GETTING STARTED WITH THE NHS APP

Caring, Learning & Growing Together

Getting Started with the NHS App

The NHS App is a simple and secure way to access a range of services on your smartphone or device. It is free to download from app stores.

The NHS App should not be confused with the NHS COVID-19 App which offers the fastest way to see if you're at risk from coronavirus.

Use the NHS App to:

- book appointments
- get your NHS COVID Pass
- order repeat prescriptions
- get health advice
- view your health record
- register your organ donation decision

We have created this leaflet to help you understand how to get started with the NHS App.

We hope you find it helpful, but if you still feel unsure, please don't hesitate to contact your GP Practice reception.

Who can use the NHS App

Anyone who is over 13 years of age and is registered with a GP Practice in England can use the NHS App

You will need an email address and a mobile phone or tablet to download the app and login.

We explain how to do this shortly.

If you are aged 13-15, you will first need to call your GP Practice to request online services, before you can use the app.

How to download the app

You can download the app from the app store on your smartphone or tablet.

The NHS App is available on Android and Apple devices.

How to log in

To log in to the NHS App you need to register for an NHS login.

What is an NHS login?
NHS login allows you to access lots of different health and care websites and apps with just one set of login details. You can securely access many digital health and care services with one email address and password.

How do I get an NHS login?
Most health and care websites require an NHS login. You will be asked to create one when using these websites.

Look our for the registration button (below), click the button and follow the instructions on screen.

NHS Continue with NHS login

Logging in
Once you have registered and have set up your NHS login, you simply use this to log in to the NHS App.

Proving who you are to get full access
Once logged in, the app will prompt you to verify who you are to get full access.

We recommend you do this so you can use the app to do things like making GP Practice appointments and ordering repeat prescriptions.

You can prove who you are by providing photographic ID or the registration details you use to access your GP Practice's online services.

Using photographic ID
The image you send needs to be of your original photo ID.

Accepted photo ID types:
o passport
o UK driving licence (full or provisional)
o European driving licence (full)
o European national identity card
o UK residence card or BRP

When using photo ID to get full access, you will be asked to:

• upload your photo ID
• record your face using the app
• enter your NHS number

You are asked to record your face so that this can be verified against the photo you provided, to prove your identity.

You may also be asked for more information, such as your date of birth.

Without photo ID
If you don't have photo ID, you can also prove your identity using the registration details for your GP Practice's online services.

If you do not have these, please call your Practice to find out how to sign up.

The registration details you will need are:

o Linkage Key or Passphrase
o ODS Code or Practice ID
o Account ID

Please note
Registrations are processed as soon as possible. This may take longer than usual when there are a high number of requests.

Feeling unsure?

The app will guide you through all of the necessary steps, but if you need more information, please see the website links listed below, or contact your GP Practice reception for advice.

Helpful links

Getting started with the NHS App
https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/

NHS App Help and Support
https://www.nhs.uk/nhs-app/nhs-app-help-and-support/

How to gain full access to the NHS App
https://help.login.nhs.uk/provewhoyouare/

CONTACT US

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