

NHS App Step by step guide

Using the NHS App for the first time

This guide will walk you through setting up and using the NHS App on a smartphone or tablet. You will need to be connected to the internet to follow along with each step.

To use the NHS App, you will need to be:

- 13 years or older (if you are aged 13-15 you will need to contact your GP surgery for access to GP online services before you can use the NHS App)
- registered with a GP surgery in England or the Isle of Man

Note, those registered at a surgery provided by Defence Medical Services (DMS) cannot currently use the NHS App.

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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. Select the App Store icon on your device to open the App Store.
2. Type NHS App in the search bar and select **Search**.
3. Find the NHS App in the list. The official NHS App shows the NHS logo.
4. Select **Get**. You may be asked to enter your password or use face or fingerprint recognition.
5. Wait for the download to finish. Once installed, select **Open** to launch the App.

Android devices

Android devices include all Samsung Galaxy and Google Pixel smart phones and tablets.

1. Select the Google Play Store icon on your device to open the Google Play Store.
2. Type NHS App in the search bar and select **Search**.
3. Find the NHS App in the list. The official NHS App shows the NHS logo.
4. Select **Install**. You may be asked to enter your password or use face or fingerprint recognition.
5. Wait for the download to finish. Once installed, select **Open** to launch the App.

Create an NHS login account

After downloading the NHS App and opening it for the first time, you will need to create an NHS login account. An NHS login account can be used to log in to a variety of health and care services.

Note, if you have already set up an NHS login account to access other online NHS services, you can use the same account details to access the NHS App.

To set up an account, you will need:

- your own email address - if you don't have, or share, an email address, you can set up a free account with an email provider
- a mobile phone or landline number

Follow the below steps:

1. Enter your email address and select **Continue**
2. Create a secure password using the instructions on screen. Select **Continue**
3. Accept the NHS login terms and conditions
4. A security code will be sent to your email. Enter this code into the NHS App when asked
5. Enter your mobile phone or landline number
6. A security code will be sent to your number. Enter this code into the NHS App when asked
7. 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**
 - Enter your postcode and select **Continue**
8. Accept the conditions of use. Note, the NHS App uses the most advanced safety standards to protect you and your information

Once you have an NHS login account 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 to connect your account to your GP surgery to access all NHS App services.

Verify your identity

You can verify your identity either with or without photo ID.

If you don't see a prompt asking you to verify your identity, select one of the NHS App services on the screen, such as 'prescriptions', and the prompt should then appear.

Verify your identity with photo ID

This must be done on a device with a camera.

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 application registration card (ARC)
- CitizenCard

The ID should be valid (in-date) but can be accepted if it expired less than 12 months ago.

Option 1: Verify your identity using photo ID and face scan

1. Take a photo of your ID - the image needs to be of the physical ID, not a printout or screen. Make sure you've not covered any part of the page, you can clearly see all information and there's no shine from a light or window.
2. Complete an automated face scan to match with the photo ID when prompted:
 1. Make sure you put your face in the centre of the circle on screen
 2. Do not talk during the scan and keep your eyes open

Option 2: Verify your identity using photo ID and video

1. Take a photo of your ID - the image needs to be of the physical ID, not a printout or screen. Make sure you've not covered any part of the page, you can clearly see all information and there's no shine from a light or window.
2. Record a short video saying 4 random numbers - you can also sign 4 numbers in British Sign Language or write 4 numbers down and show them to the screen.

You will receive an email confirmation when you have been verified. If the verification check has failed, you'll receive a rejection email stating the reason why it has failed. This can take 24 hours or longer over weekends to receive.

Verify your identity without photo ID

If you don't have a suitable 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:

1. Create an NHS account as described above (email, password, verification codes)
2. When asked if you have photo ID, select **No, I do not have photo ID.**
3. Select **Yes - I use online services.**

4. Select **Yes - I have all 3 details**.
5. When prompted, enter the ODS code, account ID, and linkage key or passphrase.
6. Enter your full name and date of birth.

Home screen

The blue banner at the bottom of the screen has 3 icons: Home, Messages and your Profile. The following NHS App services can be found on the **Home** screen.

The services available to you may depend on what your GP surgery has enabled.

Prescriptions

Request a repeat prescription

1. Under **Prescriptions**, select **Request a repeat prescription** from the list.
2. You will see your chosen pharmacy where your medicines will be collected or delivered from. If you need to change your pharmacy or have not chosen one before, select **Change your chosen pharmacy**. 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. You will see a box where you have the option to add a note about your request. Select **Continue**.
5. Check the details of your request and select **Request prescriptions**. Your prescription has now been requested.

View or change your chosen pharmacy

Note, you will not be able to change your pharmacy if your prescription is dispensed by your GP surgery, you have more than one chosen pharmacy or you want to change the pharmacy of someone you manage health services for.

