NHS
Exmoor Surgery
Providing NHS services

NHS APP

Step By Step Guide



Download on the App Store

GET IT ON Google Play

WHAT CAN THE NHS APP DO?

- Request repeat prescriptions
- Arrange appointments to see a doctor
- Arrange and manage hospital appointment's
- Show test results
- Allow you to access 111 online
- View medical record/s
- Show vaccine status

HOW TO DOWNLOAD THE APP

Step 1: 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.

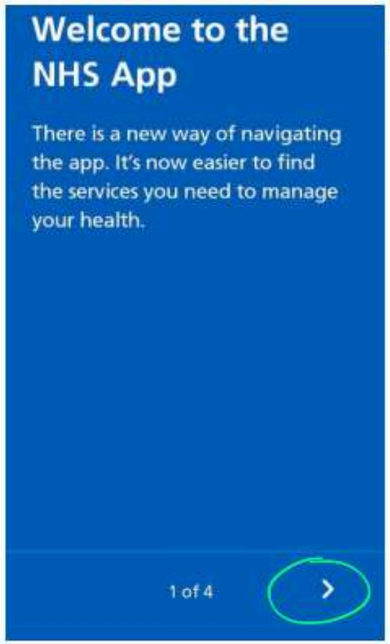
Step 2: Downloading the App

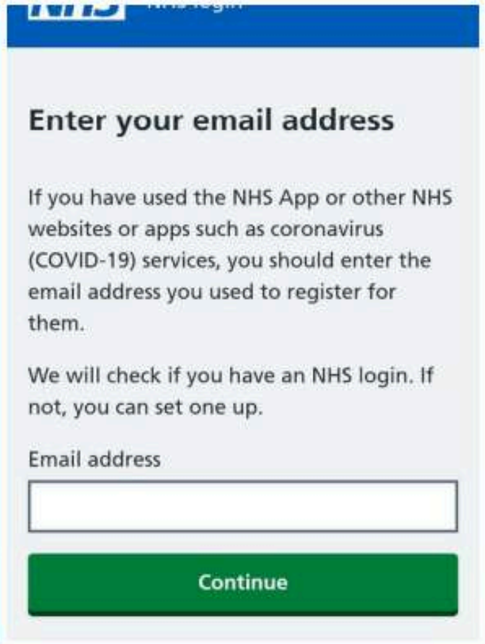


To download the app press ‘Install’ if on Android phone and ‘Get’ if on I-phone. You may be asked to verify purchase to download the app however, the app will not charge you.

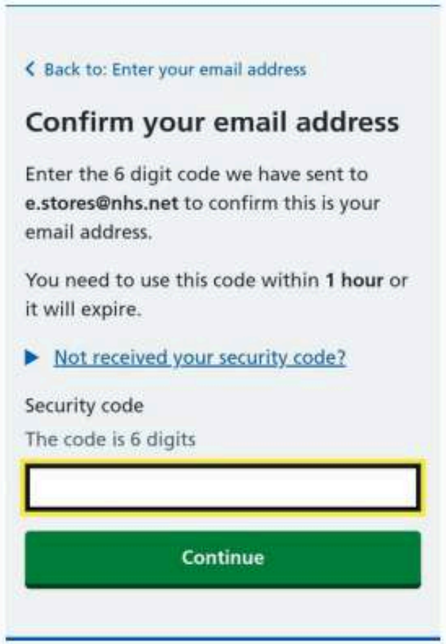
REGISTERING FOR THE APP

Once you have downloaded the app you will need to enter an email address that you can easily access. You will then need to create a password for the app. This will need to be 8 characters including one upper case letter. After this you will be sent a code to your email address which you must enter into the app. Next you will need to enter your mobile phone number. You will be sent a text to this number which you must input into the app.

