NHS App

Patient booklet

Contents

Getting started

1. Download the app or Scan the QR code

2. You will now need to register to use the services on the NHS app

3. Click on Continue with NHS login

4. Enter your email address

5. Enter a password – you will use this to login

6. You will be sent a security code to verify your email address. Enter the code

7. Enter your mobile number

8. You will be sent a security code to verify your mobile number. Enter code

9. Enter your NHS Number (or enter your name, your address, date of birth)

Getting started

You will now be asked to prove your identify so you can use the NHS app.

Option 1 – if you have Photo ID

1. A picture of your Photo ID (passport, drivers' licence)
2. You will also be asked to record a short video to match you to your photo ID.

Option 2 – if you do not have Photo ID

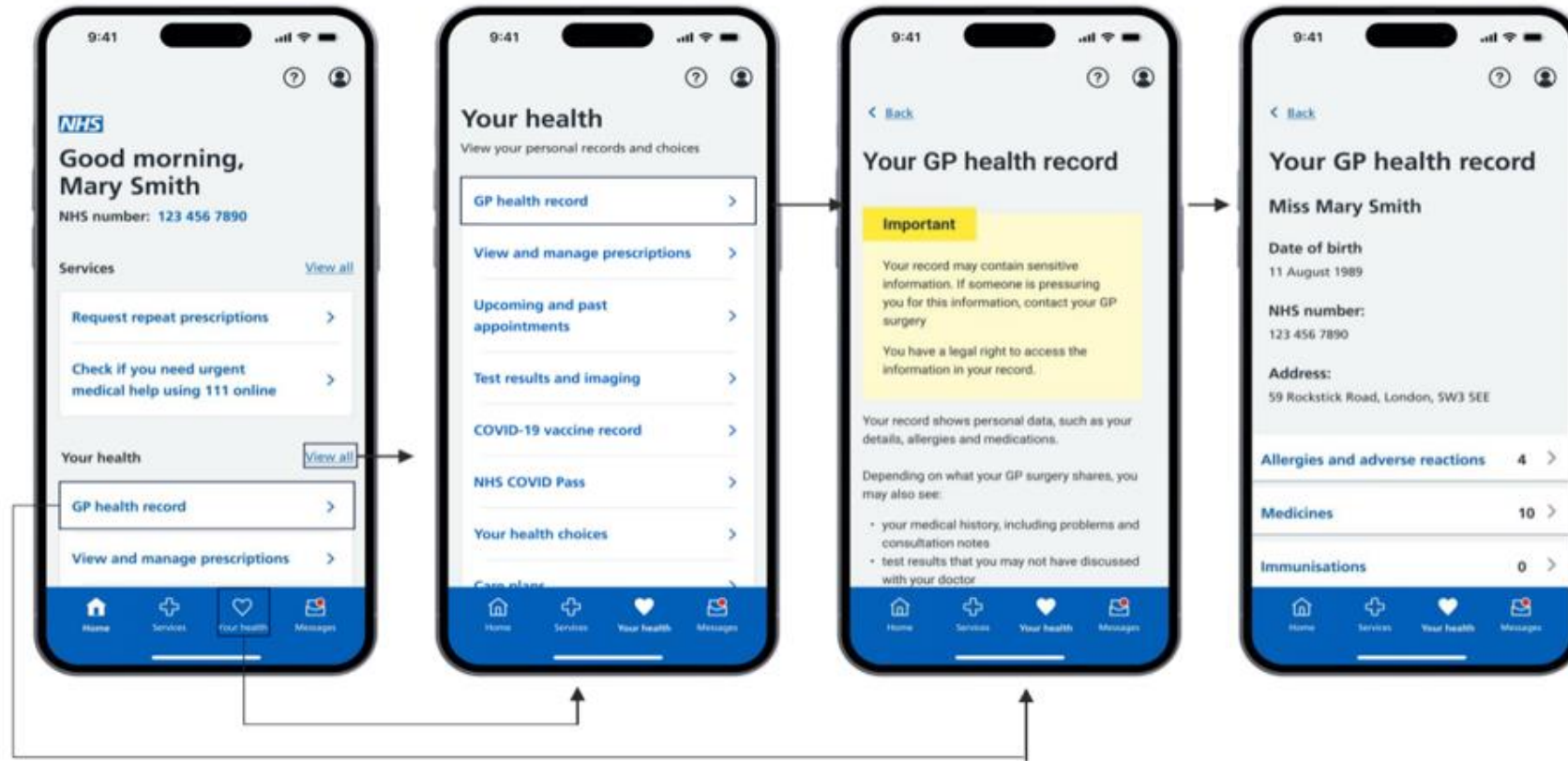Contact your GP practice. You need to ask them for 3 registration details.

