

An easy guide

TO INSTALLING

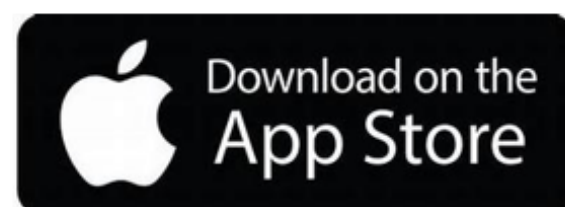
THE NHS APP

What can the NHS app do for you?

- Ordering repeat prescriptions
- View your prescriptions
- View your GP health records and test results
- Manage GP appointments
- View and manage hospital appointments and referrals
- Allow you to access 111 online



- You can access support on the NHS APP Website Or via the NHS APP Help Desk:
Setting up the NHS App – NHS App help - NHS
- You can also ask your practice for support with any issues you are having with the app.



How to download the NHS app



Step 1 - Do you own an apple or android branded phone?



Apple branded phones / I-Phone's will have this logo on the back of the phone, If it is an Apple phone, you will download from the APP store use QR code on page 1



If you do not have an Apple/ I-Phone, your phone is an Android Apps from this brand are downloaded from the Google play store. Use QR code page 1

Step 2 - Search for the app



Once you open the App store, you will need to search for the app. Open the search bar type in NHS App. You can find the search bar by finding the magnifying logo

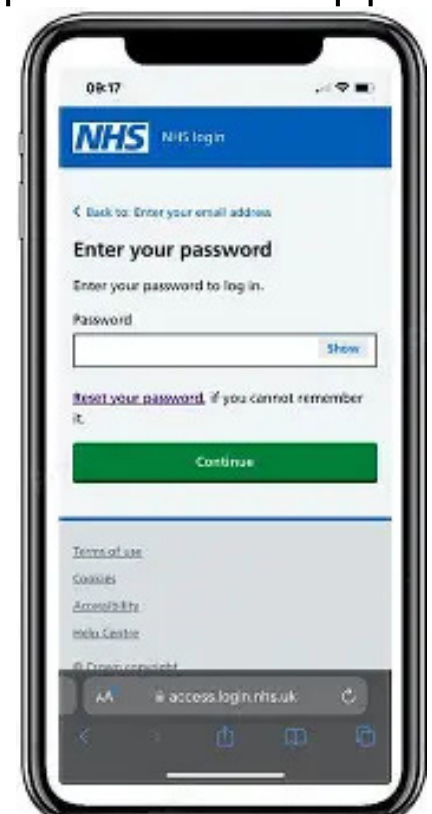
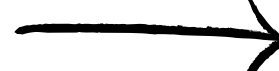
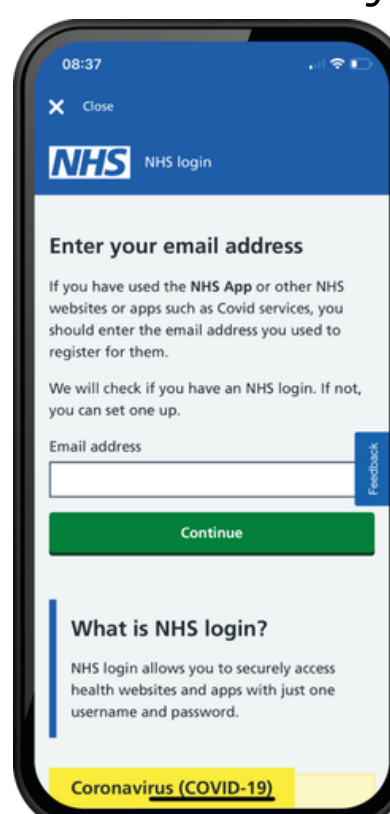
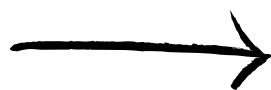
Step 3- Downloading the app

If you do not have an Apple/ I-Phone, your phone is an Android Apps from this brand are downloaded from the Google play store. Use QR code page 1

Registering for the NHS app part 1

Once you have downloaded the app you will need to :

- 1 Enter an email address that you can easily access.
- 2 Create a password for the app. This will need to be at least 8 characters including one upper case letter.
3. You will be sent a code to your email address which then must be entered into the app.
4. Enter your mobile number.
5. You will be sent a text to this number which you must also input into the app.





Registering for the NHS app pt.2

You will be asked to enter your NHS number; you can find this at the top of any hospital letters or by using the QR code or link below. If you do not know your number press continue with my full name: Enter your full legal name into the app. You will then be asked to enter your date of birth and postcode. Once you have done this you will be asked to check you details



<https://www.nhs.uk/nhs-services/online-services/find-nhs-number/>

Do you know your NHS number?

Telling us your NHS number will give us the best chance of matching you to your NHS record.

You do not need to know your NHS number to continue. If you do not know it, you can tell us your full name instead.

[How to find your NHS number](#)

☐ Yes, I know my NHS number

☒ No, continue with my full name

Continue

Enter your full name

Use the same full name that you registered with your GP surgery.

First name
Jane

Middle names (if you have any)

Last name
Doe

Continue

Enter your date of birth

For example, 15 3 1984

Day Month Year
11 8 2001

Continue

Enter your postcode

Your postcode should be:

- in England, Wales, or the Isle of Man
- the one your GP has on record for you

Continue

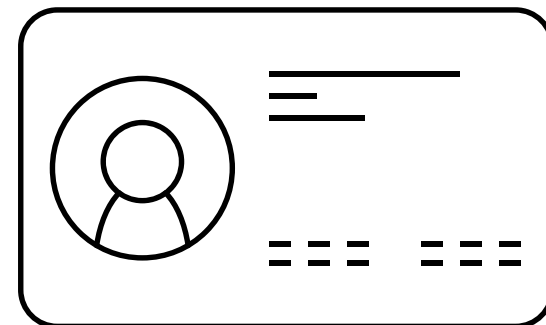
Check your details

We will try and match you to your NHS record using the information you give us.

Name
Jane Doe
[Change name](#)

Date of birth
11 August 2001
[Change date of birth](#)

Postcode



Option 1 –

Complete a face scan

Through the NHS App, NHS login will guide you on how to

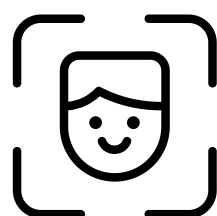
1. Take a photo of your ID with your mobile phone

2. Complete an automated scan of your face using your mobile phone.

This will be used to match your face with photo ID.

3. Enter your date of birth.

4. Enter your NHS number or your name and postcode.



Option 2 –

Take a video

Through the NHS App, NHS login will guide you on how to

1. Take a photo of your ID with your mobile phone

2. Record a short video of your face and say 4 randomly generated numbers (you can also use British sign language or write the numbers down and show them in the video)

3. Enter your data of birth

4. Enter your NHS number or your name and postcode .

What do I do if I do not have Photo ID

Each GP surgery creates an online account for patients on their local computer system.

You can use the following details from that account to prove who you are:

- The ODS code of your GP surgery
- The account ID
- A link key or a passphrase

Your GP should provide these in a PIN document. The linkage key passphrase will expire in 2 weeks after it is printed.

When you have the PIN document, follow these steps in the NHS App



1. select how to prove who you are without photo ID
2. Select Yes – I use online services
3. Select Yes – I have all 3 details
4. Enter your ODS code, Account ID, and linkage Key or passphrase
5. Enter your full name and date of birth