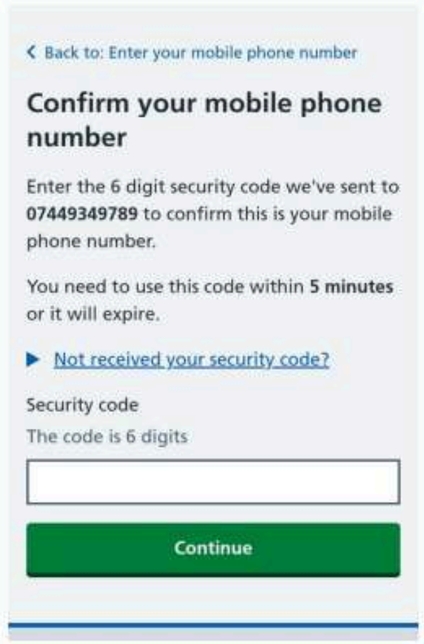






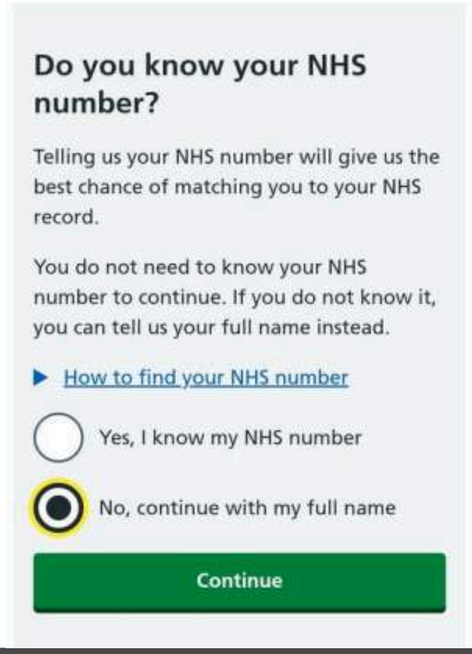






REGISTERING FOR THE APP

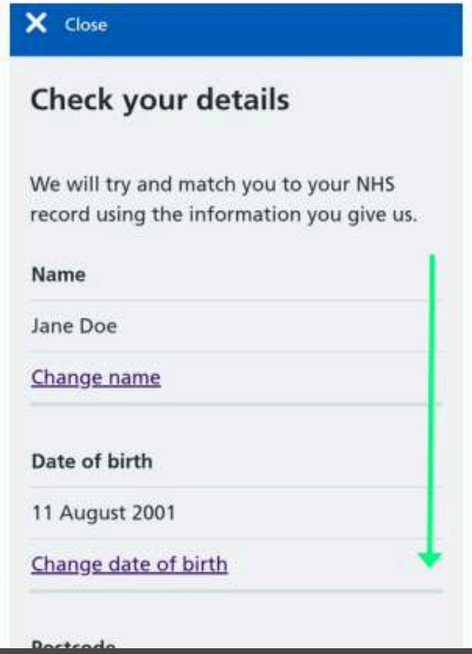
You will then be asked to enter your NHS number, you can find this at the top of any hospital letters, by using the link at the bottom of this page or the QR code above. If you do not know this press 'continue with my full name'. Enter your full legal name into the App. You will then be asked to enter your date of birth and postcode. Once you have done this you will be asked to check your details. https://www.nhs.uk/nhs-services/online-services/find-nhs-number/











REGISTERING FOR THE APP

ID Verification

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 you mobile phone. This will be used to match your face with the 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 date of birth.
4. Enter your NHS number or your name and postcode.

What to do if you 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 linkage key or a passphrase

Your GP surgery should give these details to you in a 'PIN document'. The linkage key or passphrase will expire 2 weeks after it is printed.

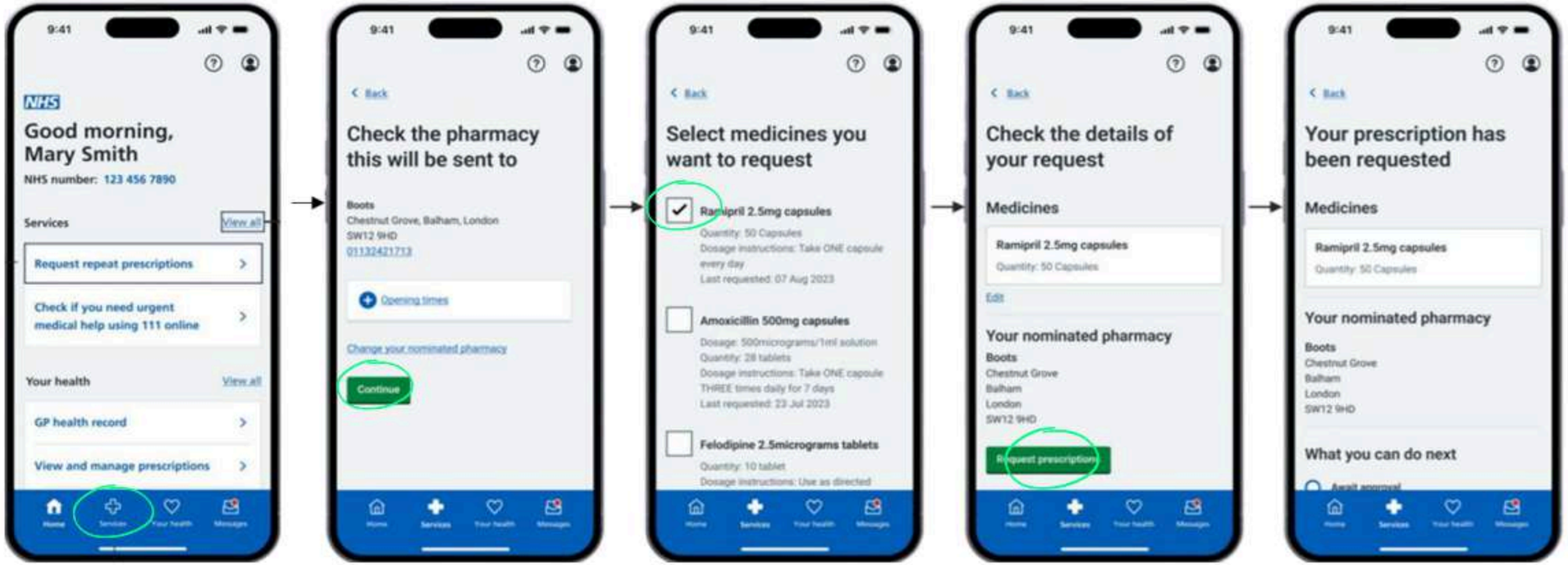
When you have the PIN document, follow these steps in the NHS App:



