

Getting Started 1

1. Download the app or Scan the QR code below



2. You will now need to register to use the services on the NHS App
3. Click on continue with NHS log in
4. Enter your email address
5. Enter a password – you will use this to log in
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)



Scan the QR code or click on link to view a Video Guide about set up below



<https://www.youtube.com/watch?v=Q0SCCLtw8JA>

Getting Started 2

You will now be asked to provide your identity 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

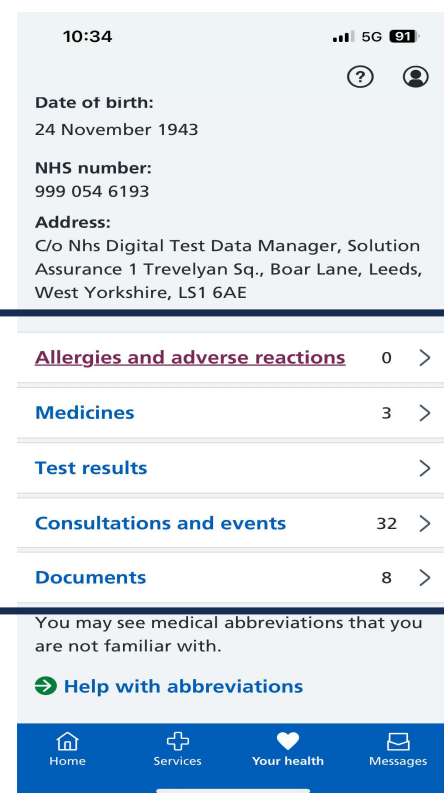
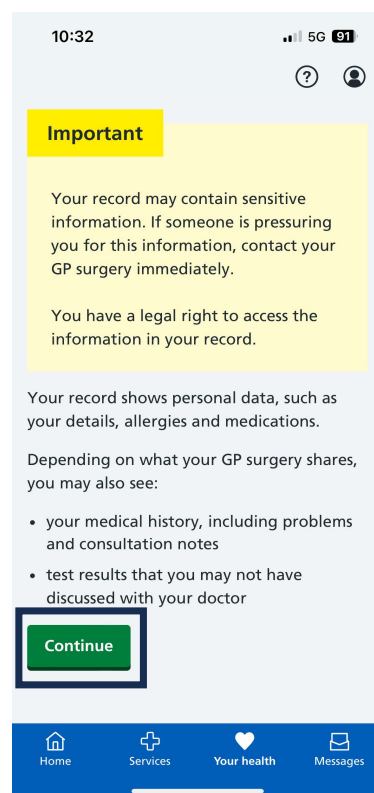
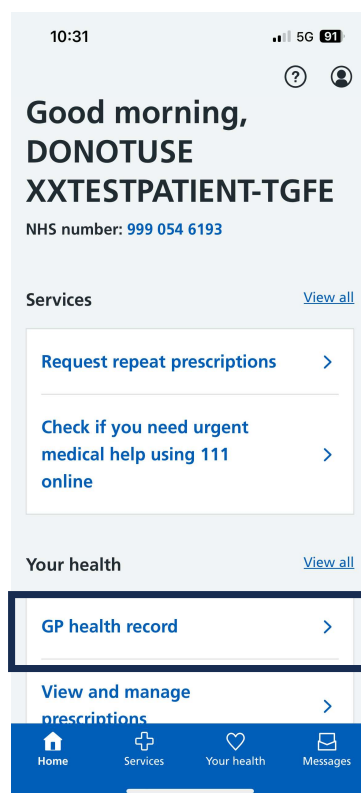
Contact your GP practice. You need to ask them for 3 registration detail

