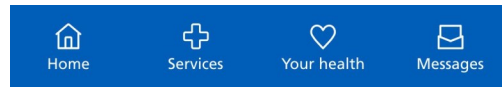


TIPS FOR USING THE NHS APP



Navigation

The main menu is shown at the bottom on the screen.

Home - This page lists the most popular services available on the NHS App

Services - Here you can:

- **Request a repeat prescription**
- **Contact the practice**—this takes you to the Staffa Health Online Request Form as available also from the Staffa Health web-page.
- **Check for any available appointments**
- **Get help from NHS111**
- **Request an emergency repeat prescription using 111 online**
- **Find local NHS services**
- **Browse NHS Health information**

Your health - Here you can:

- **View your GP health record** - pay attention to the notice explaining that you will see your medical history, including problems and consultation notes as well as test results that may not have been discussed with a doctor yet.
- **Order a prescription**—you can order your repeat prescriptions here. The option to order a non-repeat prescription is not currently available. If any of your items are not available to be reordered at this time (e.g., due to having been recently issued) you will need to contact the Medicines Order Line or Staffa Health for these items.
- View upcoming and past **appointments** including hospital appointments and referrals
- View hospital and specialist **documents and questionnaires**
- See **test and imaging results**
- View COVID-19 **vaccination status**
- **Track and manage your health**
- **View care plans**

Messages - Here you can view your messages from the GP Practice and hospital

Account settings (top left of screen)- Here you can set up face recognition to enable easier access each time you login in, record your organ donation preference, update your email address or phone number, view privacy and legal policies .



Help and support—the ? icon will take you to the NHS App help and support pages or go to: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support>



A patient guide to downloading and using the NHS App



NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

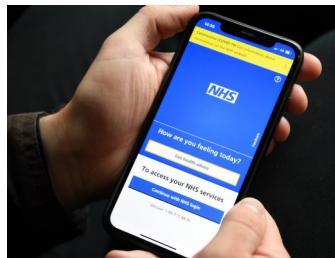
Your NHS, your way
Download the NHS App 😊

NHS
App

The NHS App gives you 24/7 access to a range of NHS services.

Use the NHS app to:

- access your GP medical record securely
- order repeat prescriptions
- check your symptoms
- Book appointments (where made available)
- register your organ donation decision
- find out how the NHS uses your data and choose if data from your health records can be shared for research and planning



WHAT YOU NEED TO DO TO SIGN-UP

Please note: currently it is not possible to sign up to use the NHS App without a mobile phone number and an email address to register with the NHS. Before you attempt to sign up please ensure you have a mobile phone that can receive text messages and an email address that you can access.

1. Install the NHS App on your phone or tablet
 - ⇒ Search for 'NHS App' and select install from the App Store (iPhone/iPad) or Playstore (Android devices).
1. After installing the NHS App, select the app to open it.
2. You will be asked to choose your cookie preferences.
3. You will need to enter your email address.
4. Select 'Continue' to set up a new NHS login account.
5. To create an NHS account you will need to know your NHS number **or** name, date of birth and postcode. Select 'Continue' if you know this information.
6. Create a password for your NHS login and select 'Continue'.
7. You will be asked to confirm your email address and a code will be sent to your email address to confirm who you are. Enter this into the app.
8. Enter your mobile number. You will be sent a security number via text to confirm your mobile number. Enter this into the app.
9. You will be asked for your NHS number. Enter this if you know it, if not you can continue by entering your full name, date of birth, postcode.
10. You will then be asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

DO MORE WITH THE NHS APP BY VERIFYING YOUR IDENTITY

You will need to verify your identity to access most of the functions in the NHS App e.g. view your health record. You can use photo ID to verify your identity or if you don't have this you will need to apply to the practice to obtain online registration details. For more information visit www.help.login.nhs.uk/provewhoyouare

If you provide your ID 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

After you send your photo ID and video, your photo ID will be carefully checked and should be completed within 2 hours. If you send between 9pm and 9am it may take longer.

Accepted Photo ID:

- 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 residence permit (BRP)

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.

THE NHS App can accept an expired photo ID if it expired less than 12 months ago.

How to prove who you are without photo ID:

You will need to complete an Online Service application form which is available at Staffa Health reception or on our website <https://www.staffahealth.co.uk/practice-information/online-services/>. We will then send you your 3 registration details that you will need to prove who you are instead of using photo ID.

The 3 registration details are:

- Linkage Key (could be called Passphrase)
- ODS Code (for Staffa health this is C81029)
- Your account ID

These three pieces of information are not the same as the username and password you may use to log into the GP surgery's online services called SystmOnline.

NEED FURTHER HELP?

The NHS App has a comprehensive help section and a helpdesk that you can contact via a form from within the App or visit <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>