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**How-to guide**Online health services

A person sitting at a table

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# NHS App

# Create an NHS login

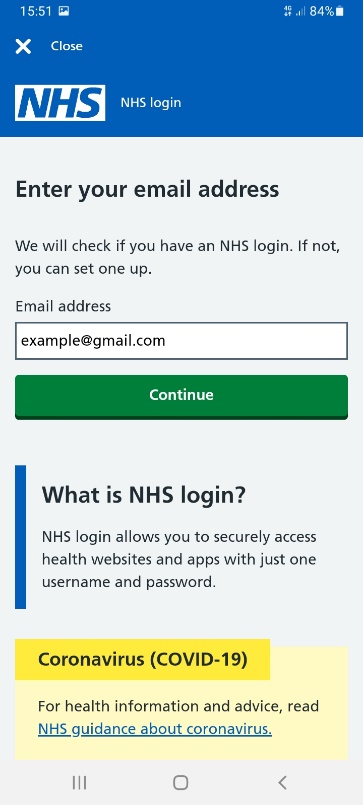
1. Open the NHS App or visit [**www.nhsapp.service.nhs.uk/login**](http://www.nhsapp.service.nhs.uk/login)and click **‘Continue with NHS login’**.

* You will need an email address and phone number to register.

**![Graphical user interface, application

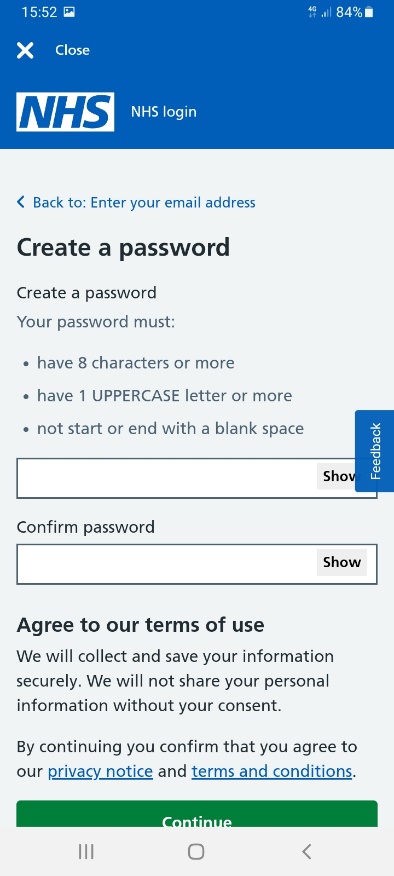
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1. Enter your email address and click ‘**Continue**’.



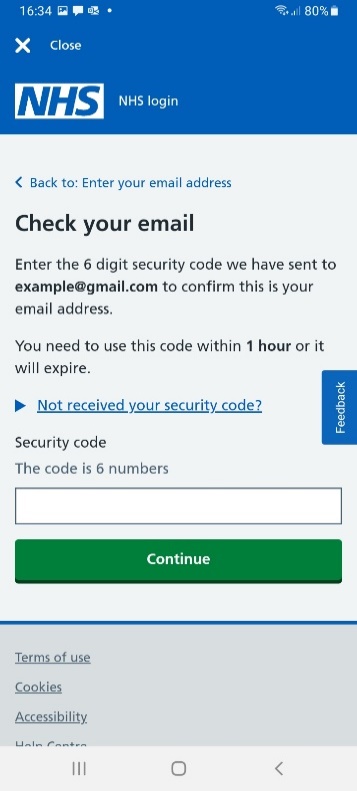
1. Create a password and click ‘**Continue’**.

* You will have to input this twice to ensure you have correctly entered your intended password.
* Password must be a minimum of 8 characters long, have at least 1 UPPERCASE letter and not contain spaces.



1. Check your email account for a 6-digit security code (it may have gone into your junk folder).
2. Enter the security code into the app to verify your email address and click ‘**Continue’**.

* This step makes sure you have entered the correct email address.



1. Enter your mobile phone number and click ‘**Continue’**.

* Another 6-digit security code will be sent to your phone by text.

1. Enter the 6-digit security code sent by text to your phone into the box and click ‘**Continue’**.
2. Select ‘**Yes, I know my NHS number’** or **‘No, continue with my full name’**, depending on whether you know your NHS number.

* You can still set up your NHS login if you don’t know your NHS number.

