

NHS App Guide for Patients

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What you can do

The NHS app gives you 24/7 access to a range of NHS services, allowing you to:

Book and cancel appointments

Book, view and cancel appointments at your GP surgery

View your record

Access your GP medical record securely

Order repeat prescriptions

See your available medicines and place an order

Check your symptoms

Find trusted NHS information on hundreds of conditions and treatments and get instant advice

Register your organ donation decision

Choose to donate some or all of your organs and check your registered decision

Get an NHS COVID Pass

Demonstrate your COVID 19 status

Message your GP surgery

Fill in an online form about your health issue and get advice on what to do next

Find out how the NHS uses your data

Choose if data from your health records can be shared for research and planning

You may need to apply for access to use some of these services

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Getting started with the NHS App

You can download and register for the NHS App on a mobile device

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.
4. Enter your email address and select 'Continue'.
5. Select 'Continue' to set up a new NHS login.
6. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information.
7. Create a password and select 'Continue'.
8. A code will be sent to your email address to confirm who you are.
9. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
10. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

Do more with the NHS App by verifying your identity. You can use photo ID or your registration details for your GP surgery's online services.

For more information visit help.login.nhs.uk/provewhoyouare

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Frequently Asked Questions

“I used to have Patient Access - can I just use that?”

Since we have changed clinical system, Patient Access is no longer compatible with our software. We have instead transitioned to using the NHS app.

“The medication I need isn’t on my prescription list”

When medication is prescribed through our new clinical system, a number of issues are authorised. This makes it easier to order your medication next time. However, once these issues have all been dispensed, the medication will need to be re-authorised before it can be issued again.

If the medication you need isn’t available on the app, please come to the surgery to drop your counterfoil in the prescription request box or fill out one of our prescription request forms. As always, please allow at least 48 working hours for your medication to be requested and approved by a GP.

“I can’t view my full GP health record”

In order to view test results and other information from your health record, you will need to be granted “Detailed Coded Access”. Because any information we hold about you is highly sensitive, you will need to fill out an application form which will be reviewed, and if appropriate, approved by a GP.

If you previously applied to view your medical records through Patient Access, please contact us so that we can re-grant you access.



“The app says I need an ODS code, linkage key and account ID to access my records”

Please contact us so that we can issue you with the necessary information to access the NHS app. You will need to make sure that the email address we hold for you is correct and up-to-date

“How do I view my child’s record on the NHS app?”

You will need to apply for proxy access in order to view someone else’s record. You can collect a form from reception. Granting proxy access will create a Linked Profile in the NHS app, which will allow you to switch between the Linked Profile and your own.

“Can I book appointments through the NHS app?”

You cannot book urgent appointments through the NHS app, but routine appointments are usually available to book up to 4 weeks in advance, for specific appointment types including blood tests, INRs, NHS Health Checks, cervical screening, wound dressings, and telephone/face to face consultations. You can also view and cancel your upcoming appointments, and add an appointment reminder to your phone’s calendar.

For more information on booking and managing appointments please visit

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/appointments-and-online-consultations-in-the-nhs-app/gp-surgery-appointments/>

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Where to go for further information

For technical problems with the app, visit

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/nhs-app-technical-information/technical-issues-with-the-nhs-app/>

For more information about services available on the app, visit

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

You can also contact the NHS app and account team at

<https://www.nhs.uk/contact-us/nhs-app-contact-us>

If you cannot find the information you need on the NHS app support pages, you can contact their customer service centre by email at enquiries@nhsdigital.nhs.uk or by phone on 0300 303 5678

If you are still having problems please call the Health Centre on 01364 72394 after 11am or email us at 183075.communications@nhs.net

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