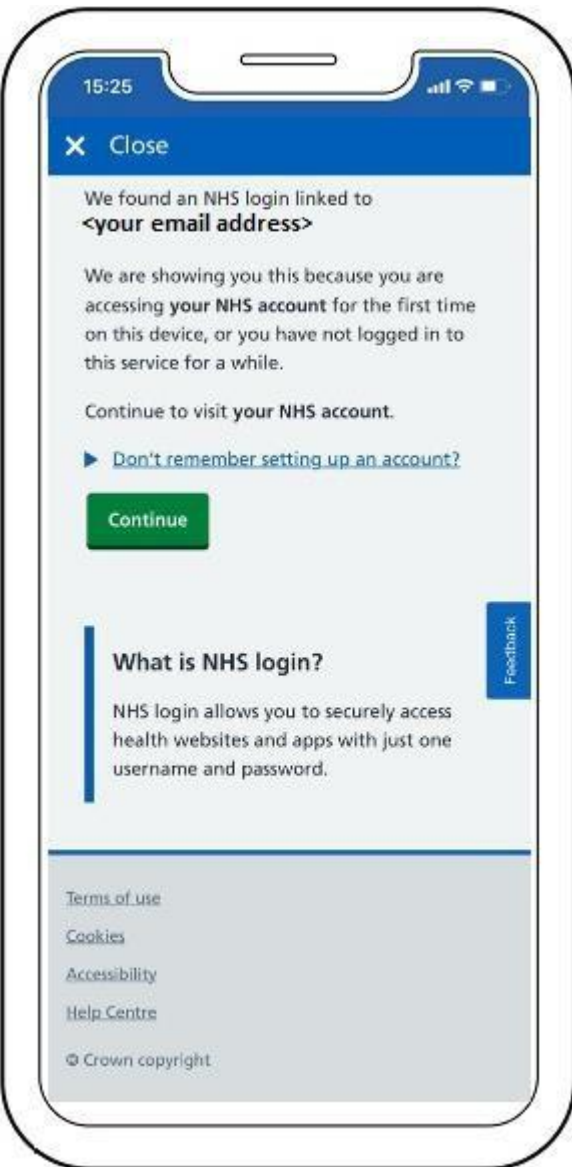


Logging into the NHS App on a mobile device:

1. Enter your email address and select 'Continue'

A screenshot of the NHS login screen on a mobile device. The screen shows the time 15:25, signal strength, and battery level at the top. Below the status bar is a blue header with a white 'X' icon and the NHS logo. The main content area is white and contains the text 'Enter your email address' followed by a text input field labeled 'Email address'. Below the input field is a green button labeled 'Continue'. Further down, there is a section titled 'What is NHS login?' with a blue vertical bar on the left and a 'Feedback' link on the right. The text explains that NHS login can be used to access health websites and apps, and provides instructions for users who do not have an NHS login. At the bottom, there is a yellow box with the heading 'Coronavirus (COVID-19)' and a link to 'NHS guidance about coronavirus'.

Logging in continued...



You should see a message saying 'We found an NHS login linked to <your email address>'

Please Note: <your email address> is the email address you used to register for the NHS APP and should be the same as the one on your GP practice record.

Click 'Continue'

Logging in continued...



Enter your password to login

Click 'Continue' to log into the NHS APP

Once logged in you will be able to access services supported by this app

A screenshot of the NHS login screen on a mobile phone. The screen shows the time 15:25, signal strength, and battery level. At the top, there is a blue header with a close button (X) and the text 'Close'. Below the header is the NHS logo and 'NHS login'. A back arrow is followed by the text 'Back to: Enter your email address'. The main heading is 'Enter your password'. Below this is the instruction 'Enter your password to log in.' and a label 'Password'. There is a password input field with dots and a 'Show' button. Below the input field is the text 'If you cannot remember your password, you can [reset it](#)'. At the bottom of the main section is a large green 'Continue' button and a vertical 'Feedback' button. The footer contains links for 'Terms of use', 'Cookies', 'Accessibility', and 'Help Centre', followed by '© Crown copyright'.

Proving your identity

Click 'Continue'