Graphical user interface, text, application

Description automatically generated

Skip to step 12 if you have entered your NHS number.

1. Enter your **full name** (click on each box to fill in) and click ‘**Continue’**.
2. Enter your **date of birth** (click on each box to fill in) and click ‘**Continue’.**
3. Enter your **postcode** (click on the box to fill in) and click ‘**Continue’**.
4. Check your details and click ‘**Submit information’** if they are correct.

* Click ‘**Change name’**, ‘**Change date of birth’** or ‘**Change postcode’** before submitting your informationif any of your details are incorrect.

Graphical user interface, text

Description automatically generated with medium confidence

1. Accept the conditions of use. Scroll to the bottom to select that you understand and accept the terms of use and privacy policy.
2. Select whether you would like to receive direct notifications from the app to your phone. This includes messages from your GP such as appointment reminders as is a more secure way of receiving messages from your GP.

You have now successfully finished setting up your NHS login. The following section will focus on confirming your identity to connect the app to your GP practice.

# Prove who you are using photo ID

If you have your registration details from your GP practice, skip to ‘Prove who your are without using photo ID’.

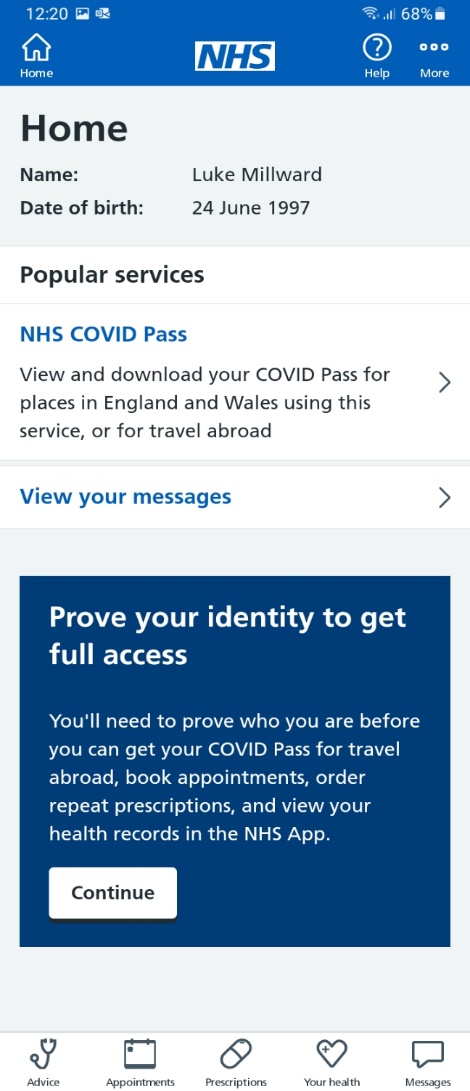
Once you have created a login, you will need to confirm your identity to get full access to your NHS account to book appointments, order repeat prescriptions and view your medical records. Accepted IDs include:

* Passport
* UK Driving Licence
* Full European Driving Licence
* European National Identity Card
* UK residence-card or biometric residence permit (BRP)

The app accepts expired photo ID if it expired less than 12 months ago.

1. Once you have created a login, you will be directed to the ‘**Home**’ screen. Select ‘**Continue’** on the blue ‘**Prove your identity to get full access**’ box.

* If you aren’t directed to the ‘Home’ page, click the symbol of the house in the top left corner of the screen.