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

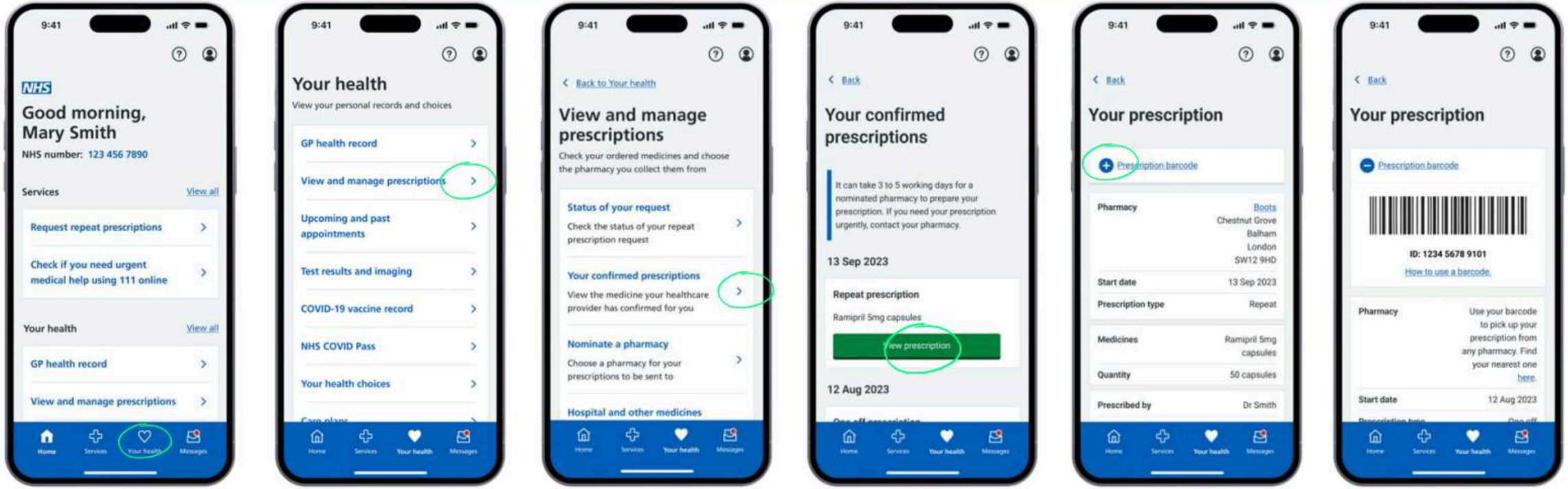
ORDERING REPEAT PRESCRIPTIONS

To order your repeat prescription you will first need to click ‘Services’ on the blue bar at the bottom of your screen and then press request repeat prescriptions. Check the pharmacy address is correct. If not, you can click ‘change your nominated pharmacy’ to choose the pharmacy you would prefer. Press the white boxes to tick the medicines you would like to request and click ‘continue’. Confirm the details of your request and click ‘Request prescriptions’.



VIEW YOUR PRESCRIPTIONS

To view your prescriptions first click on the heart at the bottom of the blue bar labelled heath. Next click ‘view and manage prescriptions’. After this you will need to press ‘Your approved prescriptions’ or your ‘confirmed prescriptions’. This will show your prescriptions. If you press ‘view prescription’ you will be able to see details regarding your prescription. 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 pharmacist to scan.