1. Linkage Key (could be called a Passphrase)
2. ODS code
3. Account ID

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

View your GP health record

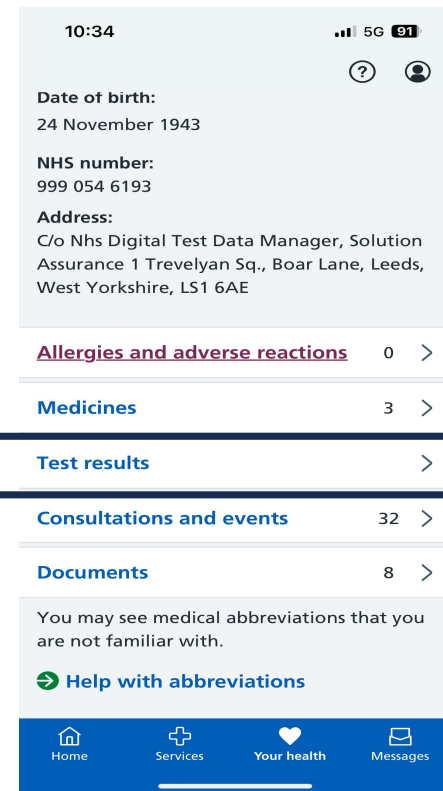
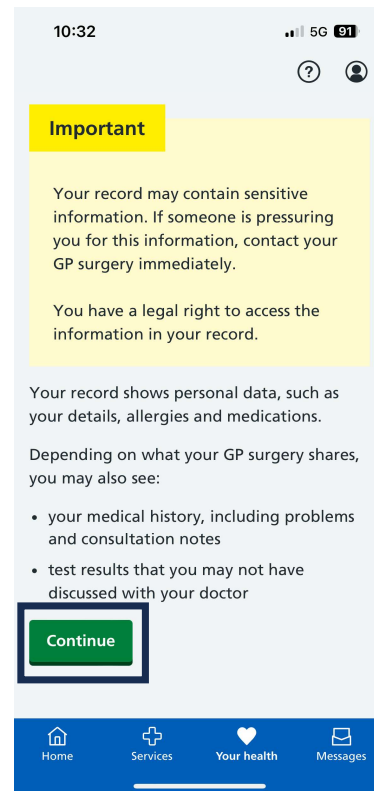
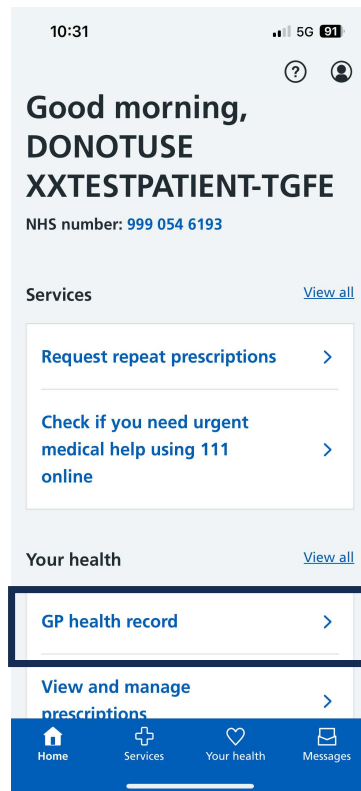
- You can view your health record through the NHS App. You can view information about your medicines, conditions and test results
- You can access someone else's records if you have permission to do so.



Most patients will automatically be given access from February 2023 onwards. If you would like to view data prior to this, please speak to your local surgery team.

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 local surgery if you are unsure)

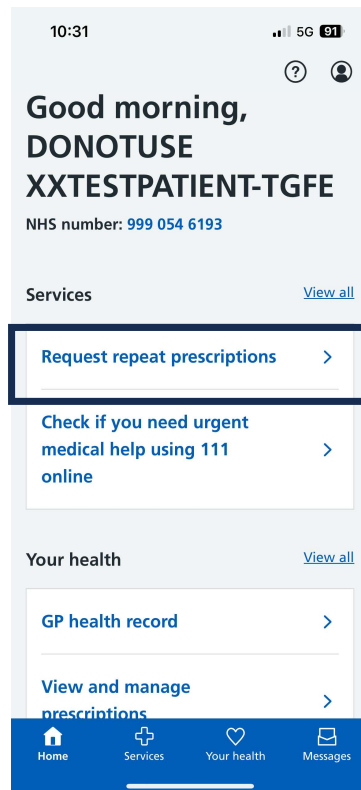


If you are unable to see your test results, please speak to your local surgery.

