How to use the NHS App?
A Guide for Beginners

What is the NHS App?

Simple and secure way to access a range of NHS services on your smartphone or tablet:

- get advice about coronavirus
- order repeat prescriptions
- book appointments
- get health advice
- view your medical record
- register your organ donation decision
- find out how the NHS uses your data

It is available on iOS and Android

Other features

If your GP surgery or hospital offers other services in the NHS App, you may be able to:

- message your GP surgery, doctor or health professional online
- consult a GP or health professional through an online form and get a reply
- access health services on behalf of someone you care for
- view your hospital and other healthcare appointments
- view useful links your doctor or health professional has shared with you

Who can use it?

- aged 13 and over
- registered with a GP surgery in England

What you will need

✓ **Internet connection** (WiFi or Mobile data)
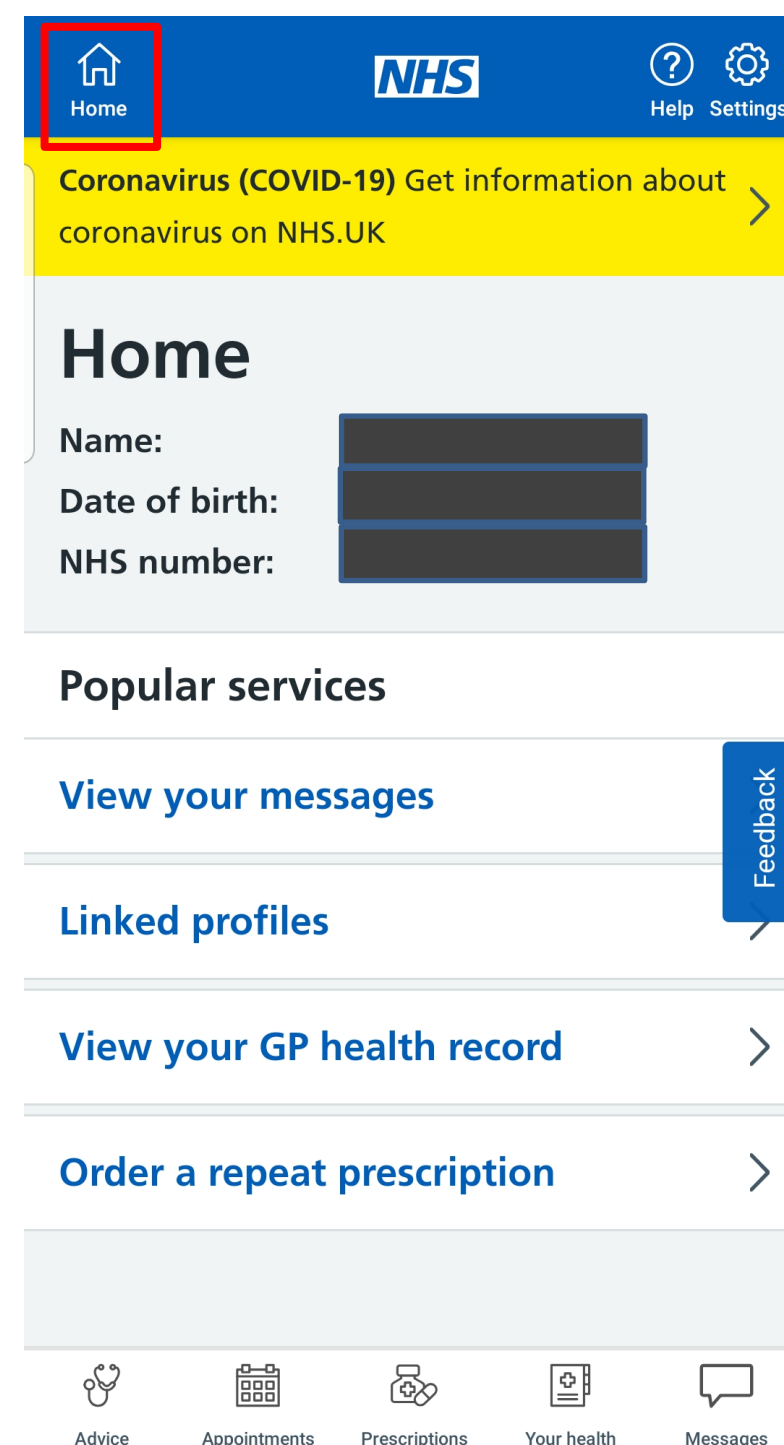
✓ **Phone / Tablet**