Example Example

01 January 2000

1. Confirm your personal details and click **‘Continue’.**

Graphical user interface, application

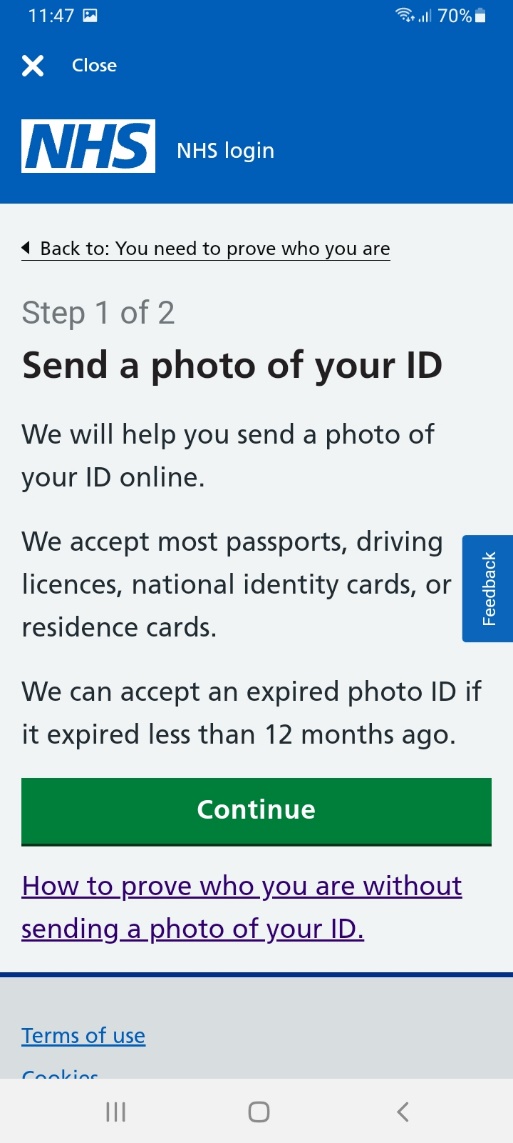
Description automatically generated

1. Click **‘Continue’** when this message appears.

Graphical user interface, application

Description automatically generated

1. Click **‘Continue’** to use a photo ID.



1. Select which type of photo ID you would like to upload and click **‘Continue’.**

* If you want to use a UK residence card or BRP, select **‘Other photo ID’** and then ‘**European national identity card’**.

Graphical user interface, application

Description automatically generatedGraphical user interface, application

Description automatically generated

1. Choose either ‘**Take a photo** **now’** to use the camera on your device or choose ‘**Upload a photo’** if you already have a photo on your device. Then click **‘Continue’.**

**6a.** If using your camera, click ‘**Open Camera’** and take a photo of your ID.

* A message may pop-up asking you to allow access to the NHS App to take a picture. Select ‘**Allow’.**

Graphical user interface, application, Teams

Description automatically generated

**6b.** If uploading a photo, click ‘**Open Photo Library’.**

* A message may pop-up asking you to allow access to the NHS App to open your phone’s gallery. Select ‘**Allow’.**

Graphical user interface, application

Description automatically generated

1. Answer the questions checking the visibility of your picture. Click **‘Continue’** after answering each question and click **‘Submit’** once you’ve responded to all the questions.
2. Next, you’ll need to record your face using your device so the app can match you to your photo ID. Click ‘**Continue’** on the box which says ‘Record your face’.

Graphical user interface, application

Description automatically generated

1. You may be asked to either scan your face or record a video repeating a series of 4 numbers which will be displayed on the screen.

* You can say the 4 numbers, sign the numbers using British Sign Language, or write the numbers down and show them instead.

1. Once you’ve uploaded your photo ID and recorded your video, click ‘**Submit information’** to confirm your identity.

* It may take a couple of hours to confirm. You will receive an email once your account has been linked to your GP practice.

Graphical user interface, application

Description automatically generated

# Prove who you are without using photo ID

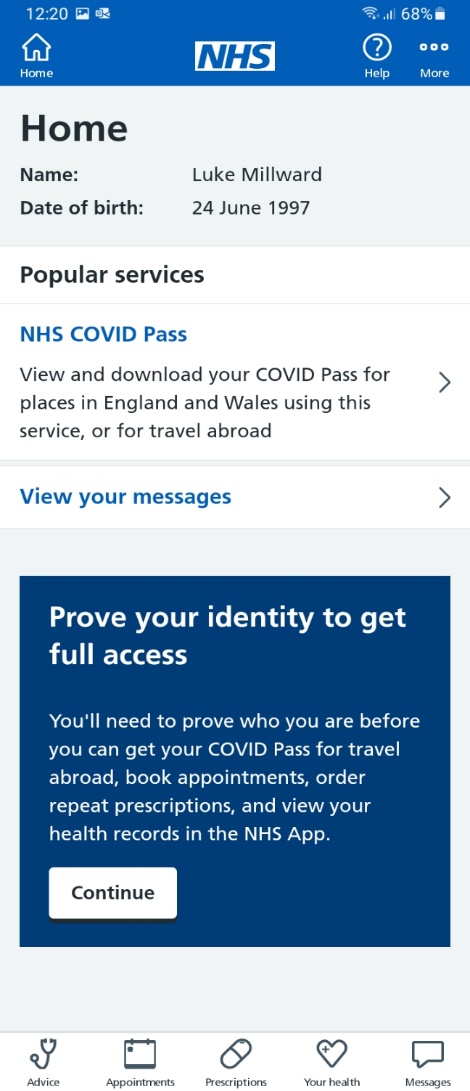
Once you have created a login, you will need to confirm your identity to get full access to your NHS account to book appointments, order repeat prescriptions and view your medical records.

