



An easy guide USING THE

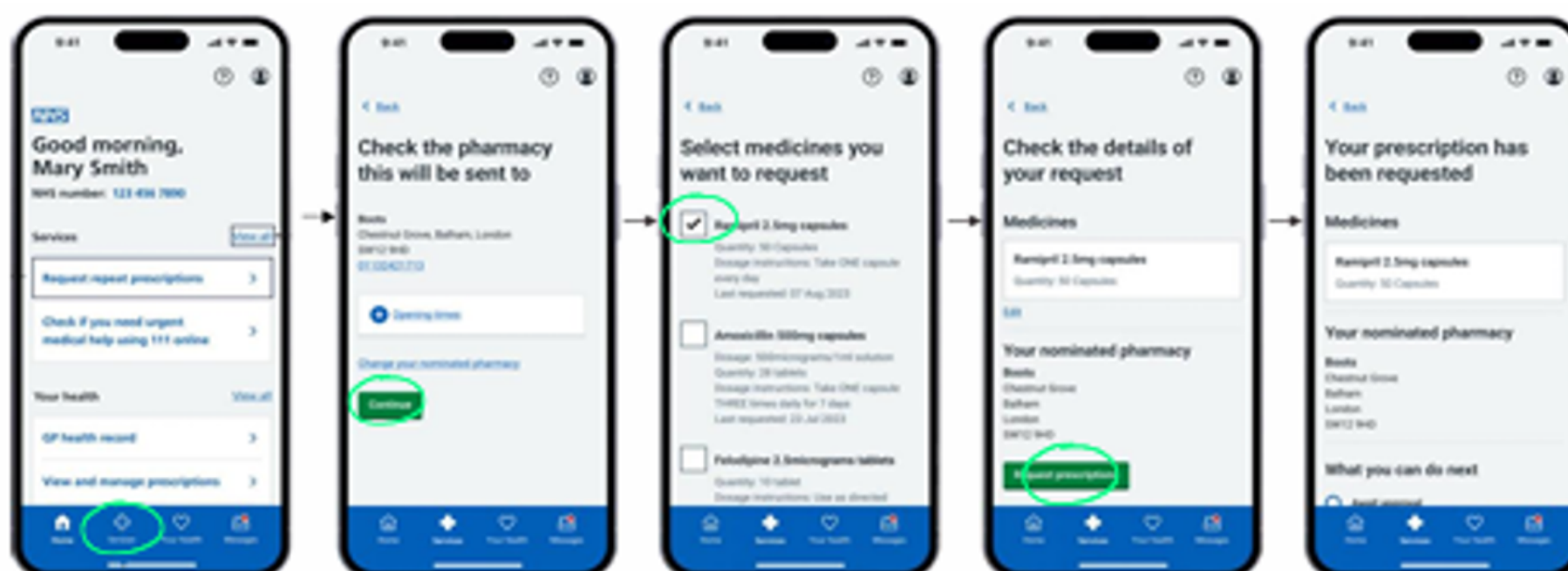
NHS app

Why Use the NHS app

- 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



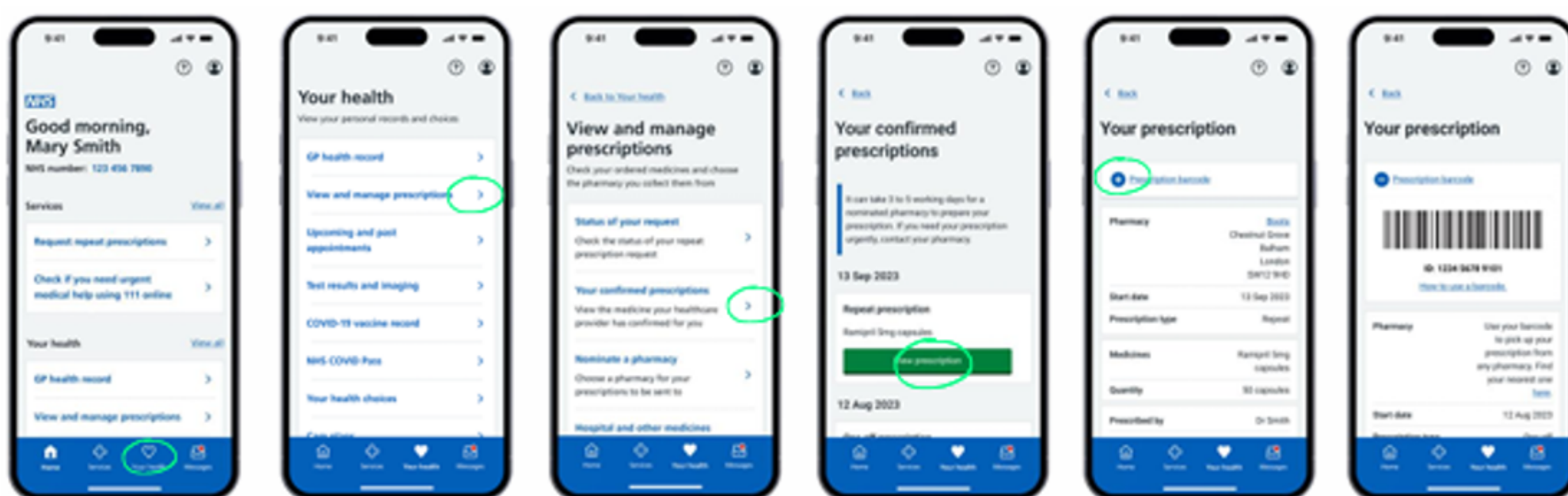
Ordering Repeat Prescriptions



To order your repeat prescription you will first need to

1. Click 'services' on the blue bar at the bottom of your screen
2. Click request repeat prescriptions.
3. Check the pharmacy name and address is correct, if not you can click 'change your nominated pharmacy' chose the pharmacy you would prefer.
4. Click the white boxes to tick the medicines you would like to request
5. Click 'continue' Confirm the details of your request
6. Click 'request prescription'

