The NHS App



You don't have to join the morning rush to reach your GP.

There are quick and easy ways to get in touch, and get the care you need.

- Choose the recommended routes below to **avoid queues**.
- However you contact us, a healthcare professional will assess your request **in the same way, as soon as possible**.
- Our aim is to give everyone **fair and equal access** to care.

Recommended

Use the NHS App

Contact us via the NHS App – it's **quick, safe** and sends your request straight to our team.

Recommended

Visit our website

Get in touch via our surgery's website. **It's fast, secure** and your request is delivered straight to our team.

Call or visit the surgery

If you cannot contact us online, you can still telephone or visit the surgery. We process all requests in the same way, so **no route is quicker than another**.

HM Government

NHS



Call your GP practice on your precious lunch break

or

Just tap the App



HM Government



NHS

Track down the note you left somewhere

or

Just tap the App



HM Government



NHS

Wait by the doormat

or

Just tap the App



HM Government

Search through your pile of papers



or

NHS

Just tap the App



Search 'NHS App'

Save yourself a phone call

No need to ring your surgery,
Just use your secure NHS App

Here's what you can do on the NHS App

- Book GP and other types of appointments
- Order your repeat prescriptions (only when due)
- Check your test results
- Contact clinicians for medical advice
- Contact the practice for non-medical queries like requesting documents, updating your records, or other admin queries.



Registering for the NHS App requires an email address, internet access, and a valid photo ID. Users must be 13+

NHS App

Helping people to get well, stay well and manage their health and care.

Owned and run by the NHS, the NHS App enables people to access digital health care services.

- Free to download
- Available to anyone aged 13 years and over
- Registered with a GP practice in England or the Isle of Man

- Can be downloaded from:
  - Apple App Store
  - The Google Play Store

Download on the App Store

GET IT ON Google Play

- Can be used on a computer or tablet
  - Log in - NHS App Online (service.nhs.uk)

- Scotland and Wales both have their own versions of the app
  - Scotland - NHS 24 Online
  - Wales – NHS Wales App



Registering for the NHS App

To Register with the NHS App, patients must:

- Be aged 13 or over
- Be registered with a GP practice in England
- Have an email address (this cannot be an email address that is shared with another person)
- Have a mobile phone number, or landline that can receive a security code sent to it

Approved forms of Photo ID include:

- Passport
- UK Driving License (Full or Provisional)
- UK Residence Card
- EEA Biometric Residence Card
- European Driving License (Full)
- European National Identity Card

Registering for the NHS App

Proving Who You Are without Photo ID:

If patients do **not** have an approved form of photo ID, they can ask their GP practice for their **PIN Document for Online Services**

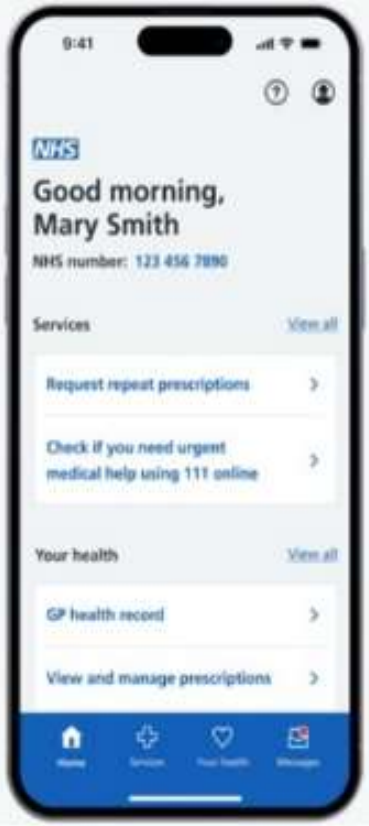
- You will be emailed (if your practice has your email address) or given a document containing:
  - A Linkage Key *
  - The practice ODS Code
  - Account ID

* The Linkage Key expires after 14 days.
Contact your practice to request new online services account details, if yours have expired, and you still intend to use them.