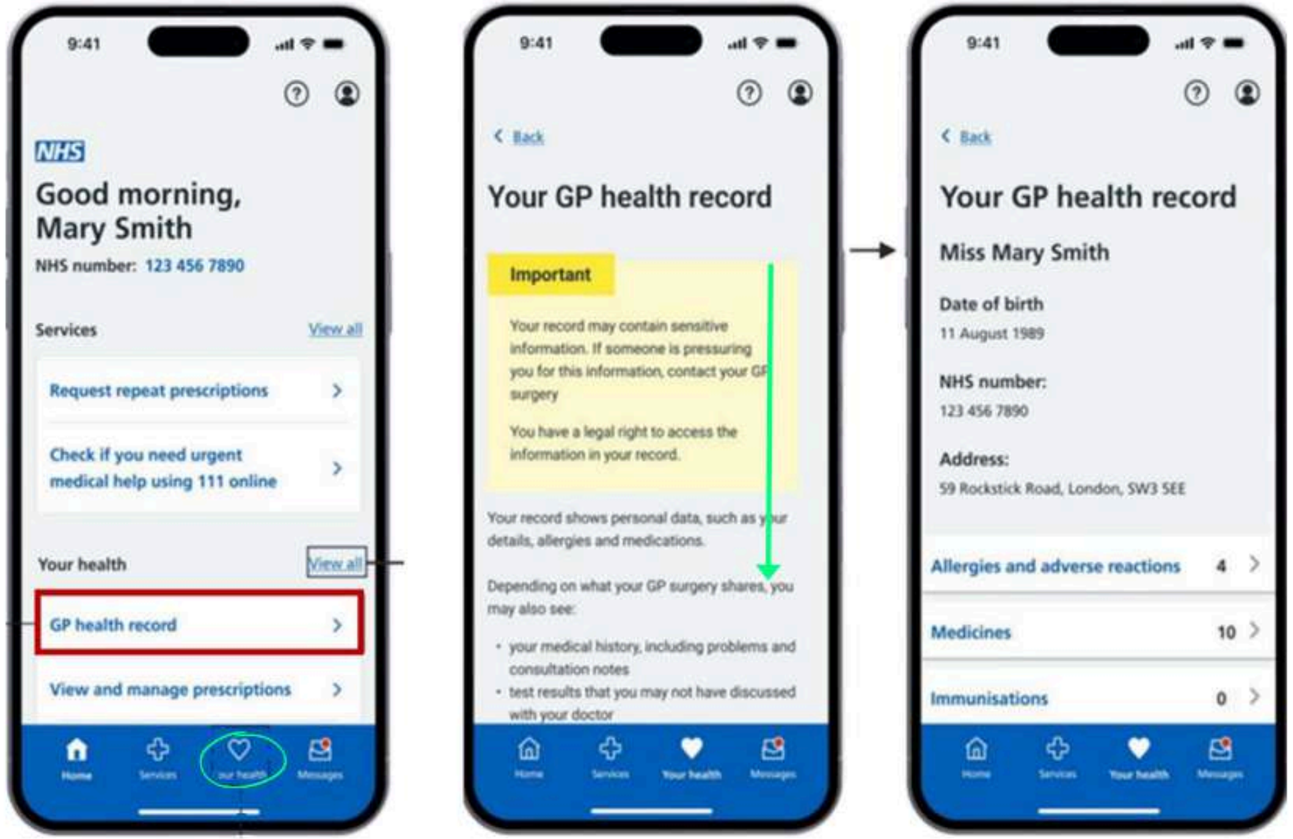
VIEW YOUR GP HEALTH RECORD

To view your GP Health Record you can click on GP Health record on your home screen. Or you can click on the Heart labelled ‘your health’ on the bottom on your screen. After this you should press ‘GP health record’.

A security page will show which highlights that you will be accessing personal and sensitive data. Scroll down and press ‘continue’ to view your record.

Most patients will automatically be given access to information added to their record from November 2023 onwards. This includes letters, test results and appointment notes.

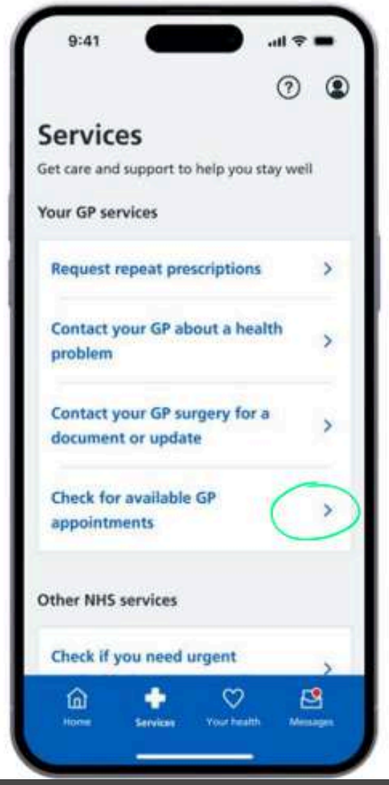
If you cannot see any information on your health record page, please contact your practice.

