

Patient Support: How to submit a request to your GP Practice using the NHS App

How to use submit a Patient Triage request via the NHS App if you are a patient

Getting in touch with your practice via the NHS App

You can now get in touch with your practice to submit a medical query/admin request through the NHS App. 📱

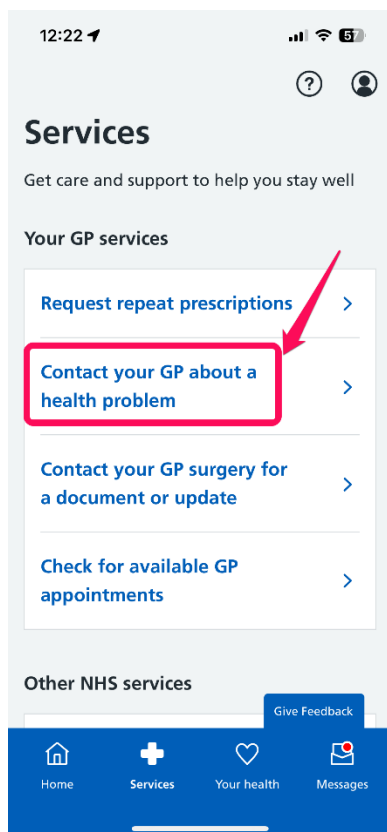


To do this, you'll need to download the NHS App and sign in with your NHS login (or sign up if you don't have a login yet). [You can read more about that here.](#)

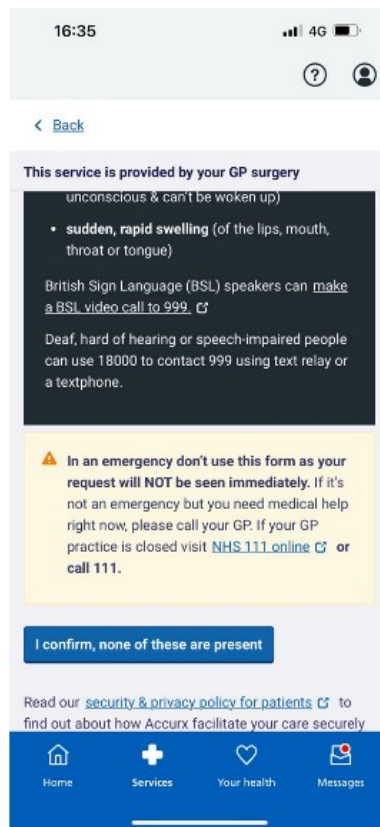
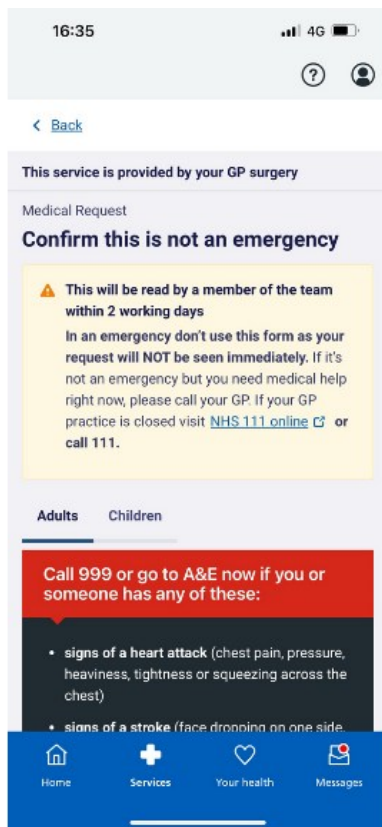
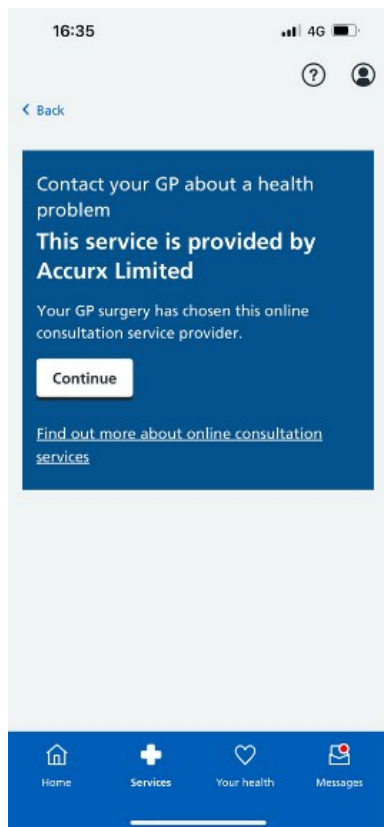
Submitting a query via the NHS App:

To submit a query,

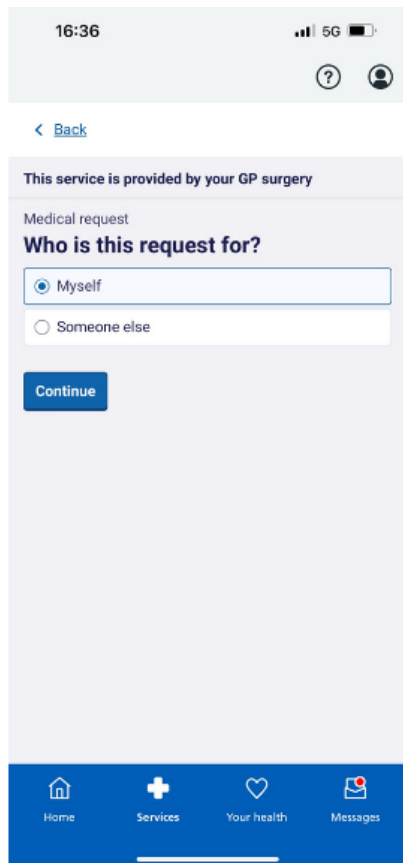
1. Select "**Services**" at the bottom of the screen,
2. Then, "**Contact your GP about a health problem**".



3. You will be asked to confirm whether you are experiencing any of the following symptoms.



4. You will need to verify if the request is for yourself or someone else.



For medical queries:

After confirming this, you'll be able to answer questions to submit a request to get help regarding a medical issue.

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This service is provided by your GP surgery

Medical Request

Medical problem

ⓘ Make it clear if you are filling this in on behalf of someone else.

Please describe the medical problem
For example, I have back pain

I have back pain

484 characters remaining

+ Attach a photo (optional)

How long has this been going on for? Is it getting better or worse?
For example, 2 weeks, it is getting worse

2 weeks and it's getting worse

470 characters remaining

Home Services Your health Messages

Once you choose your preferred method of contact, you will be asked to review the request before it is completed and submitted. Once submitted, you'll be taken to a confirmation page:

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ⓘ Why aren't there more options?

Postcode

Phone number
A mobile number is preferred.

07980120708

How would you like to be contacted? (Select all that apply)
While we do our best to follow your preferences, this may not always be possible

☒ Text message

☐ Phone call

Continue

Home Services Your health Messages

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Please describe the medical problem:
I have back pain

How long has this been going on for? Is it getting better or worse?:
2 weeks and it's getting worse

Have you tried anything to help?:
I have tried physio and pain killers

Is there anything you are particularly worried about?:
It's affecting my work

How would you like us to help?:
I would like a referral

Please tell us the best times to contact you:
In the morning

Contact method preference: Text message

Submit request

Home Services Your health Messages

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This service is provided by your GP surgery

Request submitted!

What happens next?

The practice will review your request within 2 working days

If you become more unwell or need help more urgently, please call your GP. If your GP practice is closed, visit [NHS 111 online](#) or call 111. In an emergency call [999](#)

[Leave us feedback about your experience](#)

This feedback is for Accurx. They built this form and regularly review it to make improvements.

[Back to home](#)

Home Services Your health Messages