

NHS App Training – Registration & Access

Step 1: Register with a GP

- You must be registered with a GP to use the NHS App
- You can register in person at a GP surgery or online via: tinyurl.com/FindGPSurgery



Step 2: Get Your NHS Number

- After registering, your NHS number will be sent to you by text, email, or post
- If you've lost it, retrieve it at: tinyurl.com/Find-NHS-Number

Please note: Make sure you create your account in advance. It can take two weeks to receive your official NHS number and be officially registered at a GP.

Step 3: Download the NHS App

1. Open the **App Store** (iPhone) or **Google Play** (Android)
2. Search for '**NHS App**' and install it

Please note: Your app service must be located in the UK

3. Once the app is downloaded onto your phone, find the app on your phone and tap it to open it

Step 4: Register on the app

1. Enter your email address and select 'Continue'
2. Choose a password
3. A verification security code is sent to your email address. Enter this code in the NHS App
4. Enter your UK mobile phone number and select 'Continue'
5. You will receive a second code by text message to confirm your phone number in the NHS App

Step 5: Prove Your Identity

Photo ID Method - You'll need a form of photo ID such as valid UK passport or UK driving licence. Use your phone to:

- Take a clear photo of your ID (show all 4 corners)
- Scan your face automatically **OR** record a short video of yourself reading 4 random numbers (or show them using British Sign Language or write the numbers down on paper and show it in the video).

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If you do not have a photo ID - To register without using photo ID, you'll need the following three details:

- **ODS Code** – Identifies your GP surgery within the NHS system
- **Account ID**
- **Linkage Key** (also called a passphrase)

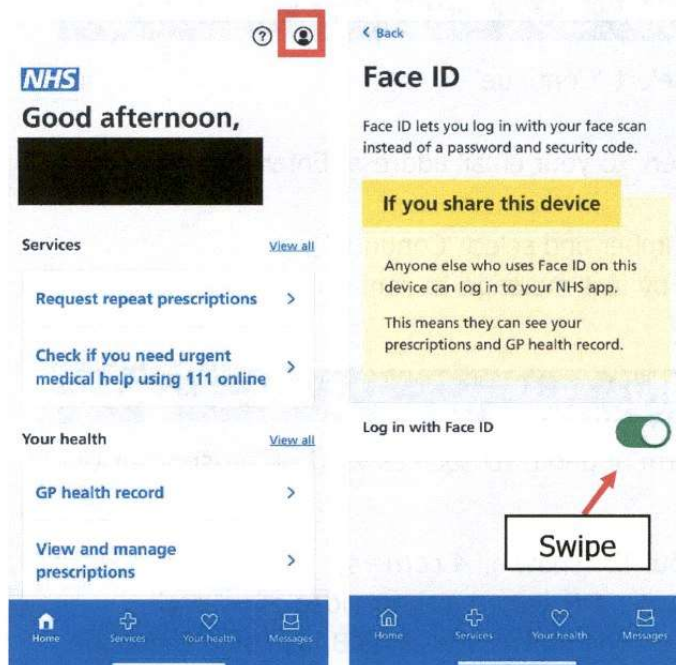
These details are provided in a **PIN document** from your GP. Contact your GP surgery to request this document.

Once you have all three:

1. In the app, choose '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.
5. Then enter your full name and date of birth to continue.

Step 6: Logging into the app

- Enter your **email address**, then check your inbox for a **verification code** and enter it in the app.
- Do the same for your **UK mobile number**—you'll receive a **text message with a code** to confirm your number.



Step 7: Set Up Biometric Login (Optional)

To enable quick and secure access:

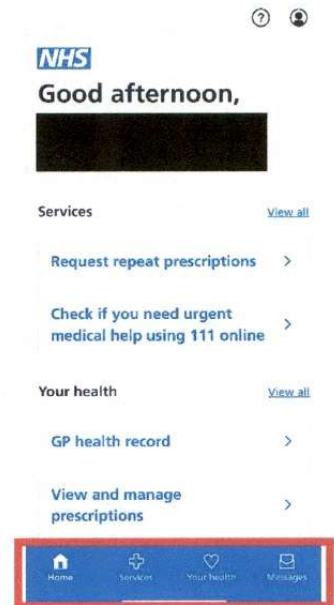
- Go to '**Account**' (top right-hand corner) → '**Settings**' → '**Fingerprint, face ID or iris**'
- Turn the feature **ON** to use fingerprint, face, or iris recognition.

NHS App Training – Part 1: How to use the app

Navigating the app

1. Open the NHS App
2. Use the bottom tabs to access key features:
 - Home
 - Services
 - Your Health
 - Message

Please note: When using certain features, you may be redirected to other NHS online services, depending on how your GP surgery has set them up. Some features described in this guide may not be available to all users, as access depends on the services your GP surgery supports.



Change your nominated pharmacy

1. Select the 'Services' tab
2. Tap 'Request repeat prescriptions'
3. Select the option 'Change your nominated pharmacy'
4. Choose one of the following options:
 - High street pharmacies - Pick a local pharmacy (contact them directly to register).
 - Online-only pharmacies - Get medications delivered to your home.
5. Confirm your choice by checking the address and tapping 'Continue'

Please note: The high street pharmacy option will allow you to choose the pharmacy you prefer, however, you will need to get in contact with the pharmacy directly to register with them

Requesting repeat prescriptions

1. Under the 'Services' tab, tap 'Request repeat prescriptions'
2. Ensure the pharmacy address is correct and tap 'Continue'
3. Select the medicine you want to request. You can select more than one medicines. You also have the option to add notes about your request for your GP surgery

Please note: You can only order repeat prescriptions via the app

4. Tap 'Continue'
5. Tap 'Request prescriptions'

NHS App Training – Part 1: How to use the app

View and manage your prescription

1. Go to the 'Your Health' tab
2. Select 'View and manage prescriptions'
3. You can check the status of your repeat prescriptions—whether they are approved and ready to collect.