To prove who you are without using a photo ID you will need your **Linkage Key** (could be called Passphrase), **O.D.S. Code** (Organisation Code or Practice I.D.) and **Account I.D**.

You will need to contact your GP to ask for your registration details for online health services if you do not already have them.

1. Once you have created a login, you will be directed to the ‘**Home**’ screen. Select ‘**Continue’** on the blue ‘**Prove your identity to get full access**’ box.

* If you aren’t directed to the ‘Home’ page, click the symbol of the house in the top left corner of the screen.



Example Example

01 January 2000

1. Confirm your personal details and click **‘Continue’.**

Graphical user interface, application

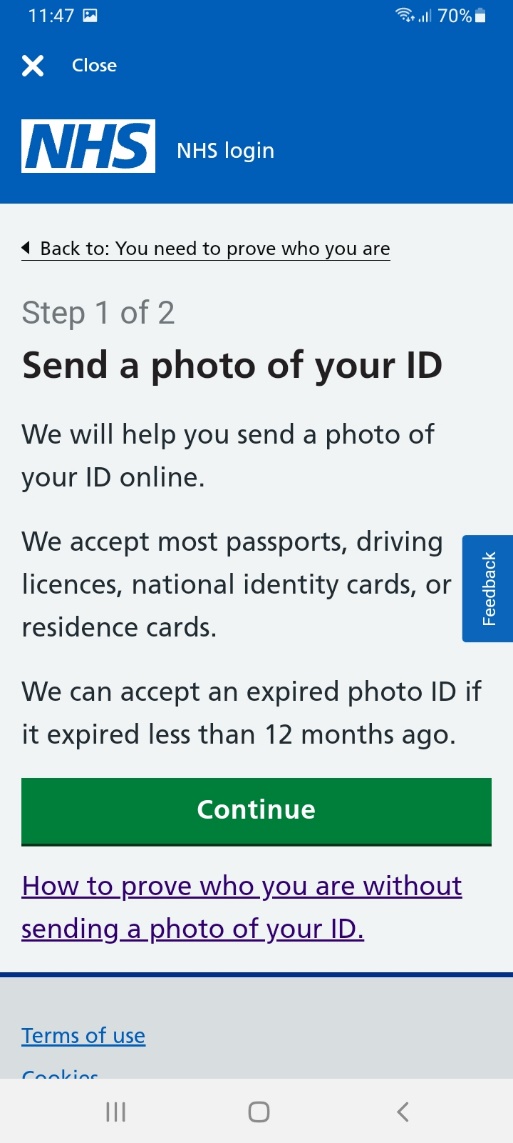
Description automatically generated

1. Click **‘Continue’** when a message about proving who you are appears.

Graphical user interface, application

Description automatically generated

1. Click ‘**How to prove who you are without sending a photo of your ID’.**



1. Select ‘**Yes – I use online services’** and click ‘**Continue’.**

Graphical user interface, text, application

Description automatically generated

1. Select ‘**Yes – I have all 3 details’** and click **‘Continue’.**

* If you do not have the 3 registration details, you need to contact your GP first.

Graphical user interface, text, application

Description automatically generated

1. Select each box and insert your **Linkage Key**, **O.D.S Code** and **Account I.D**. then click **‘Continue’.**

Graphical user interface, application, Teams

Description automatically generated

1. Enter your date of birth (click on each box to fill in) and click ‘**Continue’.**
2. Enter your postcode and click ‘**Continue’**.
3. Select either **‘Yes’** or **‘No’** when asked whether you know your NHS number.

* You do not need your NHS number to finish connecting your account to your GP practice.

Look out for an email to confirm it’s been successful. It may take a few hours to receive this. Check your junk/spam folder if you haven’t received it within 24 hours.

# NHS eReferral service

If you’ve been referred to a specialist through the NHS e-Referral Service, you can use the NHS App to manage your first appointment.