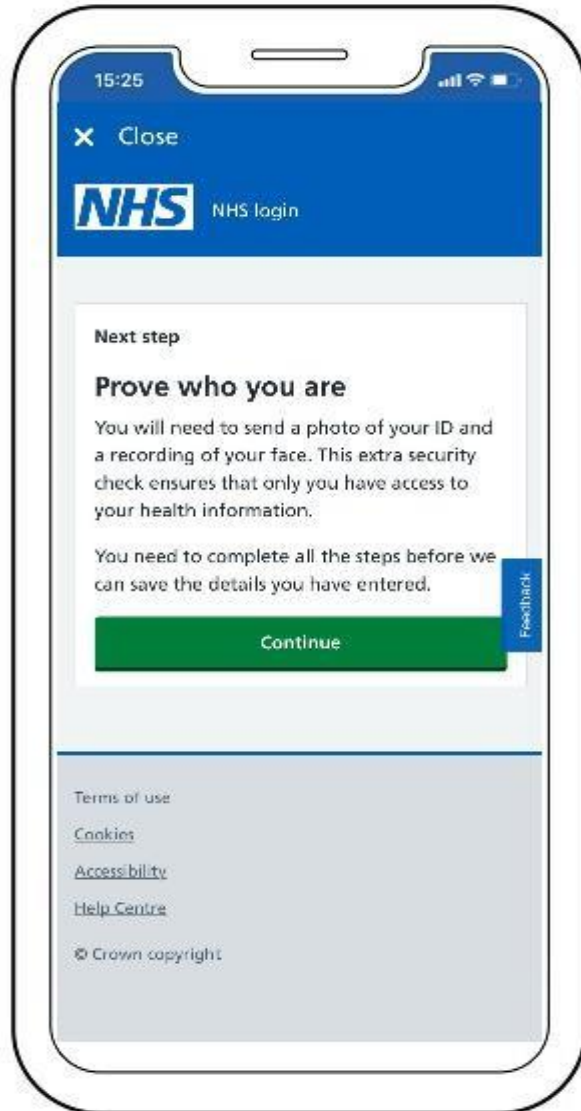


Photo ID that can be accepted

The image you send needs to be of your original photo ID. You cannot send an image of a printout or screen showing your photo ID.

It will accept an expired photo ID if it expired less than 12 months ago.

You can send:

- passport (except Syrian passport)
- UK driving licence (full or provisional)
- European driving licence (full)
- European national identity card (except paper Italian ID card or Greek ID card)
- UK residence card or biometric residence permit (BRP)

Photo ID that can't be accepted

It will not accept photo ID with any handwritten information other than a signature.

You cannot send:

- travel cards
- bus passes
- NHS ID cards
- visa stickers
- UK citizen ID cards
- proof of age cards
- university or school ID cards
- Syrian passports
- paper Italian ID cards
- Greek ID cards
- UK driver qualification cards
- an image of a printout or screen showing your photo ID

Proving your identity continued...

A smartphone mockup displaying the NHS login interface. At the top, the status bar shows the time 15:25 and signal strength. The app header is blue with a close button (X) and the text 'Close'. Below the header is the NHS logo and 'NHS login'. The main content area has a light blue background and asks 'Do you have photo ID?'. It provides information about accepted IDs: 'We accept most passports, UK and European driving licences, UK residence cards and European national identity cards.' and 'We can accept an expired photo ID, but only if it expired less than 12 months ago.' There are three radio button options: 'Yes, I have photo ID' (selected), 'I have photo ID but not with me', and 'No, I do not have photo ID'. A green 'Continue' button is at the bottom. A 'Feedback' button is on the right side. At the very bottom, there are links for 'Terms of use', 'Cookies', 'Accessibility', and 'Help Centre'.

You will be asked to:

1. take a photo of your ID
2. record your face using your device

You will be asked to record your face so that this can be compared to the submitted photo ID and to prove who you are.

Depending on the phone make and model, please use the corresponding authentication i.e. face id, finger print, passcode etc...

Photo ID verification duration



After you send your photo ID and video, your photo ID will be carefully checked and this should be done within 2 hours.

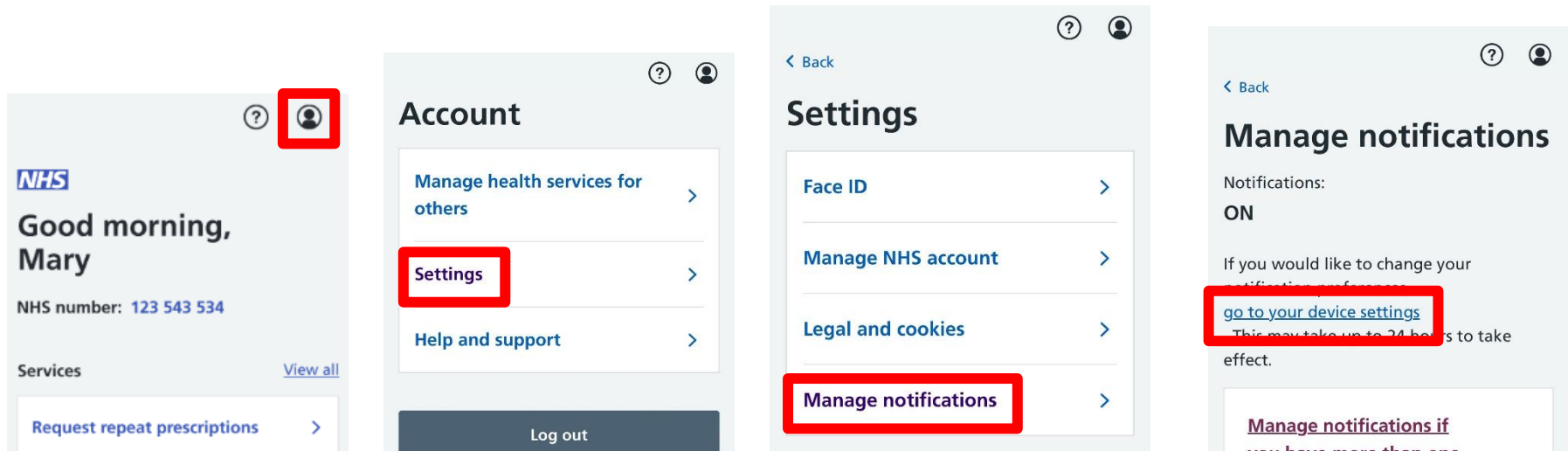
If you send between 9pm and 9am it may take longer.