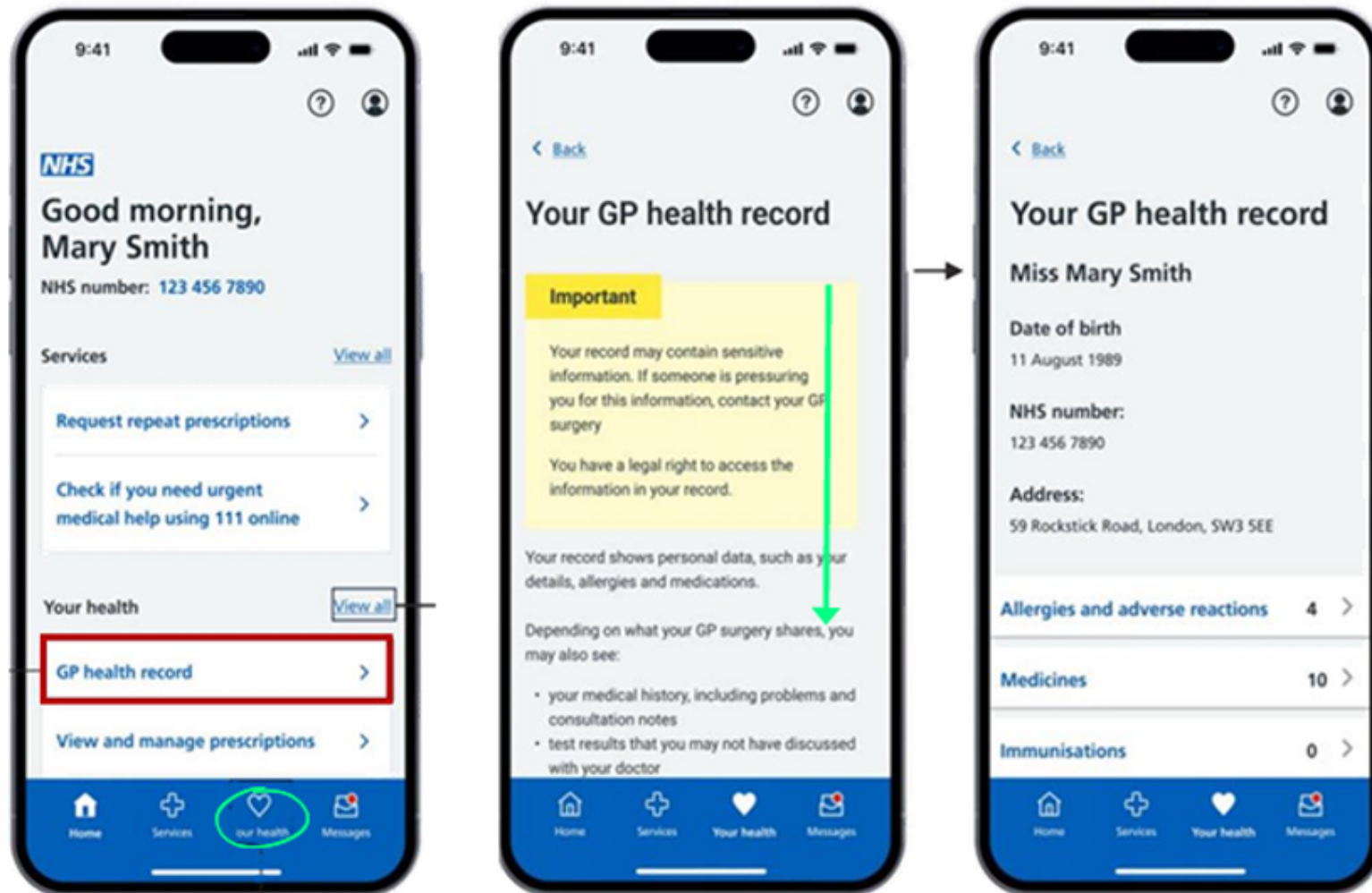
View Your Prescriptions



To view your prescription first

1. click on the heart at the bottom of the blue bar labelled your health.
2. Click 'view' and 'manage prescriptions'.
3. Click or press 'your approved prescriptions or 'your confirmed prescriptions' This will show all your prescriptions. If you press 'view prescriptions' you will be able to see details regarding your prescriptions.
