

# NHS App Step by step guide

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## Using the NHS App for the first time

This guide will walk you through setting up and using the NHS App on your smartphone or tablet.

You will need your device with you and be connected to the internet to follow along with each step.

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## Download the NHS App

The NHS App is free to download on all Apple and Android devices.

### Apple devices

Apple devices include all iPhones and iPads.

1. Open the App Store. The app store is an app on your device.

2. Select the **Search** icon in the bar at the bottom of the page.
3. Type **NHS App** in the search bar at the top of the page and press the **Search** button on your keyboard. The NHS App will be at or near the top of the search results. The NHS App has an image of the NHS logo.
4. Select **Get** to download the App. You may have to enter your Apple account password.

## Android devices

Android devices are all devices that are not iPhones including all Samsung Galaxy, Google Pixel and Doro.

1. Open the Play Store app
2. Select the **Search** icon in the bar at the bottom of the page.
3. Type **NHS App** in the search bar at the top of the page and select the magnifying glass icon on your keyboard. The NHS App will be at or near the top of the search results. The NHS App has an image of the NHS logo.
4. Select **Install** to download the App. You may have to enter your Google account password.

## Register for an account and verify identity

### Create an NHS login

After downloading the NHS App and opening it for the first time, you will need to create an NHS login. This is your NHS account. You need to be registered with a GP to do this.

You can use these details to access the same information on a web browser as well as the NHS App.

1. Enter your email address and select **Continue**.
2. If you do not have an NHS login set up with the email address you entered, you will be asked to create an account. Select **Continue**.
3. Create a secure password and type it into both boxes. Select **Continue**.
4. Accept the NHS login terms and conditions.
5. A security code will be sent to your email. Enter this code into the NHS App when asked.
6. Enter your mobile phone or landline number.
7. A security code will be sent to your phone. Enter this code into the NHS App when asked.
8. Select **Yes** if you know your NHS number and **Continue**. If you do not know your NHS number, select **No** and **Continue**; then enter your name and select **Continue**, enter your date of birth and select **Continue**, then enter your postcode and select **Continue**.
9. Accept the conditions of use – the NHS App uses the most advanced safety standards to protect you and your information.

Once you have an NHS login you can use some features of the NHS App, such as the NHS service finder and Health A to Z. You need to verify your identity before you can book GP appointments and see your health record.

## Verify your identity

If you have already used NHS login for other online GP services, you may be able to transfer your previous ID check.

When you log in for the first time you will be asked to prove your identity to get full access to NHS App services. You will need one of the following forms of ID:

- passport
- UK driving licence (full or provisional)
- european driving license (full)
- european national identity card
- UK residence card or UK biometric residence permit (BRP)
- UK application registration card (ARC)
- a valid UK entry clearance video a sticker
- CitizenCard

If you do not have ID or your ID has expired, you can verify your identity without photo ID.

## Verify your identity using photo ID and face scan

You need a camera for this method of verification.

1. Take a photo of your ID; make sure you do not cover any corners, you can clearly see your face and all the text and there's no shine from a light or window.
2. Complete an automated face scan to match with the photo ID when prompted.
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.
5. You will receive an email confirmation when your identity is verified; the screen will show you how long this is expected to take. If the verification check has failed, you will receive a rejection email explaining the reason why your identity was not verified.

## Verify your identity using photo ID and video

You need a camera for this method of verification.

1. Take a photo of your ID; make sure you do not cover any corners, you can clearly see your face and all the text and there's no shine from a light or window.
2. Record a short video of yourself saying 4 random numbers. You can use British Sign Language to sign the numbers if you need to.
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

5. You will receive an email confirmation when your identity is verified; the screen will show you how long this is expected to take. If the verification check has failed, you will receive a rejection email explaining the reason why your identity was not verified.

## Verify your identity without photo ID

If you do not have photo ID, you need to contact your GP surgery to request an online account. They will provide you with a patient online details document. This is a letter, email or text message with:

- the ODS code of your GP (also known as an Organisation Code or Practice ID)
- an account ID
- a linkage key or passphrase which expires after 2 weeks

Once you have this information, follow the steps above to create an NHS login then:

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

## NHS App home screen

At the top of the Home page, you will see your name and NHS number.

The blue banner at the bottom of the screen has 4 icons: Home, Services, Your health and Messages

Each step by step in this guide will begin by telling you which icon the service is under.

Not all services are displayed in the home screen. Select View all to the right of Services or Your health to see the full list of options.

## Account settings

In account settings you can turn on notifications to receive important messages about your care and see your contact or login details.

Depending on your device, you may also be able to set up fingerprint, iris or face ID to log into the NHS App without having to type in your password.

1. Select the person icon at the top of the screen. This is your account settings and you will see your name, date of birth and NHS number.
2. Select **GP surgery** to see details about your surgery or to change surgery.
3. Select **Health choices** you can select to change your organ donation and health data decisions, or to find out about taking part in health research.

## Manage health services for others

You can manage health services for a family member or someone else you care for by switching to their profile in the NHS App. This may also be referred to as proxy access or linked accounts. You need to ask your GP to give you access to do this.