You will be informed by email whether the ID check has been successful.

Notifications

Once you have logged in and your surgery has set up your account, make sure to turn on notifications for the app!

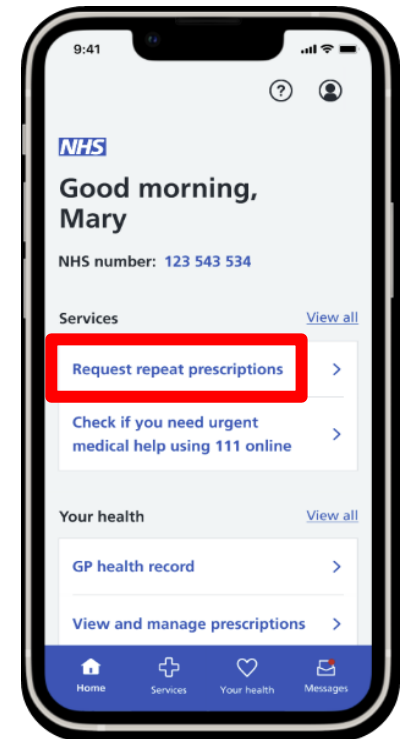
This lets the surgery message you through the app when necessary – like when your prescription is ready to pick up!



Ordering Repeat Prescriptions

Once you are logged in and your identity has been verified by your surgery, then you can order repeat prescriptions on the app:

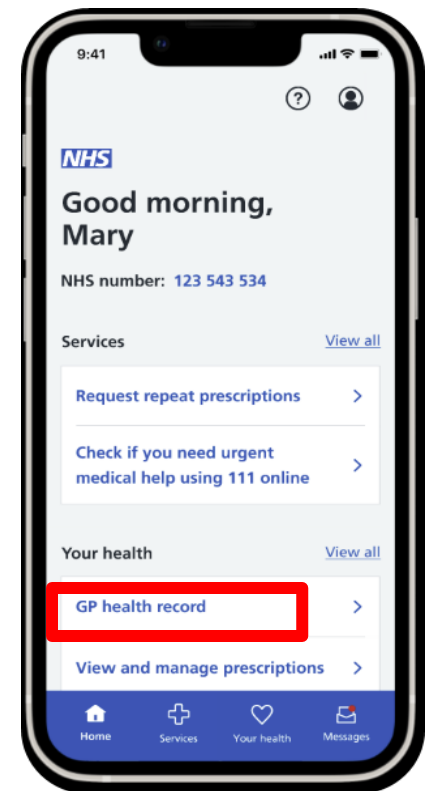
1. On the home page of the app (or on the Services page at the bottom of the screen) click on “**Request repeat prescriptions**”.
2. It will ask you to check which pharmacy you want it to be sent to – if this is the first time you are doing this, then you will have to pick a pharmacy.
3. Once selected, you can choose which repeat medication you want to request.
4. Press continue, then you have the chance to double check your request. Press “**Request prescription**” to send it to the surgery.
5. Your request will go through to your surgery, who usually send it to your chosen chemist within a few working days!



Your Health Record

Once you are logged in and your identity has been verified by your surgery, then you can access your health record on the app:

1. On the home page of the app (or on the Your Health page at the bottom of the screen) click on “**GP health record**”.
2. It will show you a warning, to make sure no one is asking you to share your medical information, which is private, with them.
3. On the next page, your details will be listed at the top, so scroll down and there are various headings where you can see the different aspects of your health record (Allergies, Medicines, Test Results, etc.)



Medical Advice from 111

You can access urgent medical advice at any time on the app – **you don't need to be registered** with a surgery.

1. On the home page of the app (or on the Services page at the bottom of the screen) click on “**Check if you need urgent medical help using 111 online**”.
2. If you are registered with a surgery, it will ask you to confirm your saved details, otherwise you will need to fill them in.
3. You will be asked if it is an emergency, and whether you are at home, and your gender at birth.
4. You can then select from a range of different symptoms and then send the information to 111. They will contact you as soon as they can, usually on that day.