1. Linkage key (could be called at Passphrase)
2. ODS code
3. Account ID

You can use these 3 registration details to prove who you are.

You have now registered and your details with be checked

View your GP health record

- You can view your health record through the NHS App. You can view information about their medicines, conditions and test results.
- You can access someone else's records if you have permission to do so.
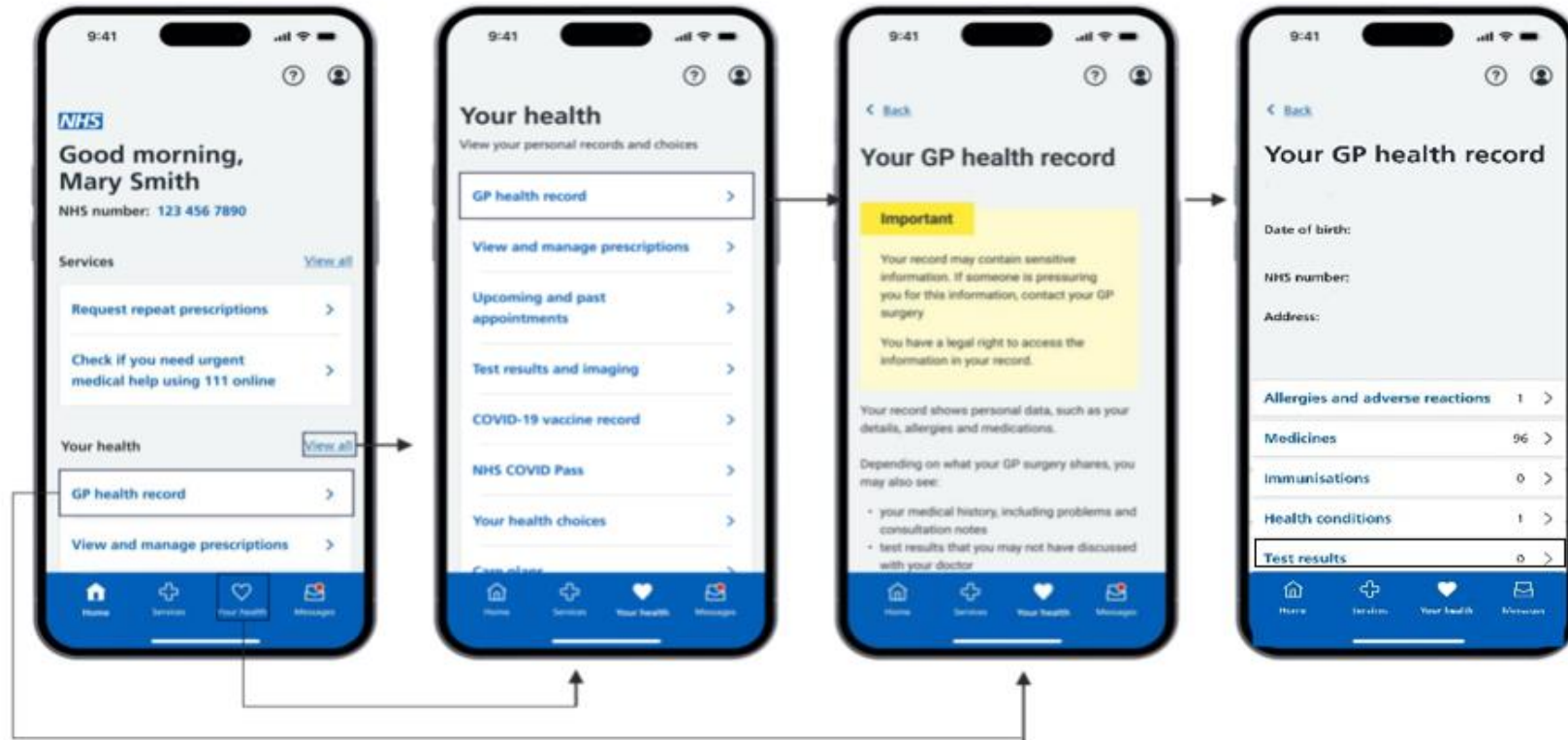