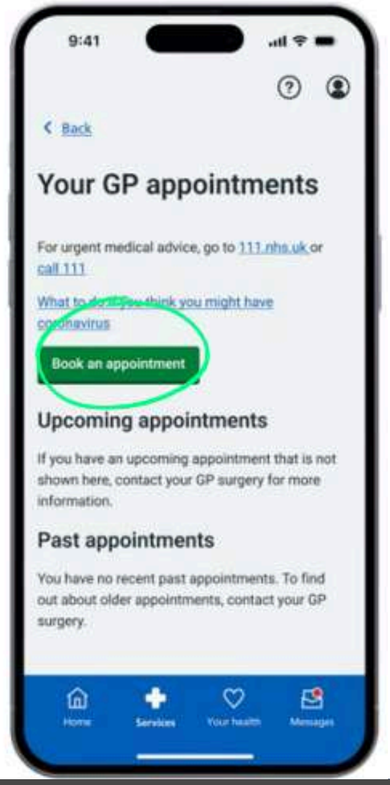


MANAGE GP APPOINTMENTS

To book an appointment with your GP you must first click the plus labeled ‘Services’ on the bottom blue bar of your screen. After this press check for available GP appointments. You will then need to press the green square that say’s ‘ ’book an appointment’. You will then be shown any available appointments at your practice. Click on this appointment you would like to book.

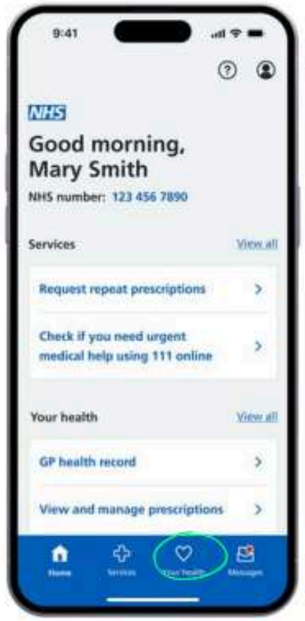


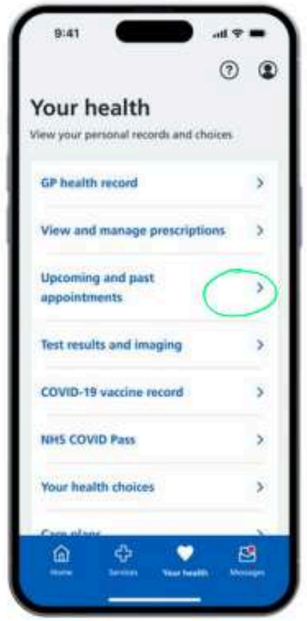


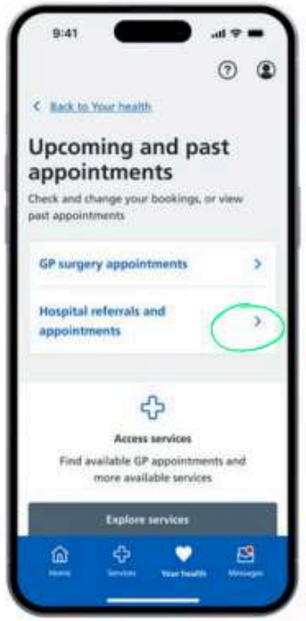


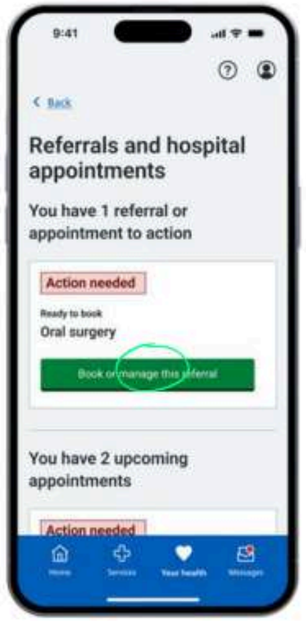
VIEW AND MANAGE HOSPITAL APPOINTMENTS AND REFERRALS

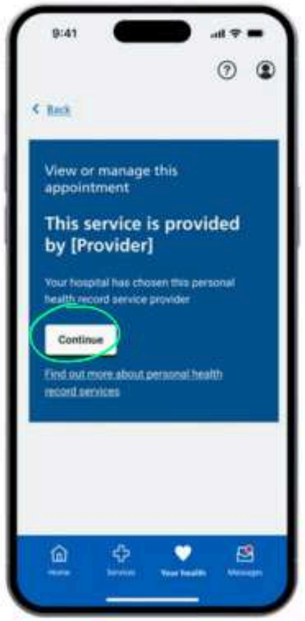
To access hospital appointments first you need to click on the heart that says ‘your health’ on the bottom blue bar on the screen. Then click ‘upcoming and past appointments’. After this press ‘hospital referrals and appointments’. If you have any upcoming appointments or appointments at the hospital 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.