4. If you need to pick up your prescription from a different pharmacy, you can press the plus icon next to pharmacy barcode for your local pharmacy to scan

View Your GP Records & Test Results



To view your GP records and test results you can
1.click on GP records on your home screen. Or you can click on the Heart labelled 'your health' on the bottom of your screen.

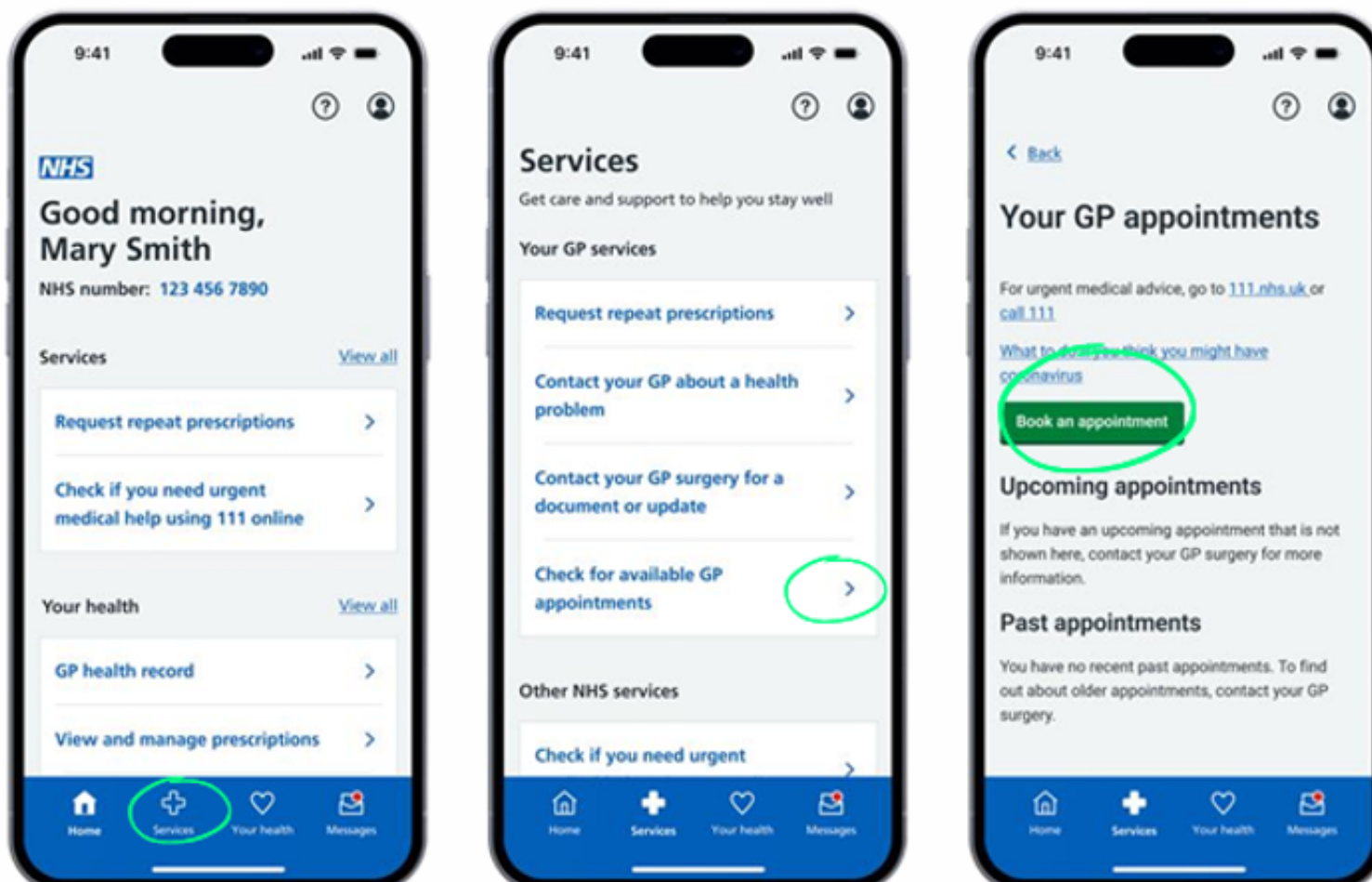
2.Click 'GP record' A security page will show which highlights that you will be accessing personal and sensitive data.