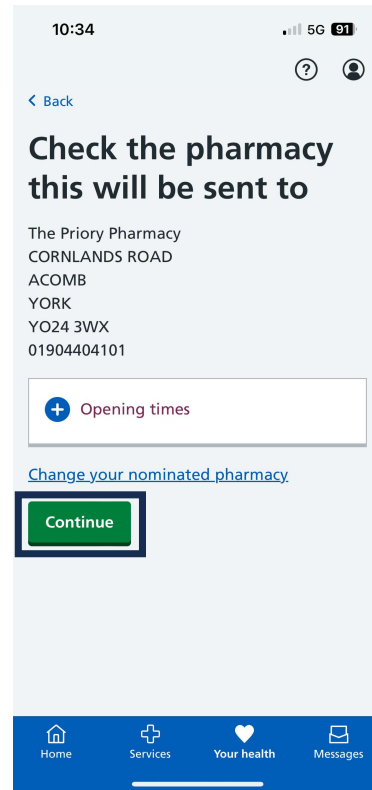
Request your repeat prescriptions

- You can order your repeat prescriptions on the NHS app

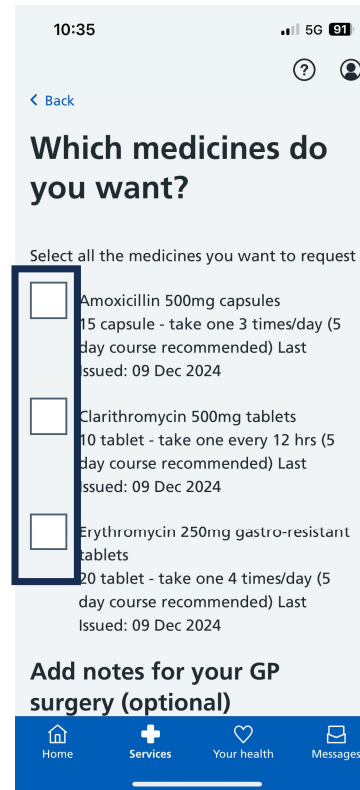
1. Select 'Request repeat prescriptions'



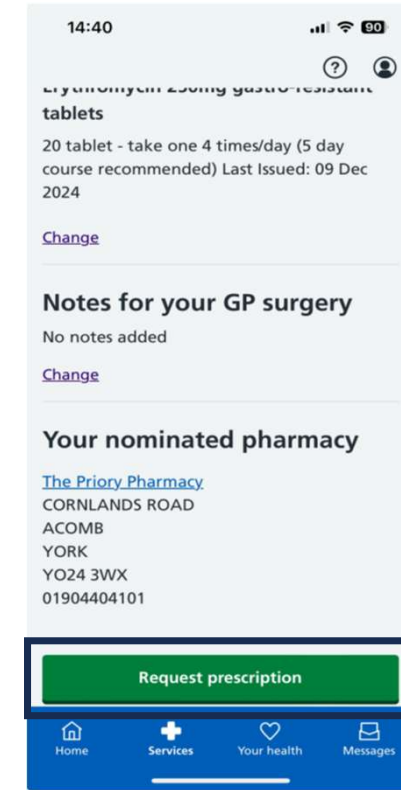
2. Check the pharmacy this will be sent to



3. Select the medication you want



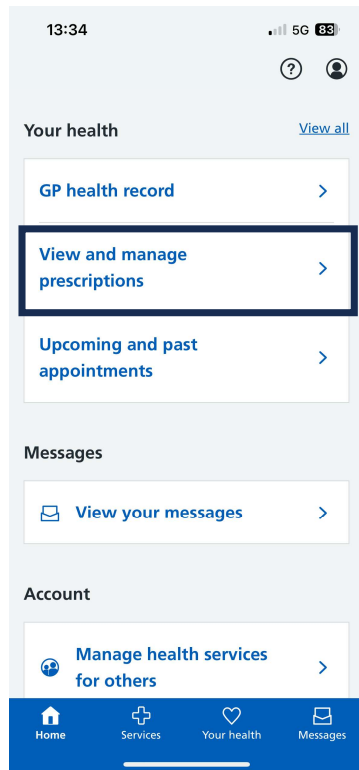
4. Check the details, click on 'Request prescription'