⚠️ **WARNING**

Unless you have unlimited access to the internet, make sure you have enough **data allowance** with your broadband or mobile monthly plan.
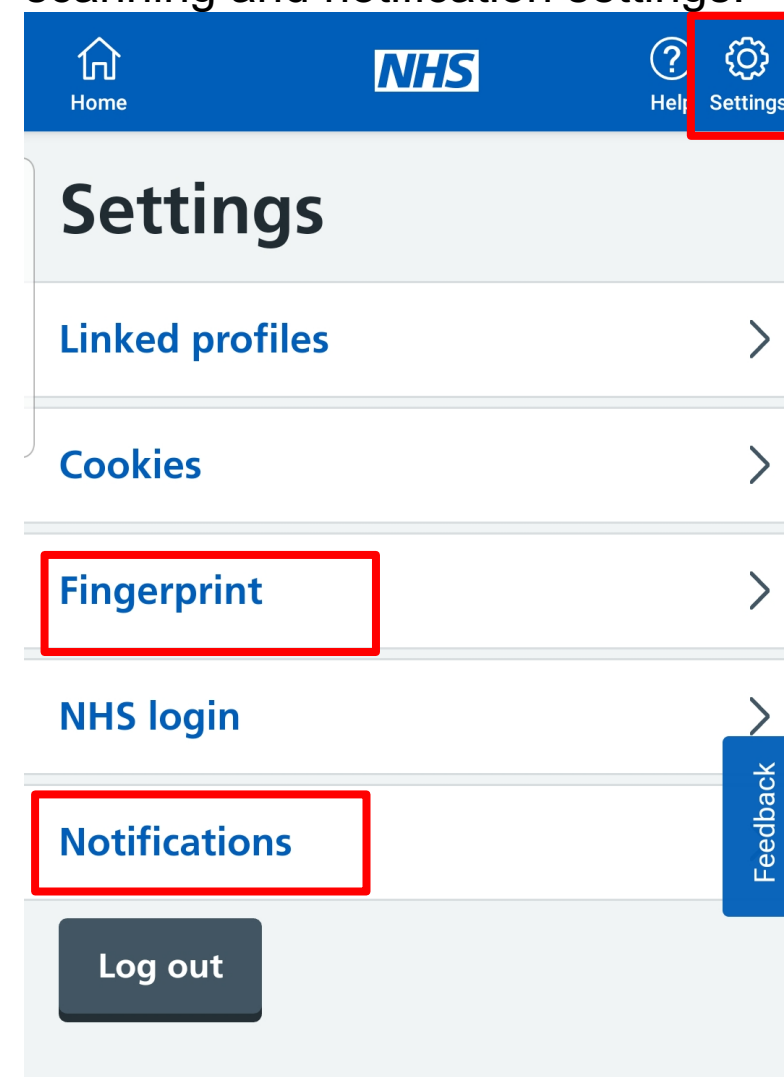
In doubt, check with your provider.