1. Log in to the NHS App
2. Go to **‘Upcoming and past Appointments’** along the bottom of the NHS App homepage.
3. Click **‘Hospital referrals and appointments’.**

Graphical user interface, text, application

Description automatically generated

1. Select ‘**Book or cancel your referral appointment’.**
2. Find the referral appointment you’d like to book and select **‘Choose an appointment’.**
3. Find the clinic you’d like to attend and choose **‘Select this appointment’.**
4. Find date and time and click **‘Select appointment’.**
5. Check details and select **‘Book appointment’.**

If you need to cancel your appointment, follow steps 1-4. Select the details of your appointment and click ‘**Cancel appointment’.** You will have to select a reason for cancelling.

# Prescriptions

It is recommended that you reorder your repeat prescriptions up to 7 days before it is due to run out to allow them to be processed on time (remember bank holidays can affect processing times).

You may not be able to order some prescription items if:

* You need a medicine review
* It’s too early to order your medicine
* It’s an acute or one-off prescription
* It has already been requested or you have a repeat dispensing prescription

1. Log in to the NHS App and select the **‘Request repeat prescriptions’** option.

**Graphical user interface, text, application

Description automatically generated**

1. Click on **‘Order a prescription’** to start the process.

**Graphical user interface, application, Teams

Description automatically generated**

1. Choose whether it is a **‘Repeat prescription’** or a ‘**Non-repeat prescription’** and click **‘Continue’.**

**Graphical user interface, application

Description automatically generated**

1. Confirm which pharmacy you want to have your prescription sent to.

* If you have not chosen your preferred pharmacy or wish to change it, you will be asked to enter a postcode to help find the closest pharmacies to your preferred pick-up location.

**Graphical user interface, text, application

Description automatically generated**

1. Select the medication you would like to order by clicking on the box next to the available medications and click **‘Continue’**.

**Graphical user interface, application

Description automatically generated**

1. Review what you’ve selected and click **‘Confirm and order your prescription**’, which will then be sent to your GP to approve.

**Graphical user interface, text, application

Description automatically generated**

Once you have ordered your prescription, it will either say **‘Waiting for GP approval’, ‘Undetermined’ or ‘Order approved by GP’.** You can contact your chosen pharmacy or GP to find out when the medicine will be ready for collection.

Please note **you cannot see repeat dispensing prescriptions through the NHS app**. You will need to contact your GP to check if you have a repeat dispensing prescription.

Repeat Dispensing is a method of dispensing prescriptions electronically. It means that patients who regularly get the same medicine do not need to visit their GP every time they need a repeat prescription. Instead, the prescription can be sent straight to their pharmacist for dispensing.

Repeat prescription medication (visible in the NHS app) is signed off by your GP every month / 2 months, upon your request. Repeat dispensing allows GPs to sign off 6 months’ worth of prescriptions and send these to your nominated pharmacy.

# Viewing your medical health records

1. Select ‘**Your Health’** option along the bottom of the screen.

**Graphical user interface, text, application

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1. Select the option you require. You can access your NHS COVID-19 pass, check your vaccine record, view your GP health record and manage your organ donation decision.

# Additional support

**AbilityNet** – [www.abilitynet.org.uk/](http://www.abilitynet.org.uk/)

A UK charity supporting people of any age and disability to access digital technology. AbilityNet has free online resources and a network of 300 community-based volunteers to help people use various devices.

**Learn My Way** – [www.learnmyway.com/](http://www.learnmyway.com/)

A website with over 30 free online courses for beginners to learn digital skills. Courses cover a broad range of topics, from getting familiar with your device to using office programmes and managing your money online.

**Digital Unite** - [www.digitalunite.com/](http://www.digitalunite.com/)

Digital Unite provides e-learning courses and resources for staff and volunteers to become Digital Champions to feel confident supporting others with digital support. They also have over 400 how-to guides, which cover many digital topics, written by subject matter experts and updated regularly.

**NHS account help and support** - [www.nhs.uk/nhs-app/nhs-app-help-and-support/](http://www.nhs.uk/nhs-app/nhs-app-help-and-support/)

Everything you need to know about your NHS account and the NHS App, to help you access NHS services online.

Text

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**Healthwatch BNSSG  
The Sion Building  
Crown Glass Place  
Nailsea  
BS48 1RB**

**t: 03300 553251  
e:** [**admin@healthwatchbnssg.co.uk**](mailto:admin@healthwatchbnssg.co.uk) **** **Healthwatch Bristol, North Somerset & South Gloucestershire**

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