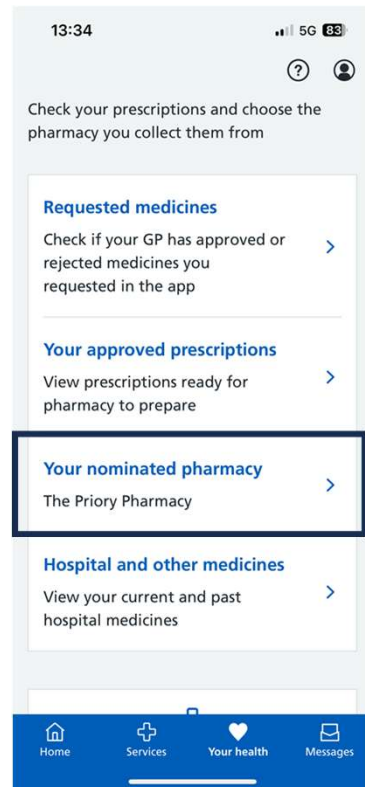
Nominate a pharmacy

- You can choose where to collect your prescription after it has been issued by GP – this is called a nominated pharmacy.
- Your nominated pharmacy will receive your prescriptions until you change or remove this

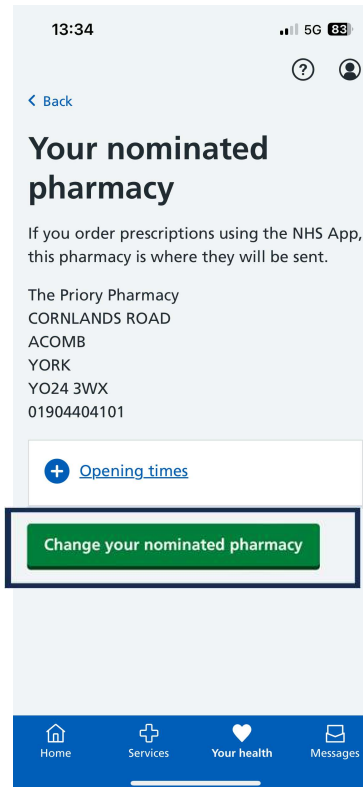
1. Select 'View and manage prescriptions'



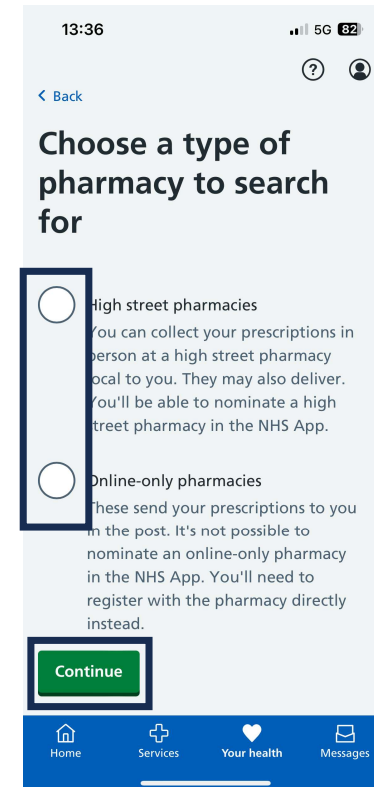
2. Check the pharmacy this will be sent to



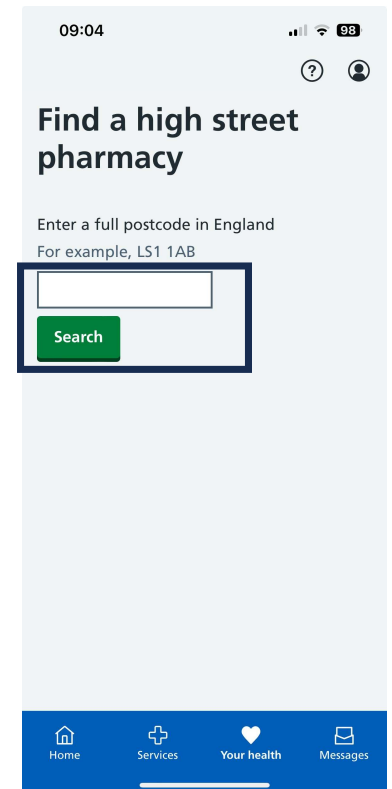
3. Change your nominated pharmacy if needed