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

To change to a 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. Select 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**.

To change to an 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.

Appointments

The following services are under the **GP surgery** heading. The options available may depend on your GP surgery.

Book an appointment

1. Under **Appointments**, select **Book an appointment**.
2. Select **Check for available GP appointments**.
3. On the next screen, you can select to see **Tips from your GP on how to book an appointment** to make sure you book the right appointment for you. Select **Start now** to book available appointments.
4. After booking an appointment, you can select **Add to calendar** to add a calendar reminder on your phone or tablet.

If your GP surgery has not made online booking available or there are no slots, contact your surgery to book an appointment. Depending on your surgery, you may have the option to **Ask about a health problem** in the NHS App, your GP can then offer you an appointment or guidance.

Ask about a health problem

If you need more urgent help, call your GP surgery or use NHS 111 online. If you think it is an emergency, call 999. This service is only available during your surgery's opening hours.

1. Under **Appointments**, select **Book an appointment**.
2. Select **Ask about a health problem**.
3. Your GP surgery provides this service. The screen will show you the supplier they use to provide the online form. Select **Start now**.
4. Use the online form to describe your health problem. Once complete, it will send the details to your GP. Your GP surgery will then offer you an appointment or guidance. Select **Continue** to complete the form.

Manage GP appointments

1. Under **Appointments**, select **Manage GP appointments**.
2. Depending on your privacy settings, you will see details of your upcoming and past appointments. Select an appointment to view details about it.

Appointment notes and other updates – formerly known as Consultations and events

1. Under **Appointments**, select **Appointment notes and other updates**.

2. You will see a screen alerting you that you are about to access sensitive information about your personal health. Select **Continue** if you're happy to see your Appointment notes and other updates.
3. Select **Help with abbreviations** at the bottom of the screen to learn more about what common medical abbreviations in your Appointment notes mean.

You may only be able to see your Appointment notes and other updates from the last few years or the point when you joined the surgery. Contact your GP surgery if you would like to see your historic GP records in the NHS App.

Request a letter or information from your GP surgery

If your GP surgery offers this service, you can use an online form to request a letter or other information, such as a fit note or test results. This service is only available during your surgery's opening hours.

1. Under **Appointments**, select **Request a letter or information**.
2. Your GP surgery provides this service. The screen will show you the supplier your GP surgery uses for the online form. Select **Start now**.
3. Fill out the online form to submit your request to the GP surgery. Select **Continue** to complete the form.
4. The request will go to your GP surgery who will then contact you about your request.

The following services are under the **Hospital** heading. The options available in this section depends on your hospital or specialist care provider.

Manage Hospital and specialist appointments

1. Under **Appointments**, select **Hospital and specialist appointments**.
2. You will see details of your upcoming appointments, and your past appointments from the last 2 years. Select an appointment to view details about it.
3. If you want to **reschedule an appointment**:
 1. Select the appointment you want to reschedule.
 2. Select **Ask to reschedule appointment**.
 3. Choose a new date and time for your appointment.
 4. Select why you need to reschedule.
 5. Review your request and **submit request to reschedule**.
4. If you want to **cancel an appointment**:
 1. Select the appointment you want to cancel.
 2. Select **Ask to cancel appointment**.
 3. Select why you need to cancel.
 4. Review your request and **request cancellation**.

You can manage your referral if you were referred through the NHS e-Referral service. You can book, view, reschedule and cancel your first appointment.

View referrals and book your first appointment

1. Under **Appointments**, select **Referrals**.
2. You will see a list of your referrals if you were referred through the NHS e-Referral service. Select the referral you need to choose an appointment for.
3. Select a clinic from the available options.
4. Select an appointment from the available options.
5. Check the details are correct and select **Book appointment**.

View waiting lists

1. Under **Appointments**, select **Waiting lists** to find information about waiting lists you are on.

It can take 2 weeks for your waiting list to show in the NHS App. Waiting lists may not show if your healthcare provider has not provided their waiting list information.

Not all waiting times are made available in the App, but you're still on a waiting list.

Contact your GP, or the service you've been referred to, if you have any questions about your waiting list.

Test results

1. Under **Test results**, select **GP-ordered test results** for results of tests ordered by your GP surgery. Depending on your GP surgery, you may also have the option to access Hospital-ordered test results. On the **Test results** screen, select **hospital-ordered test results** and follow the same steps.
2. You will see a screen alerting you that you are about to access sensitive information about your personal health. Select **Continue** if you're happy to go to your test results.
3. You will see your test results. This may include comments from your Healthcare professional's comments with advice under each result. You can select each test result for more detailed information.
4. Select **Help with abbreviations** at the bottom of the screen to learn more about what common medical abbreviations mean.