3.Scroll down and click 'continue' to view your record.

Most patients will automatically then be given access to key information added to their records from 2023 onwards including letters, test results and appointment

note
If you cannot see any information on your health records, contact your GP practise

Book & Manage GP Appointments



To book an appointment with your GP you must

1.Click the plus labelled 'Services' on the bottom blue bar of your screen.

2.Click check for available GP appointments.

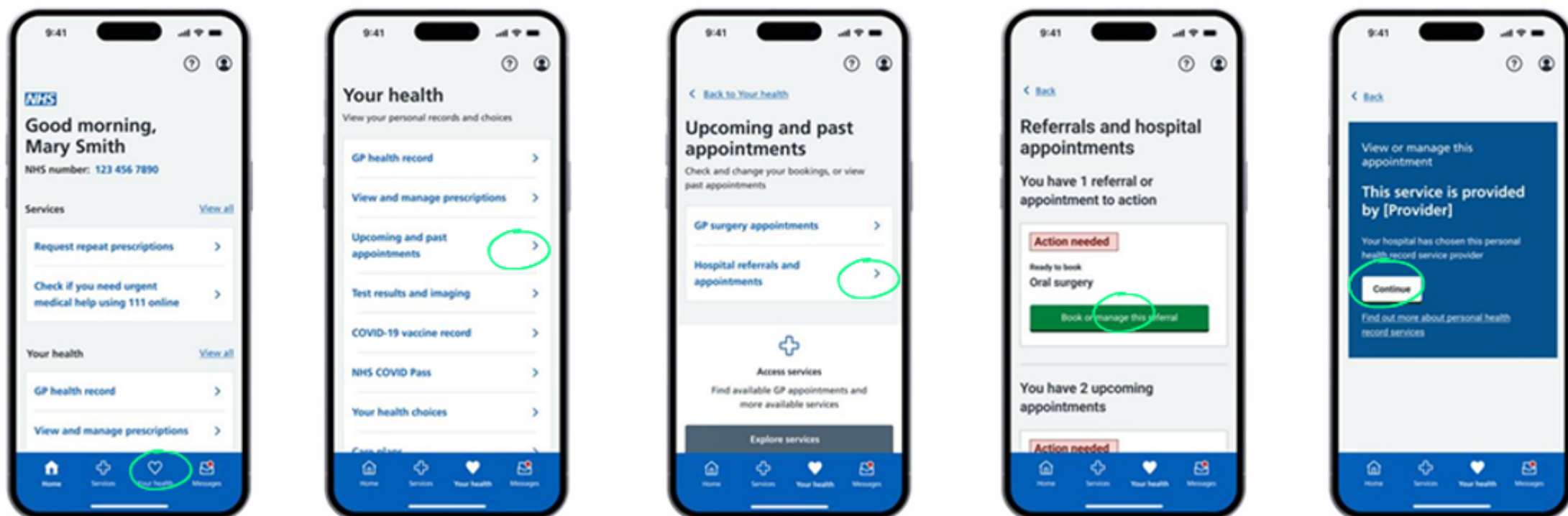
3.You will then need to click the green square that say's 'book an appointment'.