Navigating the App

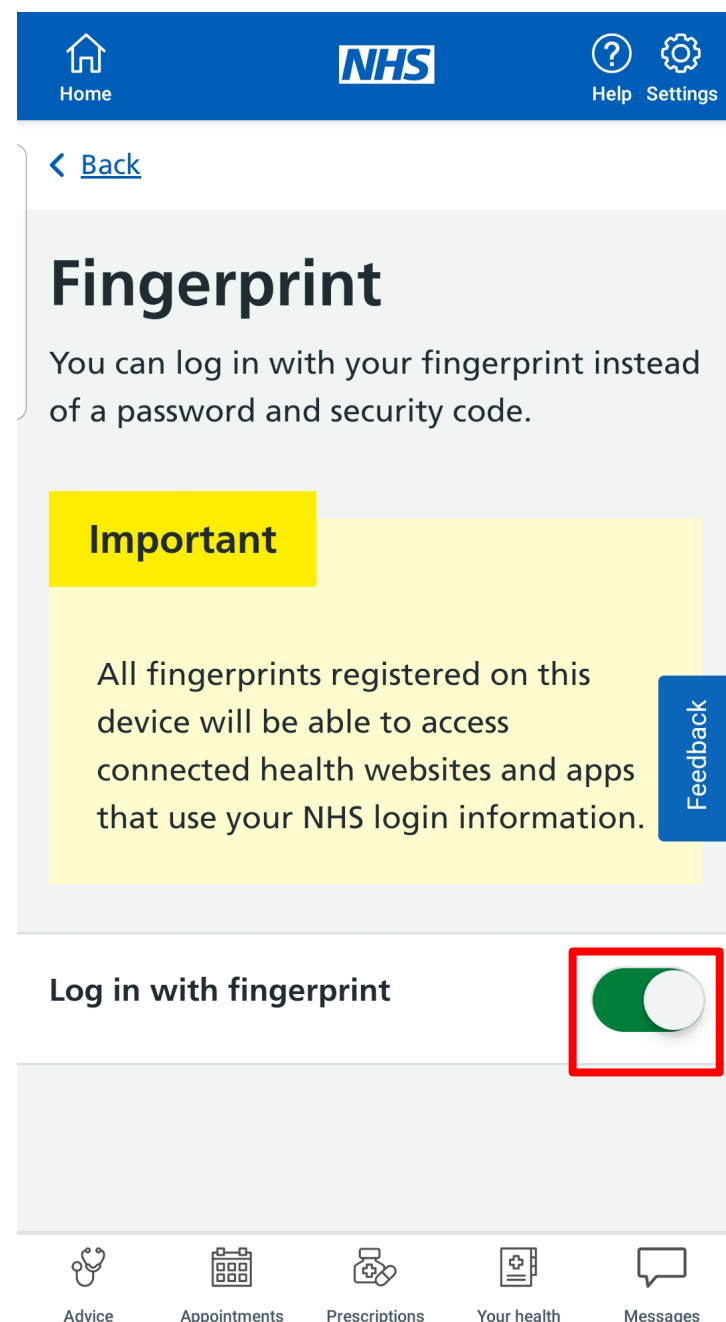This is the home page. To return to this page click on the Home button.

Clicking on the settings symbol will take you to this page where you can manage cookie settings, fingerprint scanning and notification settings.
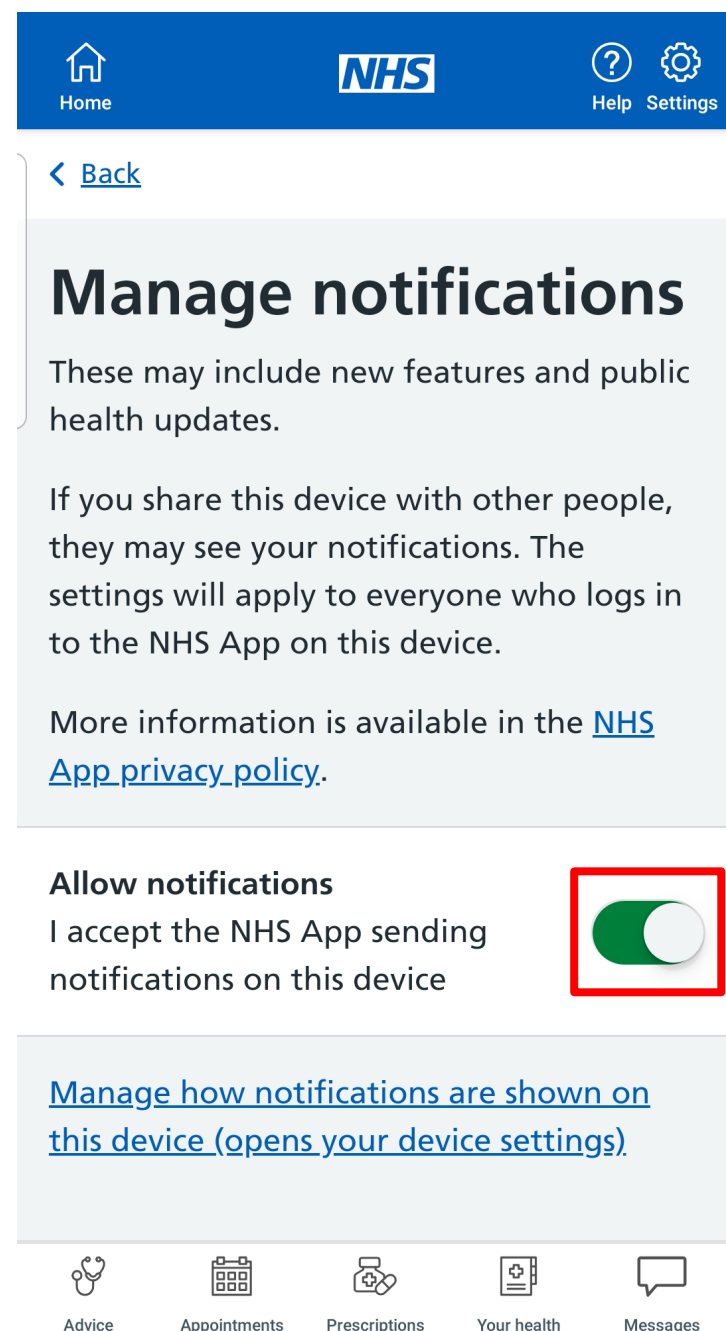
Imperial College Medical Students

S. Basetti, S. Bukhari, K. Chhatwal, C. Cutinha, A. Dayanamby, S. Gupta, G. Iacona, A. Israni, C. Oldfield, M. Panthula, R. Kurian Thomas, X. Ye, N. Zaman

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You can log onto the app using your fingerprint scanner if your phone has this feature. To switch on this feature, click on the bit outlined and it should be green.
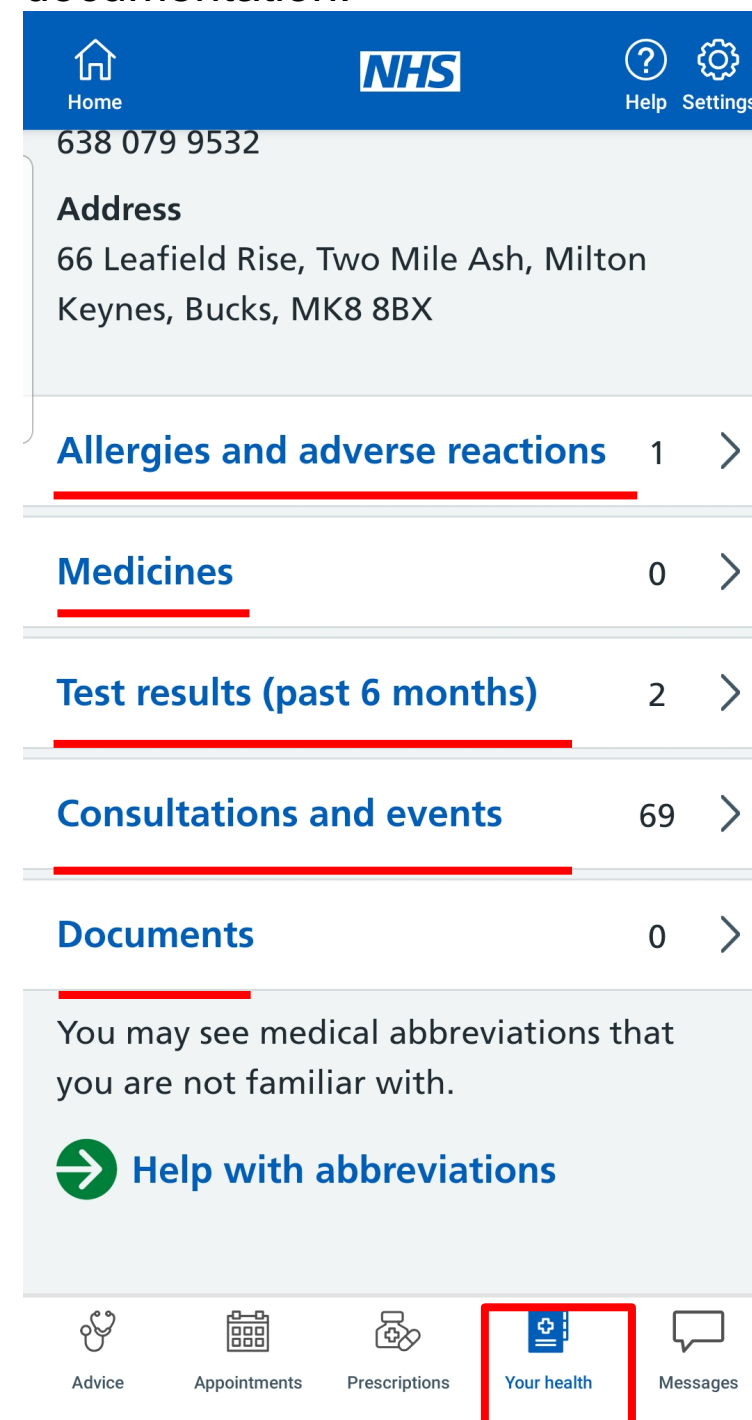
To allow notifications for updates and new features to be sent to your phone.
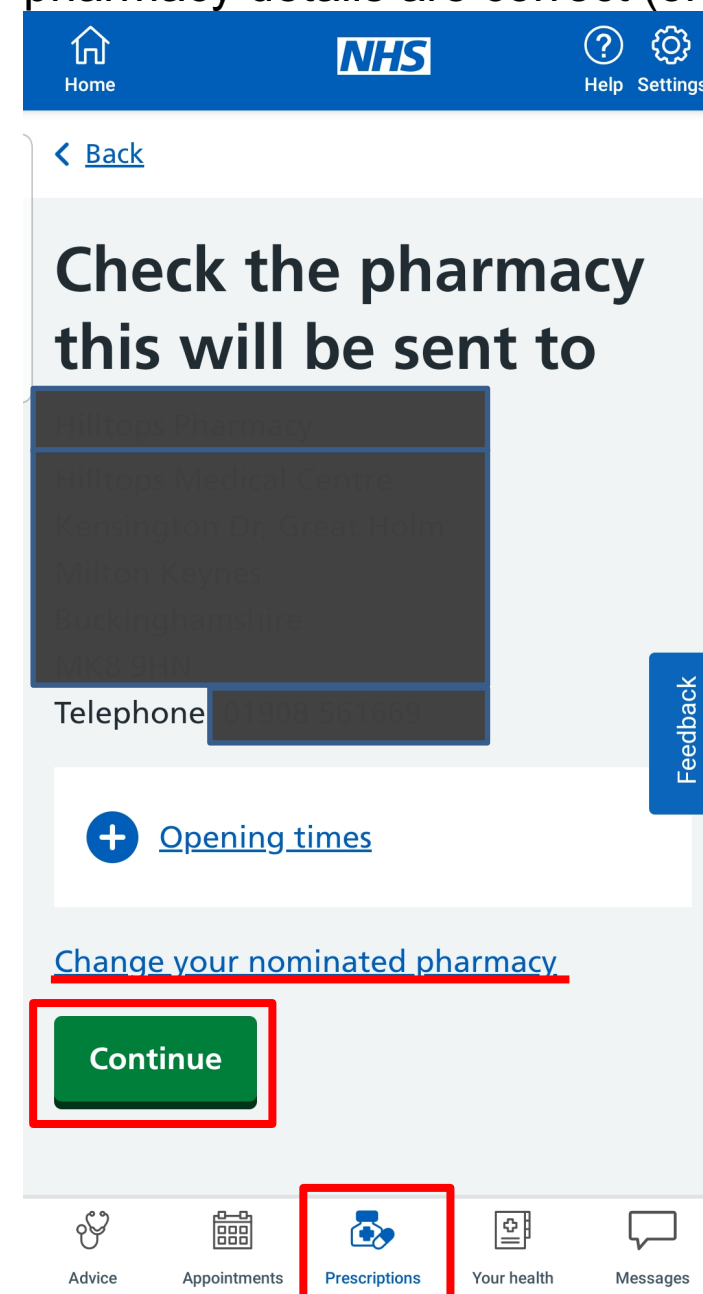
HEALTH RECORD
To see details of your health record, such as history of allergies and allergic reactions, medication you are taking, test results (includes only the past 6 months), all consultations and documentation.
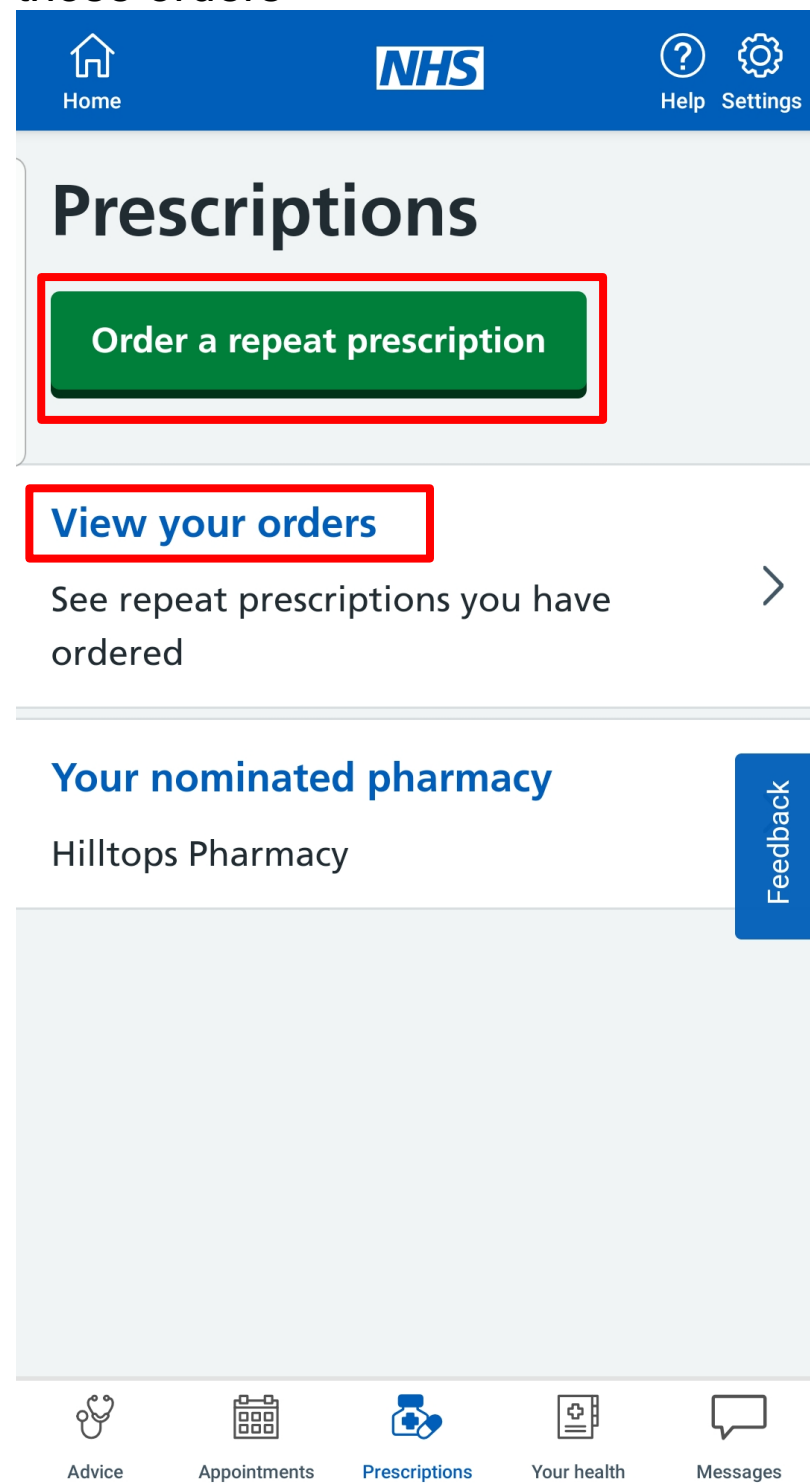
PRESCRIPTIONS
To check prescriptions and order repeat prescriptions, click on the prescriptions tab. To view the information, make sure the pharmacy details are correct (or change it) and click continue.
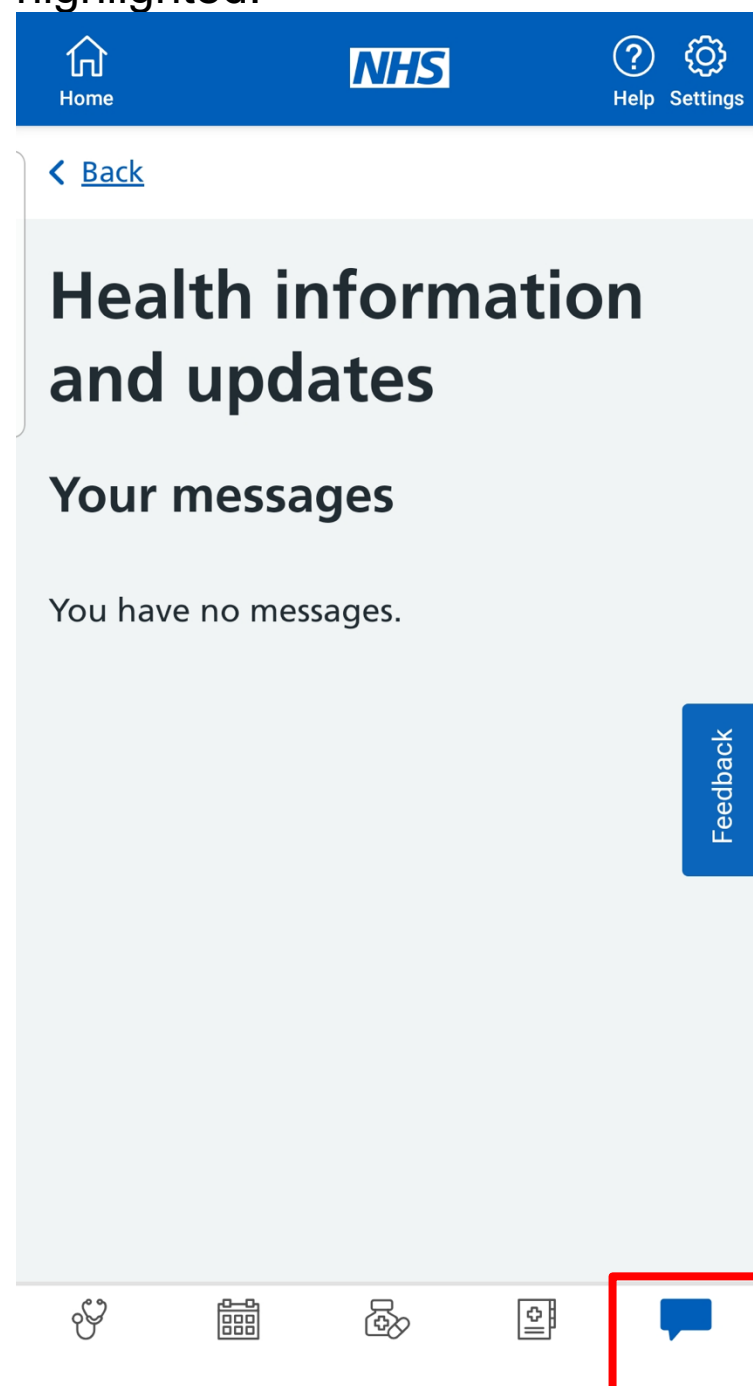
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Then, you will be able to order repeat prescriptions and view those orders
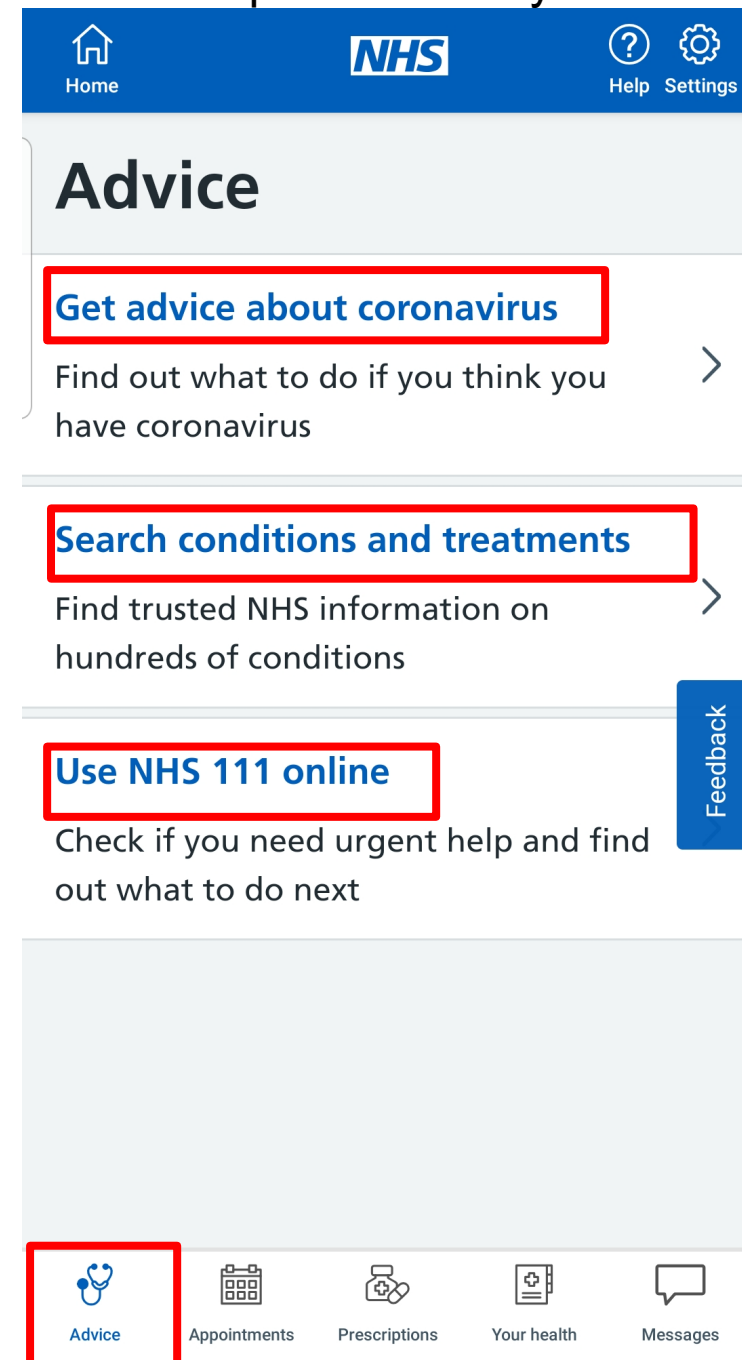

MESSAGES
To see health information and messages click on the button highlighted.

ADVICE
Use this tab to get information about:
- Latest advice on COVID-19
- Various conditions/ treatments
- Using NHS 111 online (to get help if you have an urgent medical problem and you are not sure what you want to do)

APPOINTMENTS
Click on the appointments tab, then either GP appointments OR Hospital appointments to view, book or cancel appointments.