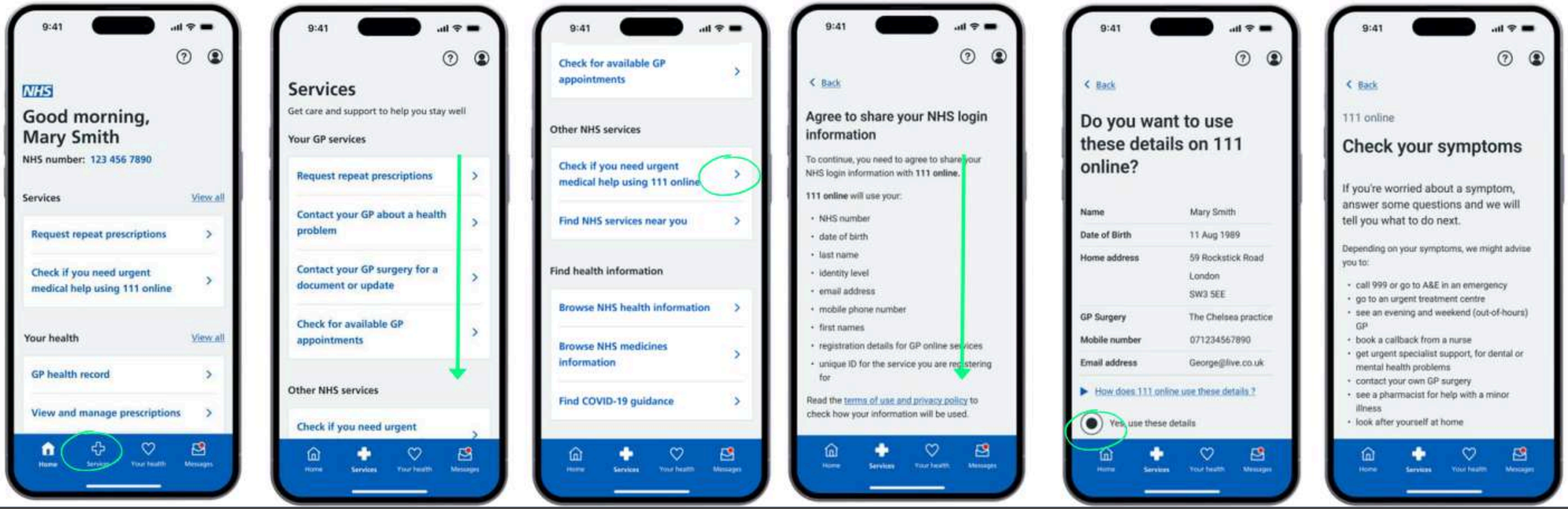






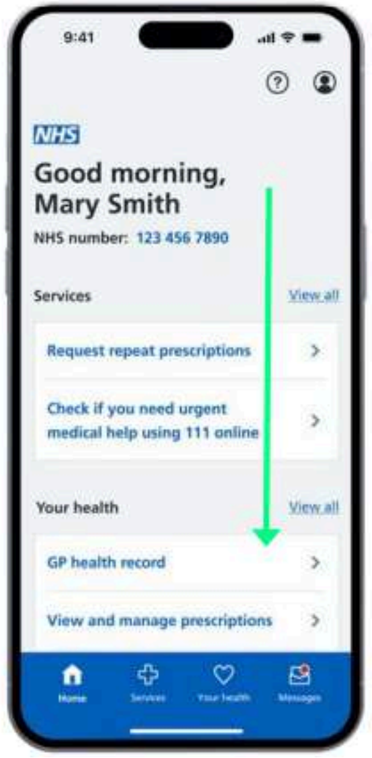
USE 111 ONLINE

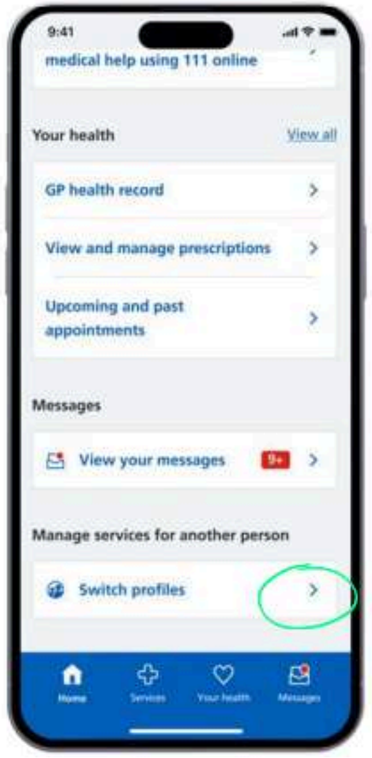
To access 111 online you first need to press the plus button on the blue bar at the bottom of your screen. Then scroll down until you see other NHS services and press 'check if you need urgent medical help using 111 online'. You will then need to confirm to share your NHS login information with 111.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