Personalised greeting

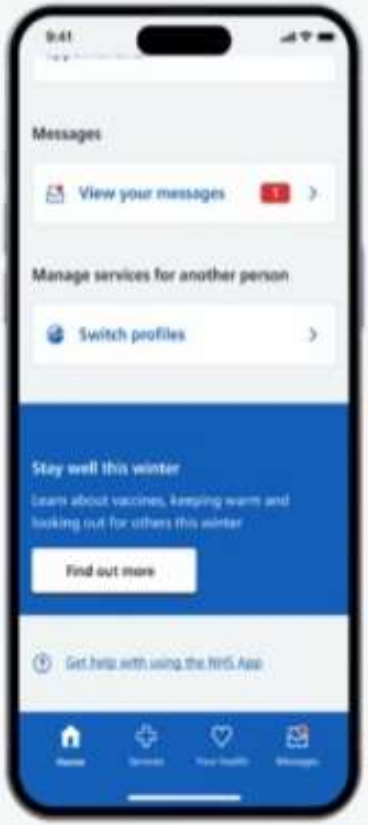
Quick links to key app features

Footer gives access to new 'hub' pages

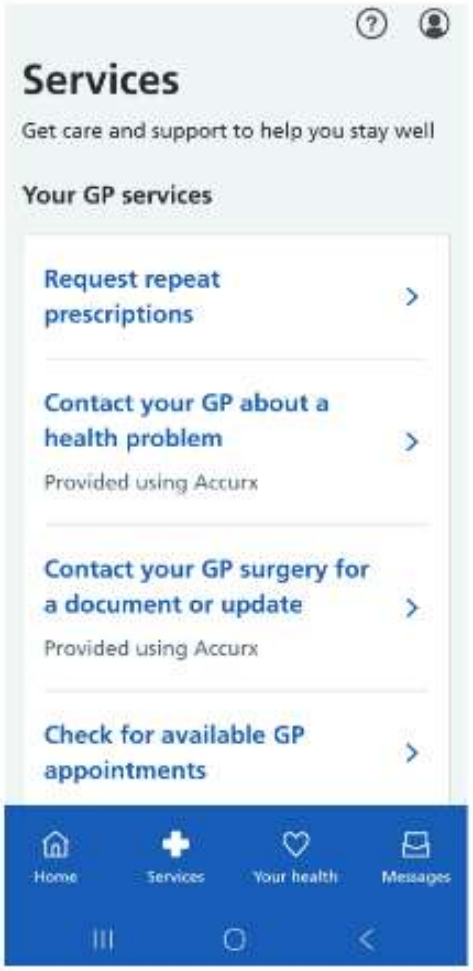


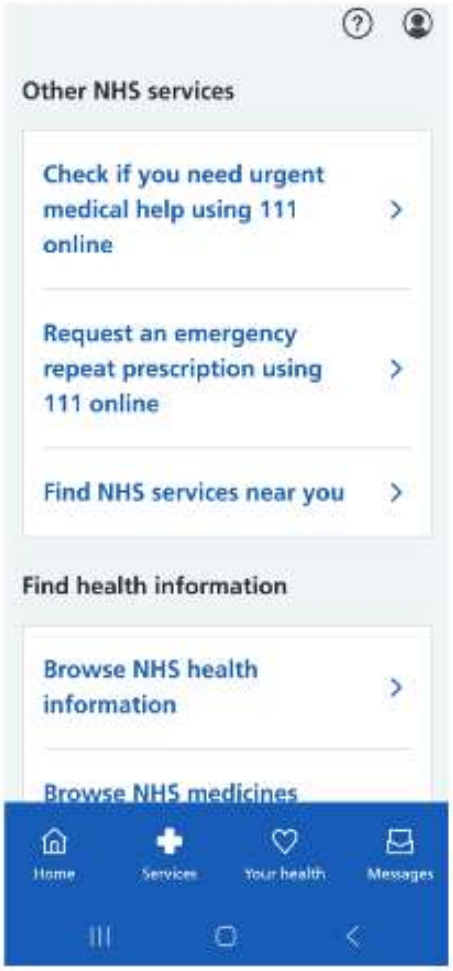
Header takes you to newly updated help & support and account settings

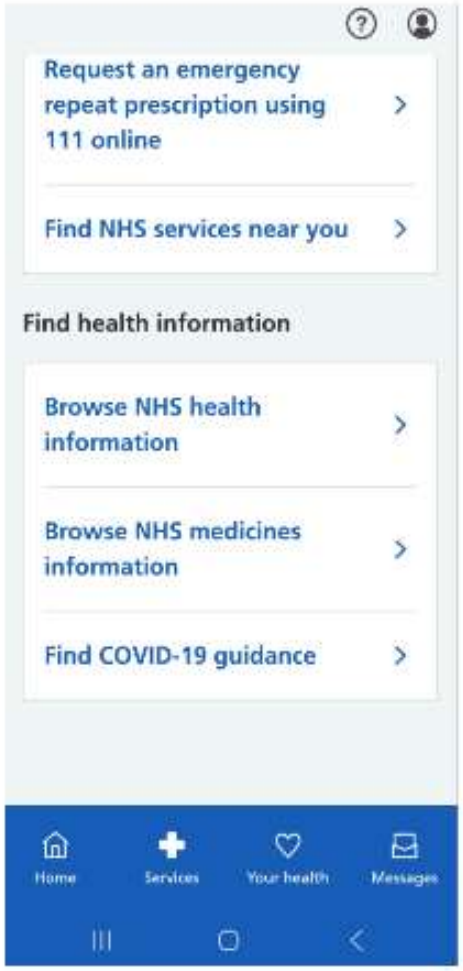
New campaign box changes from time to time