Go to 'Your Health'

Go to 'GP Health record'

You will be able to view your information.

ⓘ You will need to contact their GP surgery to request access to information such as test results and immunisations

Most patients will automatically be given access to information added to records from November 2023 onwards. This includes letters, test results and appointment notes

View your test results

- You can view your test results carried out by your GP surgery if you have been given access to your detailed coded record (ask your practice if you are unsure)
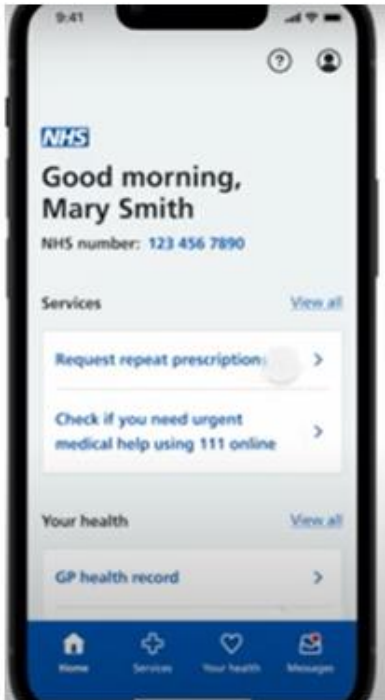

Go to 'Your Health'   Go to 'GP Health record'   You should be able to view test results

You will need to contact your GP surgery to request access to information such as test results and immunisations
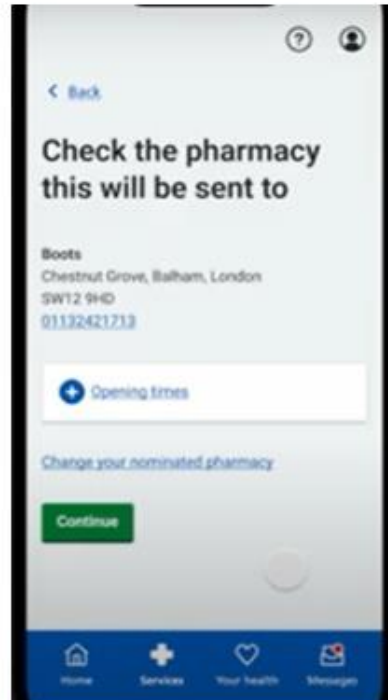
Request your repeat prescriptions

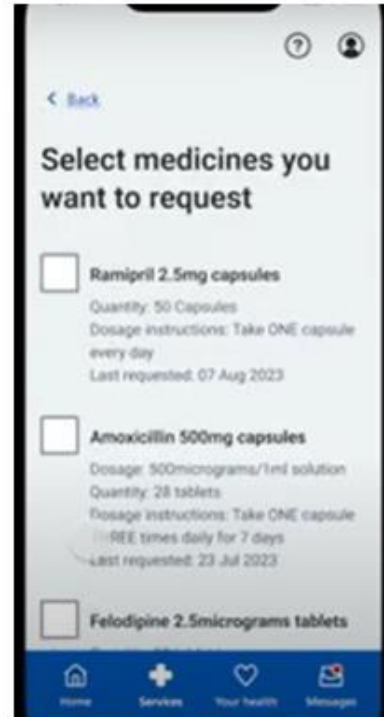- You can order your repeat prescription on the NHS app.
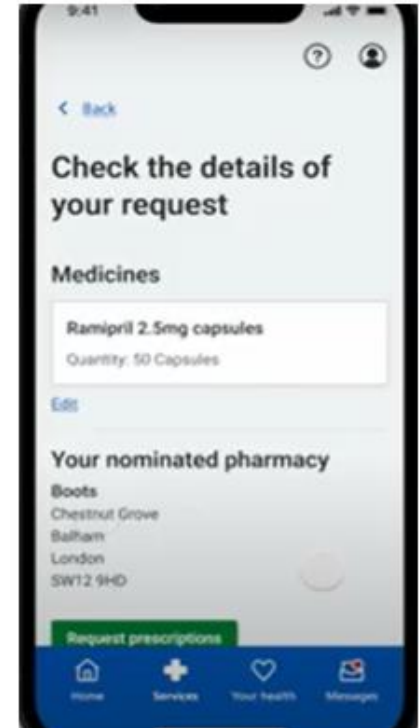