You will then be shown any available appointments at your practice.

4.Click on this appointment you would like to book.



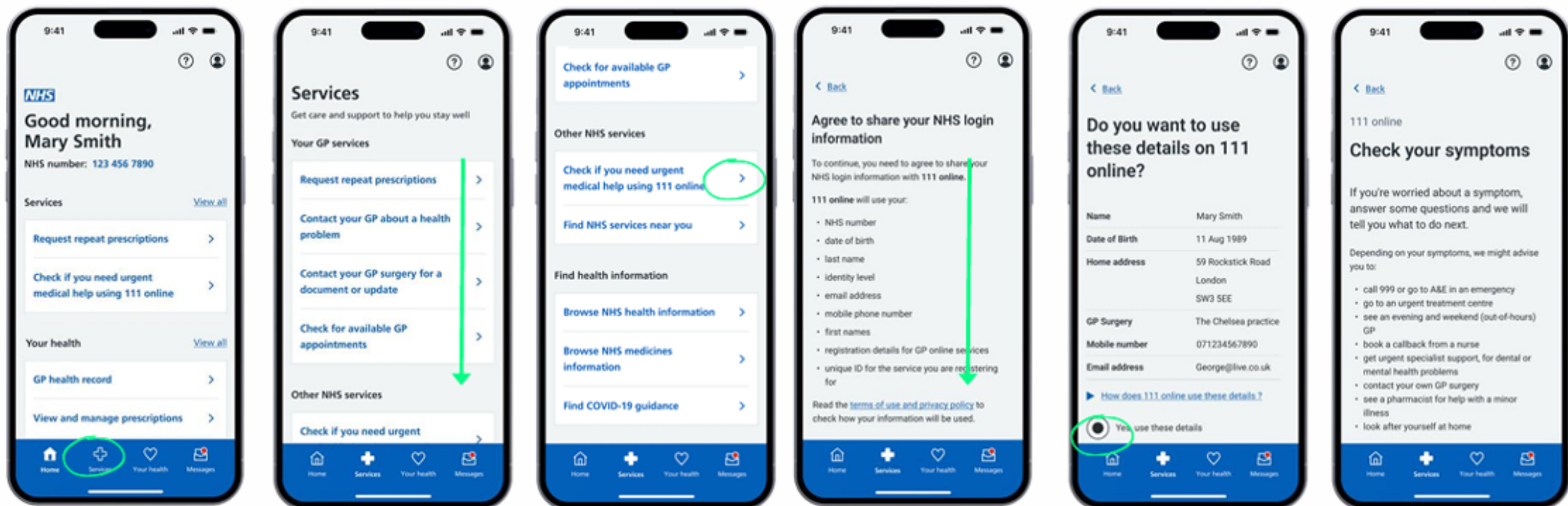
View & Manage Hospital Appointments & Referrals



To access hospital appointments first you need to

1. Click on the heart that says 'your health' on the bottom blue bar on the screen.
2. Click 'upcoming and past appointments'.
3. Click 'hospital referrals and appointments'. If you have any upcoming appointments or appointments at the hospital you need to respond to, they will show up here. If the Red bar says, 'action needed' you should press the green button that says, 'book or manage appointment'. Then press continue. This will then tell you when to book your appointment.

Use 111 online



To access 111 online you first need to

1. Click the plus button on the blue bar at the bottom of your screen.
2. Then scroll down until you see other NHS services and press 'check if you need urgent medical help using 111 online'.
3. You will then need to confirm to share your NHS login information with 111.
4. To do this scroll and press Agree.
5. You will be then asked if you want to use the information listed on the NHS app or list new information.
6. If the information is correct click next. You will then be asked questions on your symptoms and advised on next steps.



Help and support

For support whilst on the NHS App you can press the question mark in the top right-hand corner on the home screen of your app.



You can also access support on the NHS APP Website Or via the NHS APP Help Desk: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support>



- You can also ask your practice for support with any issues you are having with the app.

