

Managing services for someone else on the NHS App

If you want to use the NHS App on behalf of someone else, you can use the linked profiles feature.

This feature is only available for those registered at the same practice.

If you are registered at a different practice to the person you need to support with NHS App services, with their consent, support them in creating their own NHS App account and support them using the NHS App.

1. If you wish to use the linked profiles feature, you need to go into your practice and request Proxy Access. Depending on the circumstances and the procedure that your practice follows, you will need to fill out a form.
2. If you are requesting proxy access to another adult's record (for example, a parent or partner), you will need consent from that adult.
3. Once your practice has enabled proxy access, you can use the linked profiles feature on the NHS App.
4. To use the feature, log into the NHS App as normal.
5. Once logged into the NHS App, click on the man in the top right corner.
6. Next, select 'Manage health services for others'
7. Once selected, the name of the person that you have proxy access to, will appear. Click on their name and you can now use the NHS App services on behalf of them. If their name does not show up, proxy access has not been enabled by your GP yet.

You can have as many linked profiles as you want, for example all your children.