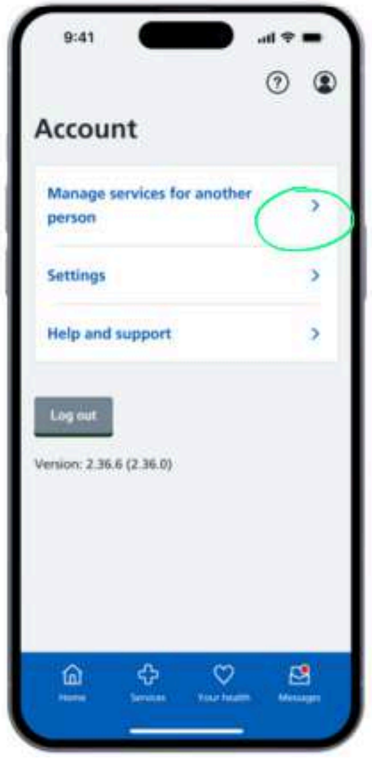


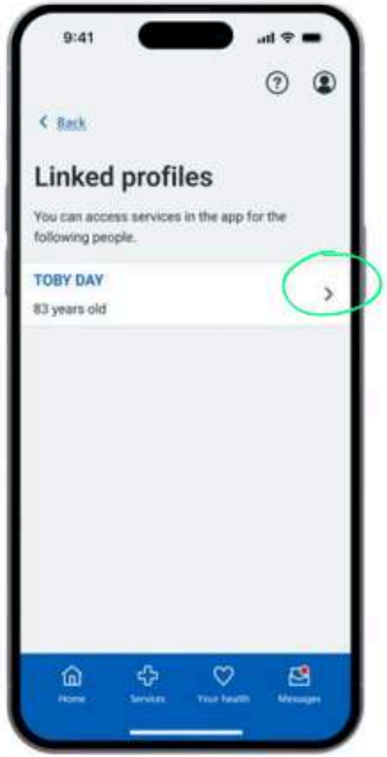
SWITCH PROFILES (PROXY USER)

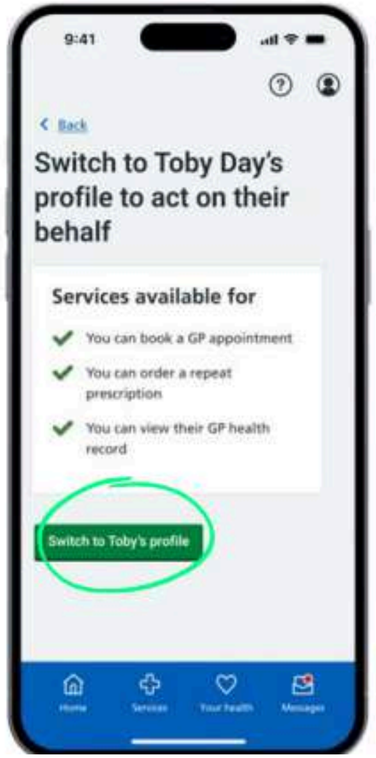
If you are a parent or carer, you may have proxy access set up to access another persons medical records. To access this account scroll to the bottom of the home page and press ‘switch profiles’. You will then need to press ‘manage services for another person’. Click on the name of the person whose account you wish to access and then press the green button saying switch profile. If









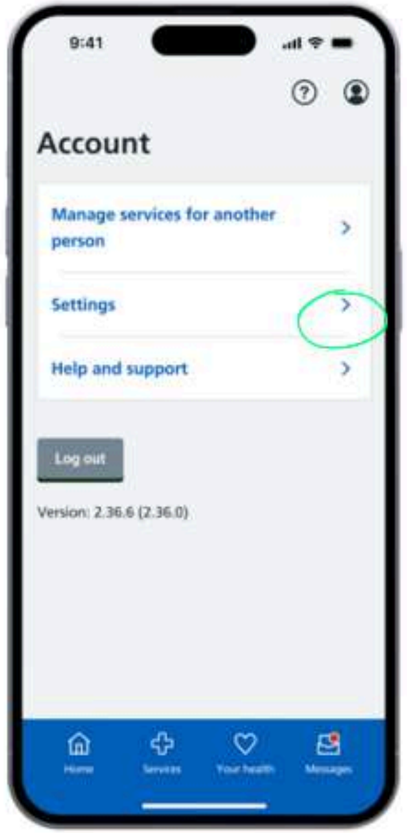


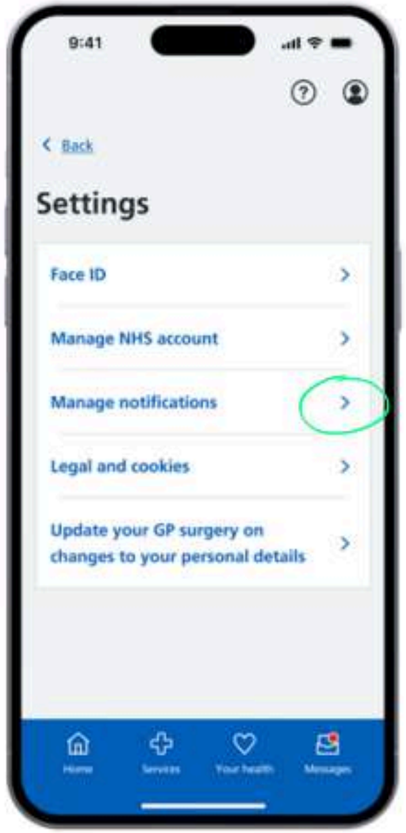


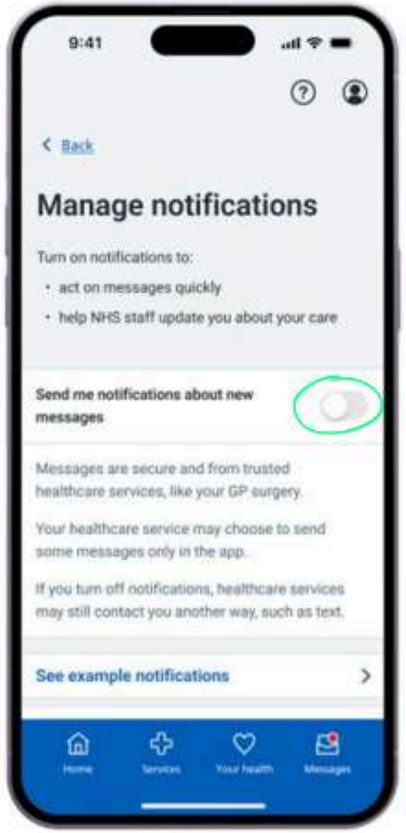
ENABLE NOTIFICATIONS IN THE APP

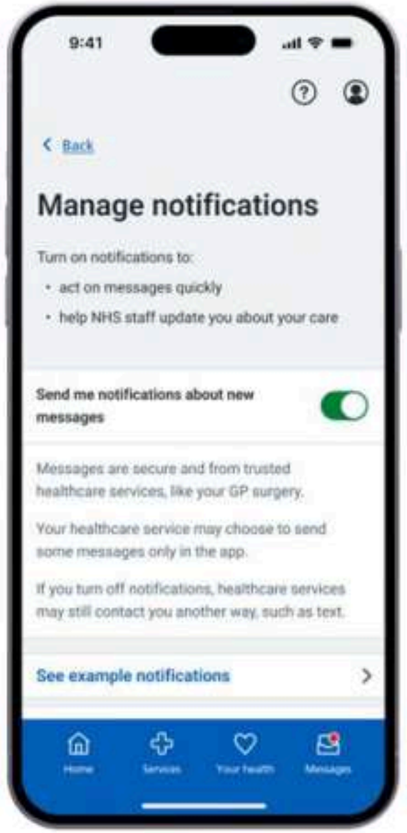
If you are not getting notifications for your NHS app first click the profile icon in the top right hand corner of your phone. Next press ‘settings’ and then ‘Manage notifications’. Click on the switch labeled ‘send me notifications about new messages’.











HELP AND SUPPORT

- For support whist 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 - https://www.nhs.uk/nhs-app/nhs-app-help-and-support



Need Help From LMGP? Ask Aileen! Your New Digital Assistant.

- How Aileen can support you:
- Helping you download and register for the NHS App.
- Showing you how to manage prescriptions and appointments online.
- Supporting you to access your health records securely.
- Answering questions about using the app's features confidently.
- Providing one-to-one support if you get stuck.
- Trial Aileen on our website: https://www.lawmedicalgrouppractice.co.uk/

THANK YOU

LMGP

THE LAW MEDICAL GROUP PRACTICE