On 'home'

Select
'Request repeat prescriptions'
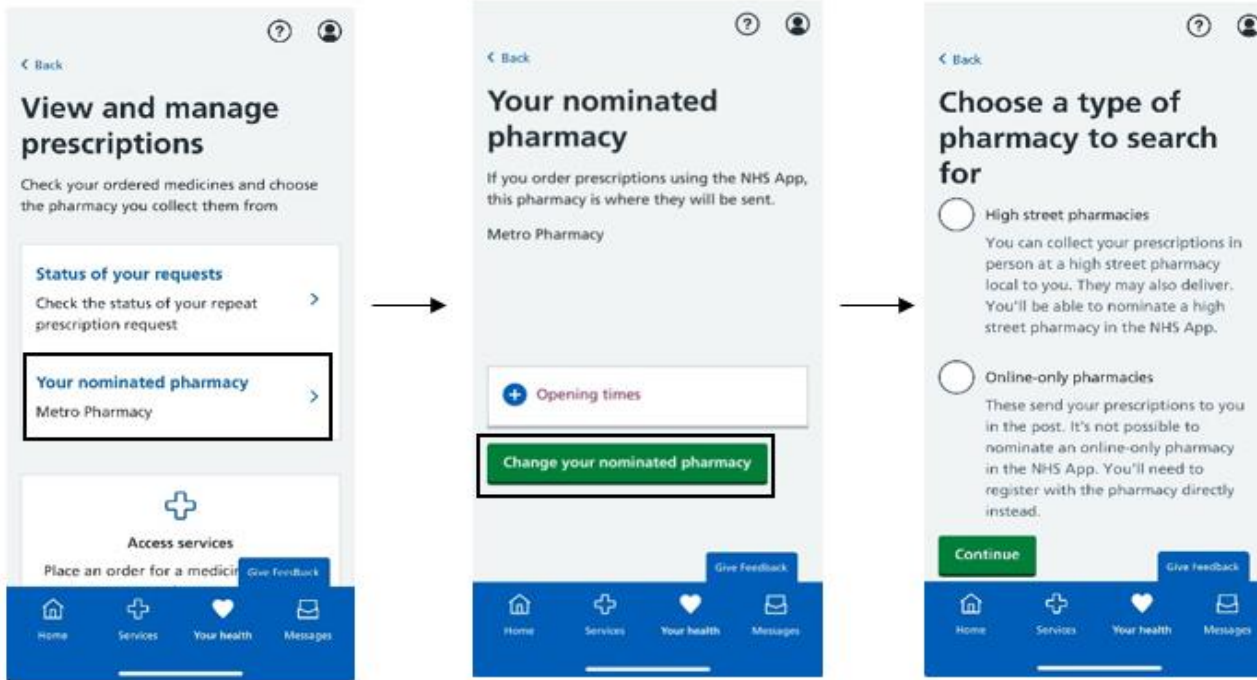
Check the pharmacy this
will be sent to

You then
Select the medicines you want

Check the details
Click on 'Request prescriptions'

Nominate a pharmacy

- You can choose where to collect your prescription after it has been issued by the GP – this is called a nominated pharmacy.