4. Select type of pharmacy you would like to change and click continue



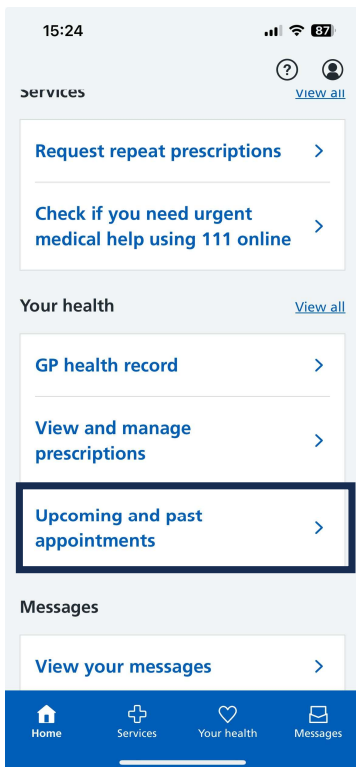
5. Type in postcode and click search then choose new pharmacy



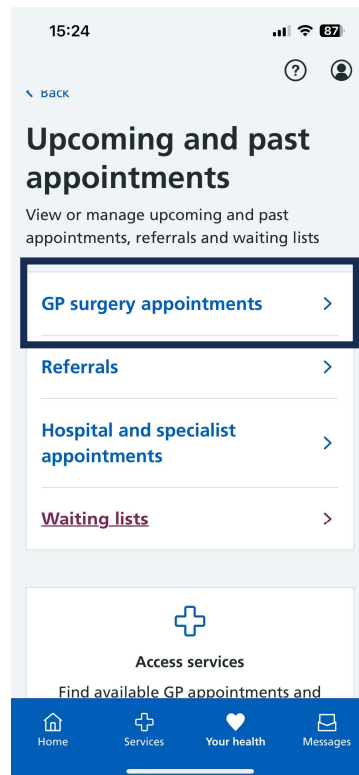
Check an appointment time, cancel and book

- You can view your upcoming appointments and cancel the appointment if needed
- You can also book a limited number of appointments on the app

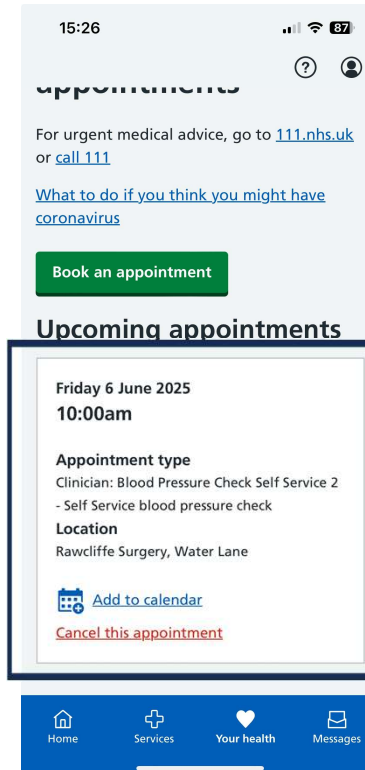
1. Select 'Upcoming and past appointments'



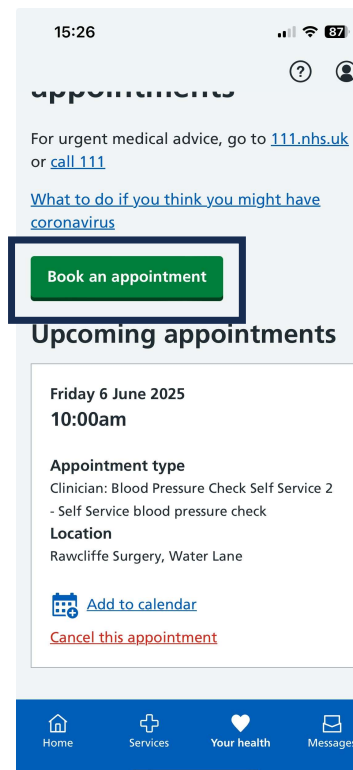
2. Select 'GP surgery appointments'