Vaccinations

View vaccinations

1. Under **Vaccinations**, select **Your vaccinations**. Here you will see your vaccinations. If you do not have this option, you can find your vaccinations in your **Appointment notes and event history**.

Documents

You can use the NHS App to access documents from your GP surgery.

1. Under **Documents**, select **Your documents** under the GP surgery heading.
2. You will see a screen alerting you that you are about to access sensitive information about your personal health. Select **Continue** if you are happy to go to your documents. You can then select the document you want to view.

You can also see documents from your hospital or specialist, such as letters and questionnaires.

1. Under **Documents**, select **Hospital and specialist documents and questionnaires** under the Hospital heading to see documents added your hospital or specialist.
2. Select the questionnaire or document you want to read. Questionnaires will take 3 to 5 minutes to complete. You can save your progress so you can pause and come back later.
3. To finish an incomplete questionnaire, select **Hospital and specialist documents and questionnaires** and then select the **In progress** questionnaire you want to complete. If you need to change anything after you have submitted your questionnaire, contact your healthcare provider.

Depending on your GP surgery, in **Documents** under the Hospital heading you may have an option to select **Useful links from your health team**. This offers specific healthcare advice for you.

Depending on your privacy settings, some of your documents and questionnaires may not be visible in the App.

If you have any questions about these documents, contact your GP surgery.

NHS information and support

On the **Home** screen, under the **NHS information and support heading**, you can find the following services.

Check your symptoms using 111 online

1. 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. If these details are correct, select **Yes, use these details**, if these details are not correct, select **No, I'll enter the details myself** and enter the correct details.
3. You will see a statement advising that the 111 service will not access or know the details in your health record. Select **I understand** to continue.
4. You will see information about the 111 online service. Select **Start now** to get help with your symptoms. Follow the instructions on screen.

Find trusted health information

1. Select **Health A to Z** to find trust NHS health information.

2. Select **Conditions A to Z** to find out about health conditions, symptoms and treatments.
3. Select **Symptoms A to Z** to find out about your symptoms and what to do.
4. Select **Tests and Treatments A to Z** to find out about procedures, tests and screening.
5. Select **Medicines A to Z** to find out how your medicine works, how to take it and potential side effects.

Find services near you

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

1. 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.

Messages

View messages

1. Select the **Messages** icon in the menu at the bottom of the screen.
2. You will see messages from your trusted NHS healthcare providers. Depending on your GP surgery, you may have more than one inbox to choose from. Select the inbox you want to view messages in.
3. At the top of the screen, you can choose to filter your messages. For example, to see messages that you have already read, select **Filter**, then select **Read** and **Apply**. To remove a filter, select **Clear filter**.
4. To flag a message, select your message and scroll to the bottom of the screen, then select **Flag message**. To remove a flag, select **Unflag message**.

Turn on notifications

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

1. Select the **Profile** icon in the menu at the bottom of the screen.
2. Scroll to App settings and select **Notifications**.
3. Select **Go to your device settings**. This will take you to the settings for your device where you can turn on notifications for the NHS App.

4. Once you've turned on notifications, close and reopen the NHS App. Doing this confirms that you have registered to receive notifications.

Turning your notifications on or off may take up to 24 hours to take effect.

If you use the App on multiple devices, you'll need to allow notifications on each device.

Profile

Select **Profile** icon at the bottom of the blue banner to see your profile.

At the top of the screen, you will see your name, date of birth and NHS number. Here you can choose to turn on notifications, manage health services for others and use the below services.

Set up Face ID, Iris or Fingerprint log in

Depending on your device, you can choose to set up Face ID, Iris or Fingerprint log in instead of using your password every time you log in to the NHS App.

1. Under the **App settings** heading, select **Face ID, Iris or Fingerprint**. The option will depend on your device.
2. Select to **Log in with Face ID, Iris or Fingerprint** using the button. When it is turned on the button will turn green.

Family and carer access

You can manage health services for someone you care for, if you are both at the same GP surgery, by switching to their profile in the NHS App. This is also known as proxy access or a linked account. You need to ask your GP surgery to give you access to do this.

1. Select the **Profile** icon in the menu at the bottom of the screen.
2. Under your name and NHS number select **Family and carer access**.
3. Once your GP has given you permission to manage health services for someone else, their name will appear as an option under **People you can access services for**. Select the **name of the person** who you want to manage services for.
4. On the screen, you will see options of services you can use for this person, such as request a repeat prescription. Select **Switch to profile**.
5. A yellow banner will show you are acting on behalf of the person at the top of the screen. You can now use the services available, using the same steps you would use in your NHS App.
6. To switch back to your profile, select **Switch back to your profile** in the yellow banner at the top of the screen. Then select **Switch to my profile**.

Get help with the NHS App

If you need help, select the **App help** button at the top right of the screen or visit www.nhs.uk/nhs-app/. If you need further support, please contact your GP surgery.