## What you need to prove who you are

You will be asked to:

1. take a photo of your ID
2. record your face using your device
3. enter your NHS number if you know it

**Photo ID we can accept**

The image you send needs to be of your original photo ID. You cannot send an image of a printout or screen showing your photo ID. We can accept an expired photo ID if it expired less than 12 months ago.

You can send:

- passport (except Syrian passport)
- UK driving licence (full or provisional)
- European driving licence (full)
- European national identity card (except paper Italian ID card or Greek ID card)
- UK residence card or biometric permit (BRP)

**If you do not have photo ID, please call or pop into our Reception and ask to speak to our NHS APP Ambassador.**

Please scan the QR code to access the NHS app:

**If you cannot access the NHS app, or have a device to access it on, then you can use the website:**

[Access your NHS account - NHS]

**This shows you all the same information as the app.**

**Grove House Practice**

**St Paul's Health Centre**

**High Street**

**Runcorn**

**Tel No: 01928 566561**

**Cancellation line: 01928 842577 (message facility only)**

**Website: www.grovehouse.co.uk**

If you require this leaflet in a different format or if you need further information or advice, please contact the Practice

# The NHS App

## Grove House Practice

## About the NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.



## What you can do with the NHS App

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- view your NHS number
- Use NHS 111 online to answer questions and get instant advice or medical help near you

## Setting up you NHS App Login

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.



## Registering onto the NHS App on a mobile device:

1. Enter your email address* and select 'Continue'.
2. Select 'Continue' to set up a new NHS login.
3. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information.
4. Create a password and select 'Continue'.
5. A code will be sent to your email address to confirm who you are.
6. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
7. Once your registration is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App –choose 'Yes' or 'No' and select 'Continue'.
8. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

**When registering on the app please use the same email address and mobile telephone number as those recorded on your GP practice record. You may want to check this with the practice first to avoid any issues or delay.**

## Logging into the NHS App on a mobile device:

1. Open the NHS App
2. Click on 'Continue with NHS login'
3. Click 'Accept All Cookies' (you can refer to cookies link below if you need to know more about usage on cookies)
4. Enter your email address and select 'Continue'
5. Enter your password.

You should see a message saying 'We found an NHS login linked to your email address. **Please Note:** your email address is the email address you used to register for the NHS APP and should be the same as the one on your GP practice record. Click 'Continue'

Enter your password to login.
Click 'Continue' to log into the NHS APP. Once logged in you will be to access services supported by this app