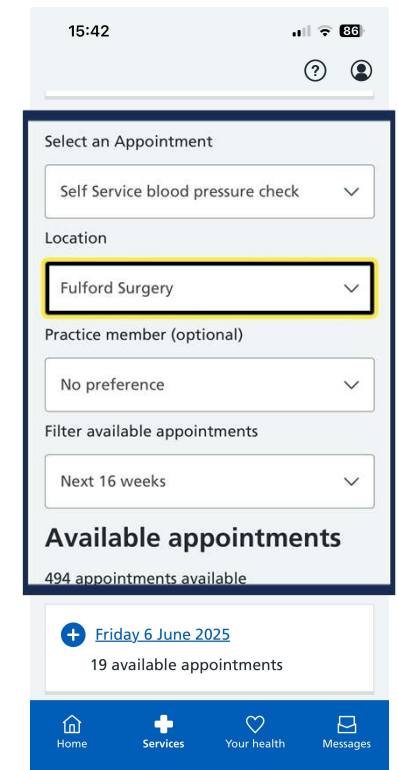
3. Your upcoming appointments will be shown (you can cancel here too)



4. You can book some appointments by clicking here



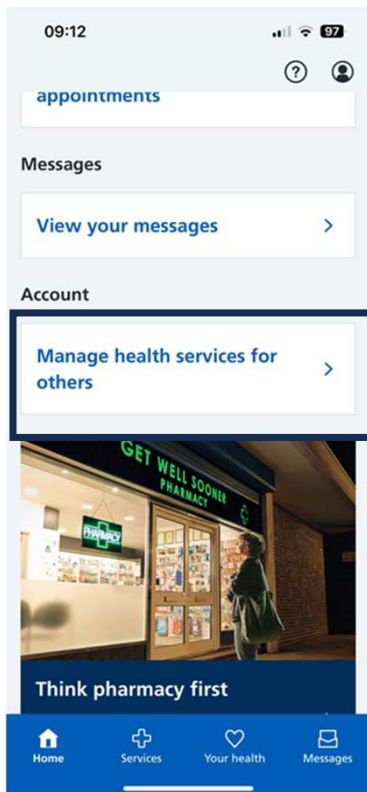
5. Choose appointment, location and date



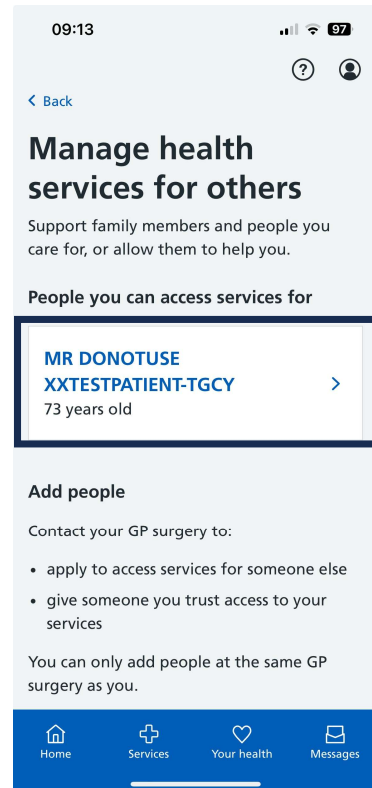
Manage the health record on behalf of a spouse, child, parent or someone else you care for

- This access needs to be granted by the surgery and there are rules we follow closely when granting access. **(Note: to another record on NHS app everyone needs to be registered at the same surgery)**