Other services available

Under 'Services', you can also:

- Get urgent medical help
- Request an emergency repeat prescription
- Find NHS medicines information

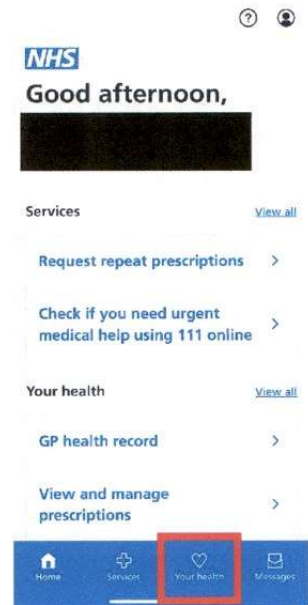
Under 'Your Health', you can:

- Access your COVID-19 vaccine record
- Make health choices (e.g. organ donation decision and health records data)
- View care plans

NHS App Training – Part 2: How to use the app

View your GP health records

1. Open the NHS App
2. Go to the 'Your Health' tab
3. Tap 'GP Health Records'. Here you can view:
 - Test results
 - Medications
 - Allergies
 - Health conditions
 - Vaccination history
 - Consultations and documents
 - Your NHS number
4. At the bottom of the page, you can tap '**Help with abbreviations**' that provides definitions for any shortened terms or acronyms used in your health records.



View test results

1. Under 'Your Health', tap 'Test results and imaging'
2. You'll then be taken to a health records service recommended by your GP, where you can view your test results.

Access your care plans

1. Under 'Your Health', tap 'Care Plans'.
2. A care plan helps manage your condition and usually includes:
 - An action plan
 - Health goals
 - Advice on how to monitor your condition



Browse NHS health information

1. While waiting for an appointment, you can read up on your condition or procedure via the app.

Important: This information should not be used for self-diagnosis. Always book an appointment with your GP for a proper diagnosis.

NHS App Training – Part 2: How to use the app

2. Tap the 'Services' tab
3. Tap 'Browse NHS health information' under 'Find health information'
4. Select the first letter of the condition or procedure you're looking for

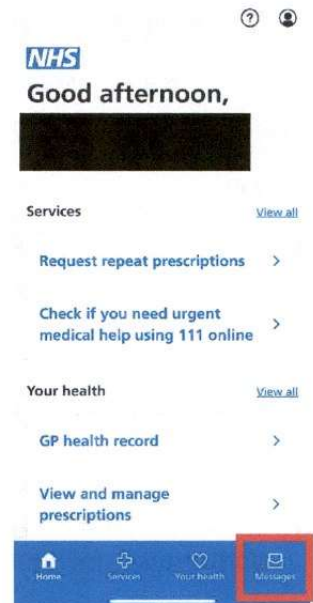
Urgent Care services

1. Go to the 'Services' tab
2. Scroll down to 'Other NHS services'
3. Tap 'Find NHS services near you' to explore:
 - Mental health support
 - Pregnancy services
 - Urgent care and more

NHS App Training – Part 3: How to use the app

Send and receive messages

1. Go to the 'Messages' tab
2. You will see two inboxes:
 - **'Your NHS healthcare services'** – Here you **receive** messages (from your GP, hospital, etc.) but **cannot send** messages.
 - **'Your hospital and specialist doctors'** – Here you **can send and receive** messages. Use this to ask questions or request health documents.

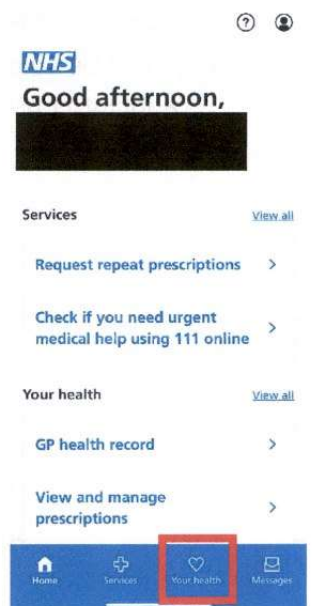


Book & manage appointments

GP Surgery Appointments

To book an appointment with the GP surgery:

- Go to 'Your Health' tab
- Select 'Upcoming and past appointments'
Select 'GP surgery appointments' where you'll be able to view upcoming and past appointments as well as book an appointment.
- If you'd like to book an appointment, click on 'Book an appointment' where you will be given a form to fill in.



Hospital Appointments:

- Go to 'Your Health' tab
- Select 'Upcoming and past appointments'
- Select 'Hospital and specialist appointments'
- Choose your treatment provider (from the list provided by your GP/referrer)
- You can also view upcoming hospital appointments (once booked)

Please note: you'll only be able to book an appoint with the hospital if you've been referred to one.

NHS App Training – Part 3: How to use the app

View appointment reminders

1. Go to the 'Messages' tab
2. Select 'Your NHS healthcare services'

OR

1. Go to 'Your Health' tab
2. Select 'Upcoming and past appointments'

Manage services for another person (proxy access)

You can manage services like booking and managing appointments and prescriptions for someone else by switching to their profile. To do this, contact the GP surgery and request for them to register you for proxy access.

Once registered:

- Go to 'Account' in the NHS App
- Select 'Manage services for another person' to switch to their profile
- You'll be able to book/manage their appointments and prescriptions.

