

How to view your Referral on the NHS App

1. Log into the NHS app

Log into the app using your email and password. If you can't remember your password select 'reset password'



To download the NHS App, scan here



2. Select 'Upcoming and past appointments'

Once you have logged in, you will be led to the home page. On this page you should see the option 'Upcoming and past appointments'. Select this to continue to your referrals.

Upcoming and past appointments >

3. Select 'Hospital referrals and appointments'

After selecting 'Upcoming and past appointments', you should be led to a page with two options. Select 'Hospital referrals and appointments'

Hospital referrals and appointments >

4. View details of your referral

Based on the referral, you can view details here. It may show you your referral appointment if there is one booked, or you can look to see if you are on a waiting list.

If you are expecting to see a referral but can't, read the next section.

5. Scan the QR code if you can't see a referral you are expecting to see



If you are still confused, contact your GP to ask for an update on the referral
You can do this via the NHS App

'I can't see my referral information and I have waiting longer than expected'

Select 'Services' at the bottom of the screen on the NHS App and then select 'contact your GP surgery for a document or update'. It will ask you to confirm that it is not an emergency, and then you can select 'referral follow-up' and fill out the information it asks for. If that option isn't there, select 'something else'.

Someone will then respond to you for the practice with an update either via text or phone call.