To manage health service for others:

1. Under Home, scroll down to Account and select **Manage health services for others**.
2. Once your GP has set you up with a linked profile you will see it here. Select the profile you want to manage and you will see the services you can use, such as ordering repeat prescriptions.
3. Once you are ready to return to your own profile, select **Switch back to your profile** in the yellow banner at the top of the page.

## Services

### Order repeat prescriptions

1. Under Services select **Request repeat prescriptions**.
2. You will see your chosen pharmacy. If you need to change the pharmacy, go to **Change your pharmacy** in Your health. If the pharmacy is correct, select **Continue**.
3. You will see your medicines. Tick the boxes to choose the ones you need then select **Continue**.
4. Check the details of the medicines and select **Request prescriptions**.
5. Your prescription has now been requested.
6. The next screen will tell you what you can do next. Select **Status of your request** to see the details of the medicines you requested and their approval status.

## Find services near you

You can find services near you including dentists, pharmacists, hospitals and urgent care services.

To find a service near you:

1. Under Services scroll down to Other NHS services and select **Find NHS services near you**.
2. Select the service you need from the list.
3. Depending on the service you select, you may be taken to a second list of options or asked to enter your postcode. Type in your postcode and select **Search** or select **Use your location** if your location settings are switched on in your app or browser.
4. The search results will show you a list of options starting with the service that's closest to your location. For each option, you will see the address, telephone number, opening times and whether they are accepting new NHS patients.

## Contact your GP surgery about a health problem

If you need more urgent help, call your GP practice or use 111 online. If you think it is an emergency, call 999.

1. Under Services select **Contact your GP about a health problem**. The next screen may show your GPs online consultation provider for example Accurx or PATCHS.
2. Select **Continue**.
3. Follow the instructions on screen to tell your GP about your health problem.

## Contact your GP surgery for a document or update

1. Under Services select **Contact your GP** surgery for a document or update. The next screen may show your GPs online consultation provider for example Accurx or PATCHS.
2. Select **Continue**.
3. Follow the instructions on screen to request a document, letter or fit note from your GP.

## Use 111 online

1. Under Services select **Check if you need urgent medical help using 111 online**.
2. You will see your name, date of birth, contact information and GP surgery.
3. Select **Yes, use these details** or **No, I'll enter the details myself** if anything is incorrect.
4. You will see a statement advising that the 111 service will not access or know the details in your health record.
5. Select **I understand** to continue.
6. You will see information about the 111 online service. Select **Start now** to get help with your symptoms. Follow the instructions on screen.

## Your Health

### View your GP record

1. Under Your health, select **GP health record**.
2. You will see a warning message saying your health record may contain sensitive information. Select **Continue** if you're happy to see your GP health record.
3. You will see information about your health, select which section you would like to view such as **Medicines**, **Test results** and **Documents**.

4. Select **Help with abbreviations** at the bottom of each page to learn more about what common medical abbreviations in your GP record mean.

## Change your pharmacy

1. Under Your health, select **View and manage prescriptions**.
2. Select **Your chosen pharmacy** from the list. You will then see the name, contact details and opening times for your chosen pharmacy.
3. Select **Change your chosen pharmacy**.
4. Read the **Before you start** information, then select **Start now**.
5. Select if you want a local pharmacy or an online-only pharmacy. Select **Continue**.

### Local pharmacy

1. Enter your postcode to find a local pharmacy and select **Search**.
2. You will see a list of pharmacies near your postcode. elect the pharmacy you wish to change to.
3. You will see the name and contact details of the pharmacy. To complete the change, select **Confirm chosen pharmacy**.

### Online-only pharmacy

1. Select **View a list of online-only pharmacies**.
2. Choose your new pharmacy from the list.
3. Select **Contact details and opening times**. You will need to register with an online-only pharmacy on their website or contact them directly.

## See hospital referrals and appointments

1. Under Your health, select **Upcoming and past appointments** to view and manage upcoming appointments and referrals.
2. Select **Referrals** from the list to see any upcoming referrals and select **Hospital and specialist appointments** to see upcoming hospital appointments and past appointments from the last 2 years.
3. To see the details and reply to any actions on a referral or upcoming appointment, scroll down to it and select the green box to **Book or manage this referral** or **View or manage this appointment**.

## Messages

### View messages and turn on notifications

1. Messages is your inbox.

2. You will see messages from your trusted healthcare providers. Some people may be able to see multiple inboxes. Select the inbox you want to view. You may need sign into another service for example Patients Know Best or PATCHS to see your messages.
3. At the top of the page, you can filter your messages. For example, to see messages that you have already read, select **Filter**, then select **Read** and **Apply**.

**To be alerted when you receive a new message, you will need to turn on notifications.**

1. Select the person icon in the top right corner of the screen.
2. Scroll down to Settings and select **Notifications**.
3. Select **Go to your device setting**. This will take you to the settings for your phone or tablet. Turn on notifications on your device.
4. Once you've turned on notifications on your device, you need to reopen the NHS App. Doing this confirms that you have registered to receive notifications. It may take up to 24 hours for the change to your notification settings to take effect.

## Get help with the NHS App

If you need help, select the question mark help icon at the top right of the screen or visit [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/).

If you need further support, please contact your GP surgery.