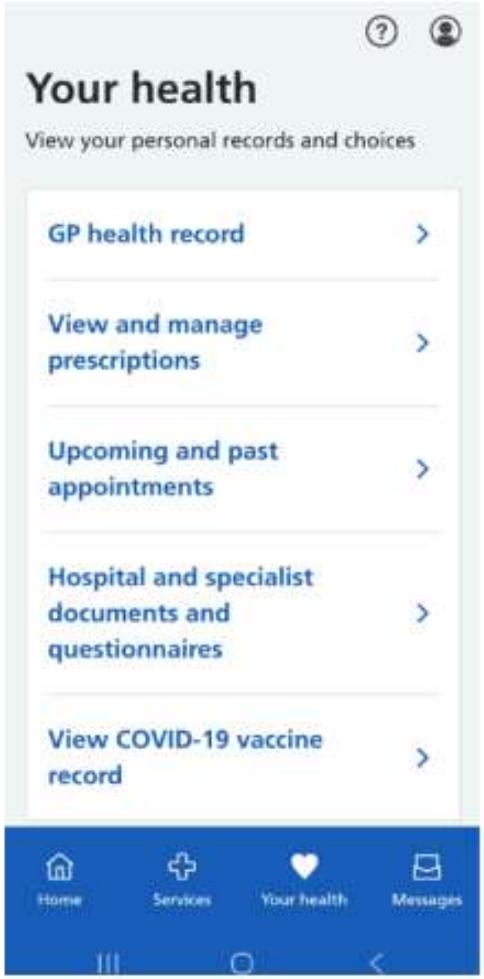




Services Page:

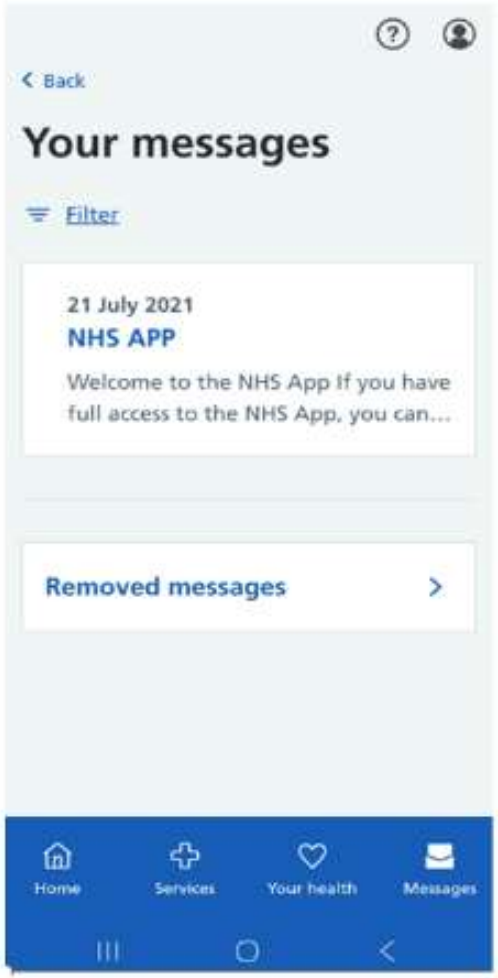
- Repeat Prescriptions
- Contact your GP about a health problem (online consultation form)
- Contact your GP about a document or update (online consultation form)
- Check for available GP appointments
- 111 online

- And more ….



Your Health page:

- GP health record
- View and manage your prescriptions
- Upcoming and past appointments
- Hospital and specialist documents and questionnaires
- View Covid-19 vaccine record



Your messages:

- New messages received into the app
- Removed messages

Benefits of the NHS App to Patients

Electronic prescriptions

Request repeat prescriptions directly through the NHS app, reducing the need for phone calls or in-person visits.

Notifications & Reminders

Receive automatic reminders for appointments, vaccinations, or medication.

Access to Medical Records

View consultation notes, allergies, immunisation history and other medical notes empowering informed health decisions.



Access to family's records

Grant proxy access to trusted individuals for managing healthcare needs.

More secure messaging platform

Patients can safely click links via messages in the NHS app without risk of fraud.

Viewing test results

View test results within the NHS app, reducing the need for phone calls or in-person visits.

Access Across NHS Services

Medical records and data travel with the patient, ensuring continuity of care.

Practice Benefits of Using the NHS App

The NHS app can help to reduce demands on practices as patients are easily able to undertake many routine tasks and submit requests via the app.

- Can reduce administrative requests which frees up time for practice staff
- Can reduce volume of phone calls and visits to the practice, helping with the 8 am rush
- Can reduce DNAs as patients can cancel appointments more easily
- All requests submitted via the NHS App are linked directly to the patient's EMIS record
- Messages sent via the NHS App:
  - Reduces text messaging and postage costs: Messages sent via the NHS App are free
    - Batch messages sent via Accurx and iPlato will be sent via the NHS App, if the patient has the NHS App and Notifications are enabled.
  - If a patient changes their contact details, you will still be able to contact them