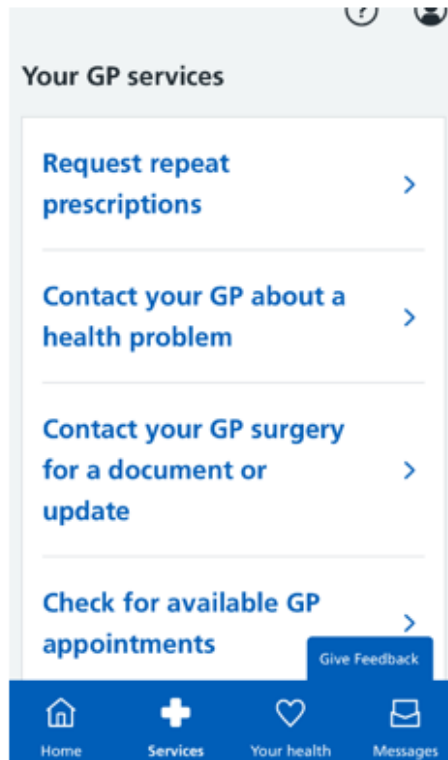Go to 'Your Health'   Go to 'View and manage prescriptions'   Click on 'your nominated pharmacy'
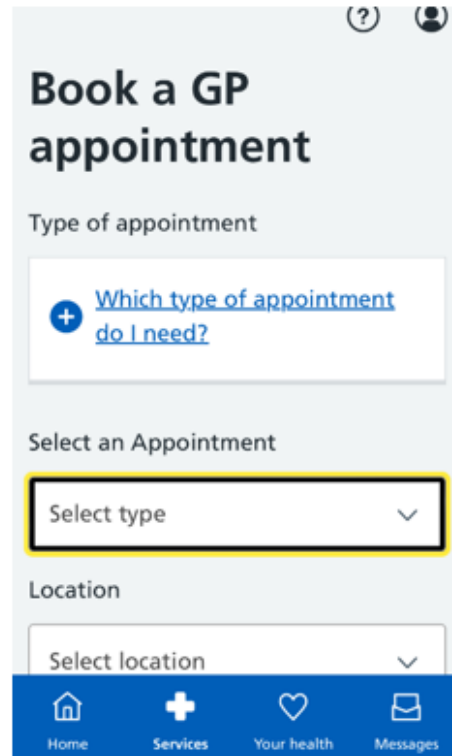
Once you have nominated a pharmacy:

☑ Your nominated pharmacy will receive your prescriptions until you change or remove this.

☑ You can change your nominated pharmacy at any time, although it is best to do so before you order any items.

☒ You no longer need to collect paper prescriptions from your GP surgery

☒ You cannot remove a nominated pharmacy in the NHS App and will need to contact their GP surgery to ask them to remove this for them

Book an appointment

- You can check for available GP appointments.
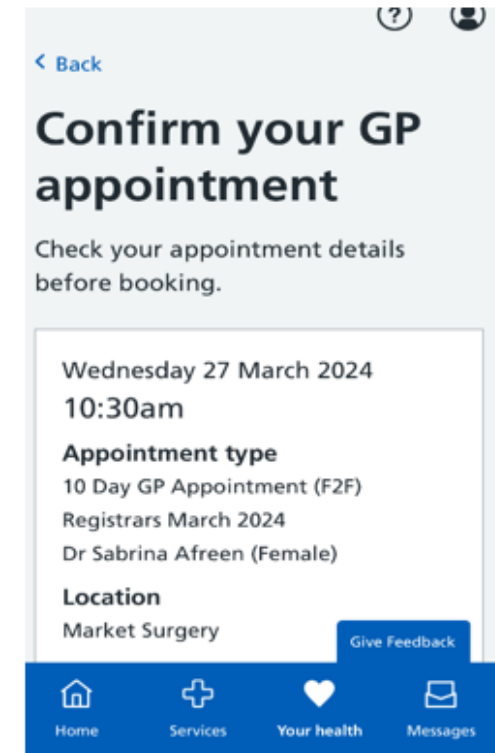

Go to 'Services'

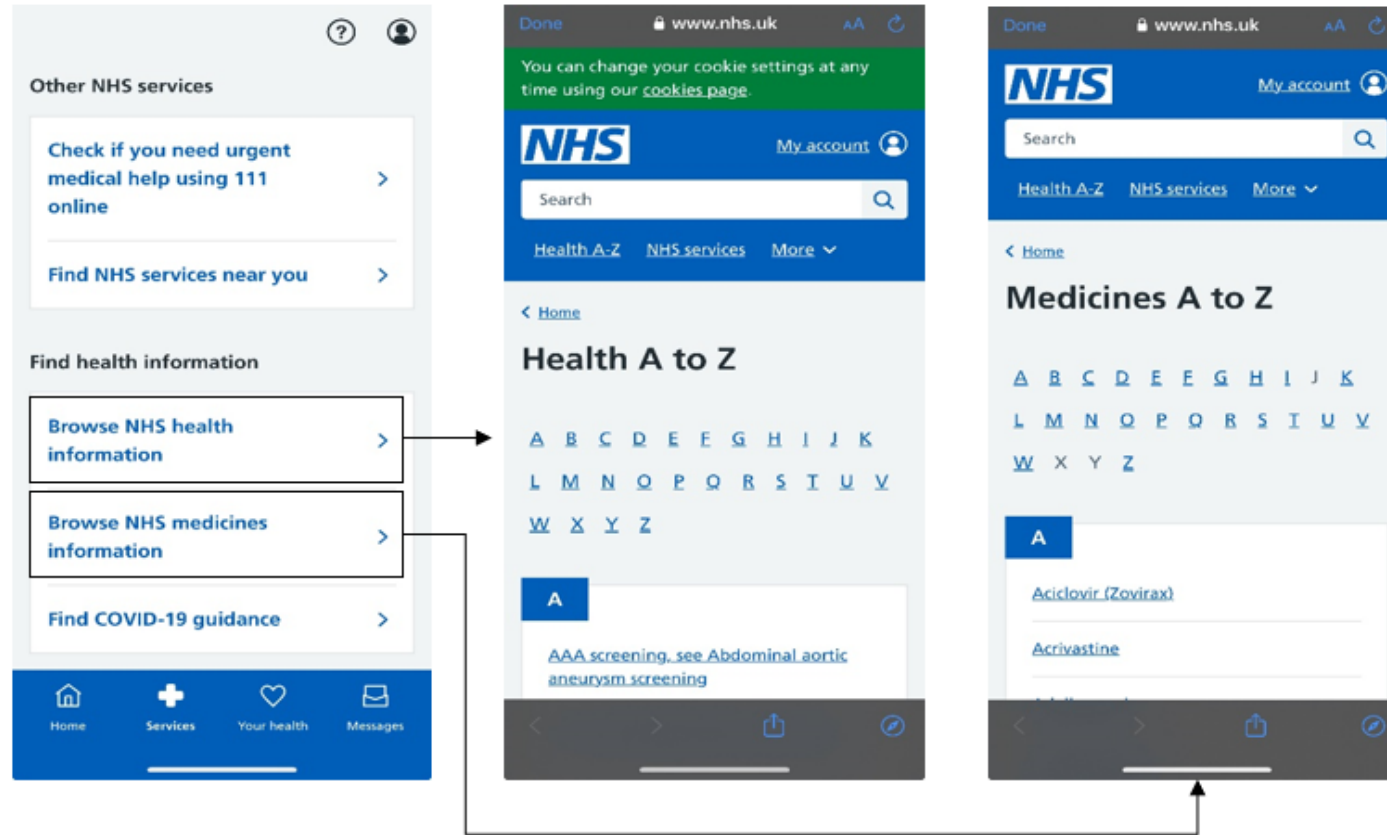Select an appointment type

Select Location

Confirm your appointment

Access health information (Health and Medicines A-Z)

You can check your symptoms using the Health A-Z, which provides information and advice about a wide range of health conditions, symptoms and treatments.
You can access the Medicines A-Z for information on a range of prescribed and over the counter medications.

Go to 'Services'

Browse NHS health information

This will show you 'Health A-Z'

You can also access Medicines A-Z.

Need help with the NHS App?
Got a question?

We are here to help you with the NHS app.
Scan the QR code below

Need help with the NHS App?