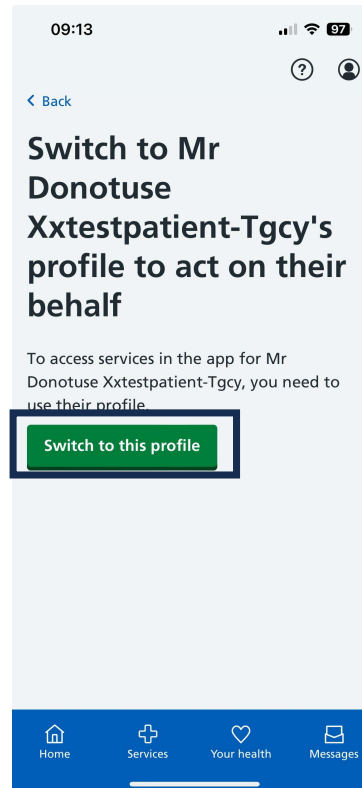
1. Select 'Manage health services for others repeat prescriptions'



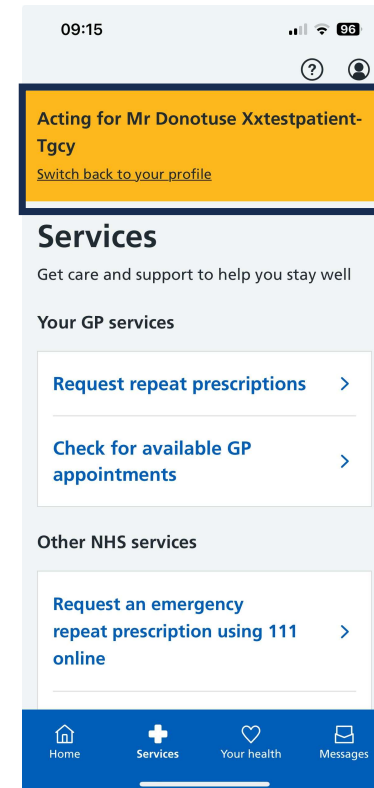
2. Click on the patients record you would like to manage



3. Click 'Switch to this profile'



4. Orange bar tells you who you're managing on behalf of



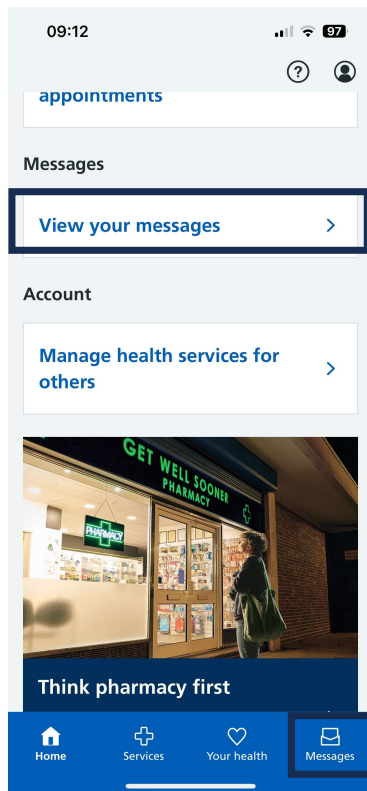
5. You can now manage on behalf of the person as per this guide



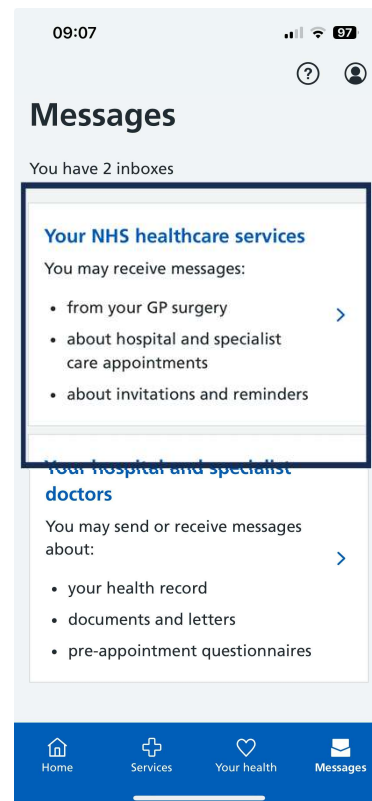
View messages sent to you by the practice

- You can view messages sent to you by the practice and our clinicians

1. Select 'View your messages' or click at the bottom



2. Select the message you want to view



If you do not read these messages within a specified amount of time it will automatically convert to a text message.