



Using the NHS App



What is the NHS app?

The NHS App brings together different NHS services in one place, making it easier for you to manage your health and any care you need. The NHS App gives you a simple and secure way to access a range of NHS services.



What can you use the NHS App for?

- **Repeat prescriptions** - order repeat prescriptions and choose a pharmacy where you would like to collect them
- **Booking appointments** - book and manage appointments
- **Get your health records and NHS number** - view your GP health record to see information about allergies and medicines. If your GP has given you access to your detailed medical record, you can see information including test results. You can also view your NHS number
- **Vaccinations** - book and manage Covid-19 vaccinations
- **Organ donation registration** - register your organ donation decision
- **Make choices about your data** - choose how the NHS uses your data
- **Accessing other NHS services** - use NHS 111 online to answer questions and get instant advice or medical help near you

There are more things that you might be able to do on the NHS App for example, contact your GP surgery, manage other healthcare appointments and view your care plan, however these are dependent on your GP surgery or hospital.



What if appointment booking is unavailable?

Your GP surgery may have switched off appointment booking. You can contact your surgery to book a GP appointment.

Depending on your GP surgery, you may have the option to 'Contact your GP surgery about a health problem' on the 'Services' page. This can lead to an appointment or other support from your GP surgery.



What support is offered to help you use the NHS App?

You can contact our Digital Coordinators if you need support using the NHS App:

- Sutton/Merton – contact Tanuja on 020 3922 1554 (Tuesday to Thursday, 10am to 2pm)
- Croydon – contact Elhadi on 0203 922 2558
- Wandsworth – contact Andraya on 0203 923 9593 or email Andraya.catlyn@nhs.net
- Kingston/Richmond – contact Philippa on 020 3923 9532 (Tuesday to Thursday, 10am to 2pm)

For information about how to download and set-up the NHS App visit:

- About the NHS App - www.nhs.uk/nhs-app/about-the-nhs-app/ or search 'about the NHS App'.
- Getting started with the NHS App - www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/ or search 'get started with the NHS App'.

Or scan the QR code to find out more information:

