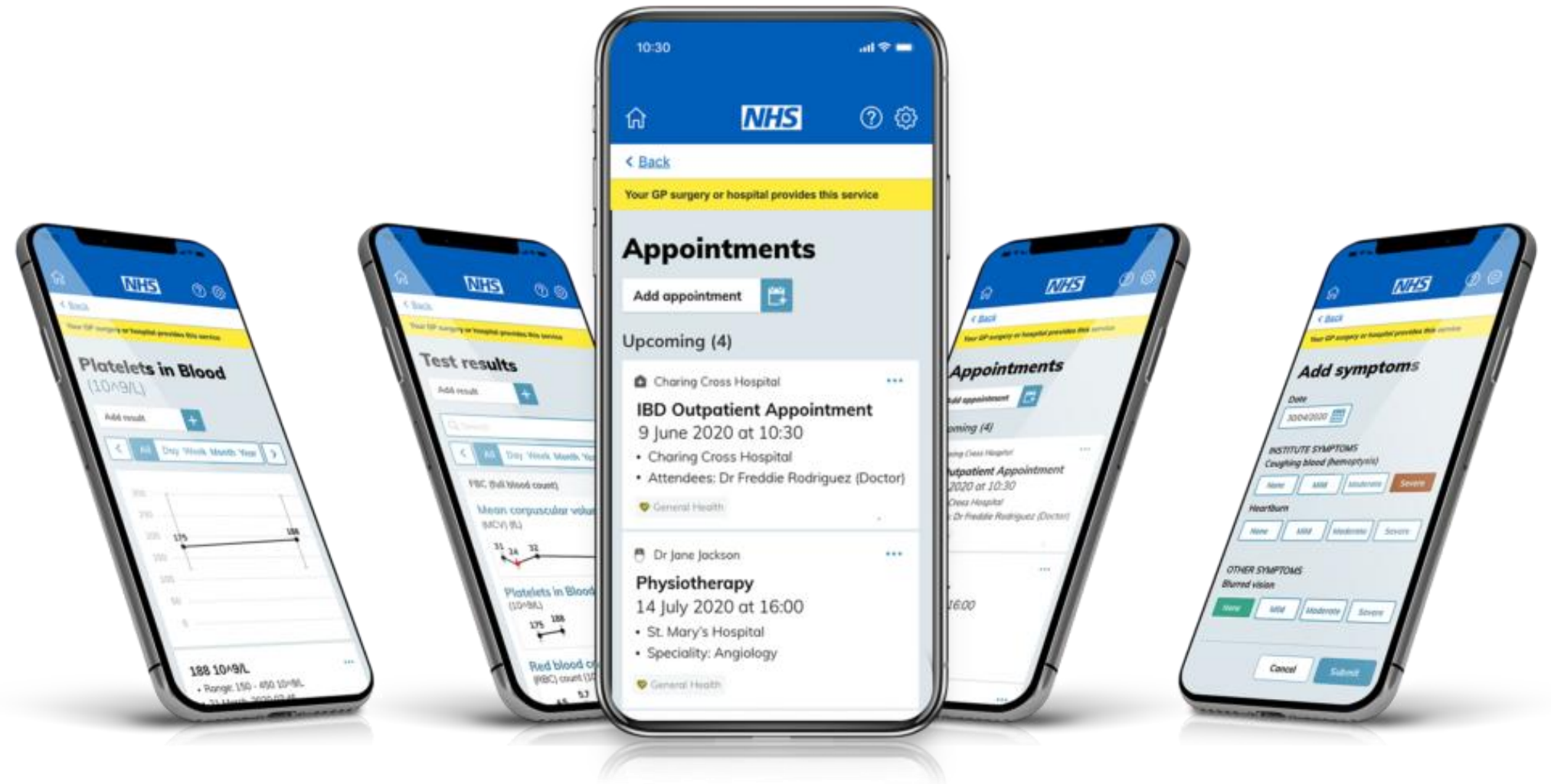# An Easy Guide to
The NHS App

The NHS App is a simple and secure way to access a range of NHS Services on your smartphone, table or computer.

The NHS App is available to anybody 13+ and registered with their local GP in England.

What can I used the NHS app for?

- Request repeat prescriptions/ nominate a pharmacy
- Book & cancel appointments
- Book and manage hospital appointments
- View your test results
- Access NHS 111 online
- View your medical records
- View your vaccine status

How to access the NHS app

You can download the NHS App from the App Store for Apple devices or Google Play for Android.

You can easily download the NHS App by scanning the QR code below, which will take you directly to the download page on your phone.

Scan to Download ▲   Scan to Download ▲

Don't have access to a smartphone?

If you do not have access to a smartphone, you can access the NHS App via a web browser on your computer or tablet by visiting NHS app online. You do not need to download any app.

Registering with the NHS App

Do you know your NHS number?

Telling us your NHS number will give us the best chance of matching you to your NHS record.

You do not need to know your NHS number to continue. If you do not know it, you can tell us your full name instead.

▶ How to find your NHS number

○ Yes, I know my NHS number

● No, continue with my full name

Continue

✕ Close

Enter your full name

Use the same full name that you registered with your GP surgery.

First name
Jane

Middle names (if you have any)

Last name
Doe

Continue

NHS login

< Back to: Enter your full name

Enter your date of birth
For example, 15 3 1984

Day Month Year
11   8   2001

Continue

Terms of use
Cookies
Accessibility

NHS login

< Back to: Enter your date of birth

Enter your postcode

Your postcode should be:
• in England, Wales, or the Isle of Man
• the one your GP has on record for you

Continue

Terms of use

✕ Close

Check your details

We will try and match you to your NHS record using the information you give us.

Name
Jane Doe
Change name

Date of birth
11 August 2001
Change date of birth

Postcode

To register for the NHS app or an NHS app online account, you will need your NHS number. You can find this on hospital letters, prescription papers, or by contacting your GP practice. Having your NHS number makes it easier to match your details and link your account with your GP practice system. If you don't know your NHS number, you can select 'Continue with my full name' and follow the instructions.

Don't know your NHS number? Use the NHS service to help find it: **Find NHS Number**

← Scan to access the Find NHS Number website

Registering with the NHS App

ID Verification

Option 1
Complete a face scan

Through the NHS app or NHS online,
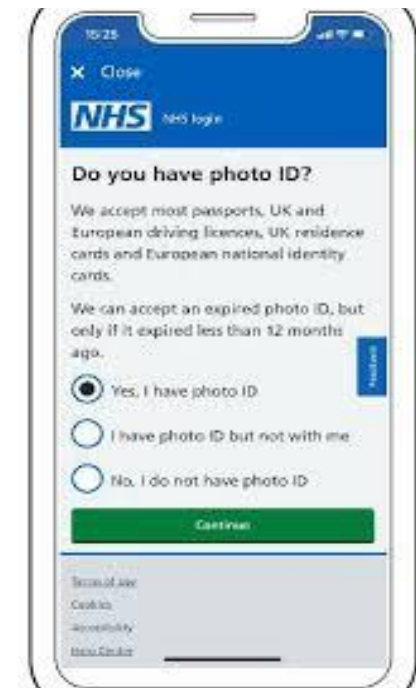NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone
2. Complete an automated scan of your face using your mobile phone. This will be used to match your face with your photo ID
3. Enter your date of birth
4. Enter your NHS number or your name and postcode

Option 2
Take a video

Through the NHS app or NHS online, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone
2. Record a short video of your face and say 4 randomly generated numbers (you can use also use British Sign Language or write the numbers down and show them in the video
3. Enter your date of birth
4. Enter your NHS number or your name and postcode

When you have completed these steps, your identity should be confirmed within a few hours.

Click to watch a video on NHS app - NHS Login Using Photo ID

Registering with the NHS App

ID Verification

What to do if you do not have photo ID

Each GP surgery creates an online account for patients on their clinical system.

You can use the following details which will be provided to you by your practice to prove who you are:

- ODS code of your practice
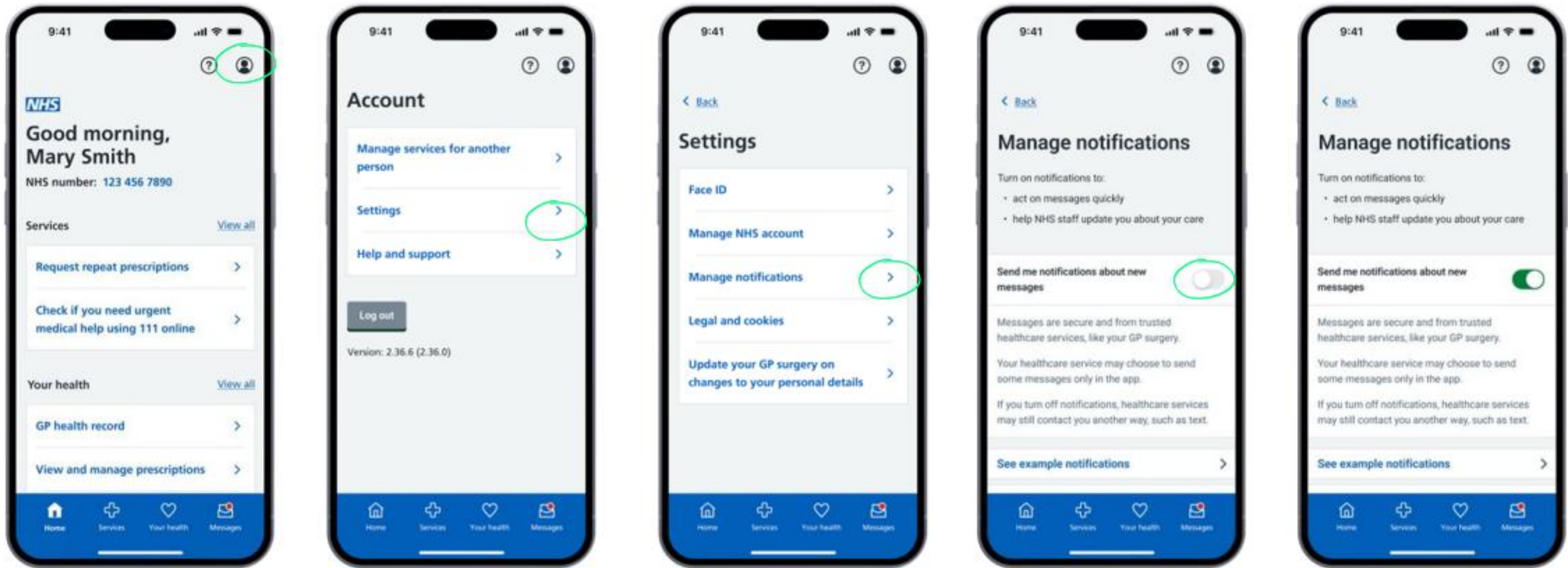- Account ID
- Linkage Key or passphrase

Your GP Surgery should provide you these details in a 'pin document'. The linkage key or passphrase will expire in 2 weeks after it is printed.

When you have the PIN document, follow these steps in the NHS app:

1. Select How to prove who you are without photo ID
2. Select Yes- I use online services
3. Select Yes- I have all 3 details
4. Enter the ODS code, account ID and linkage key or passphrase
5. Enter your full name and date of birth

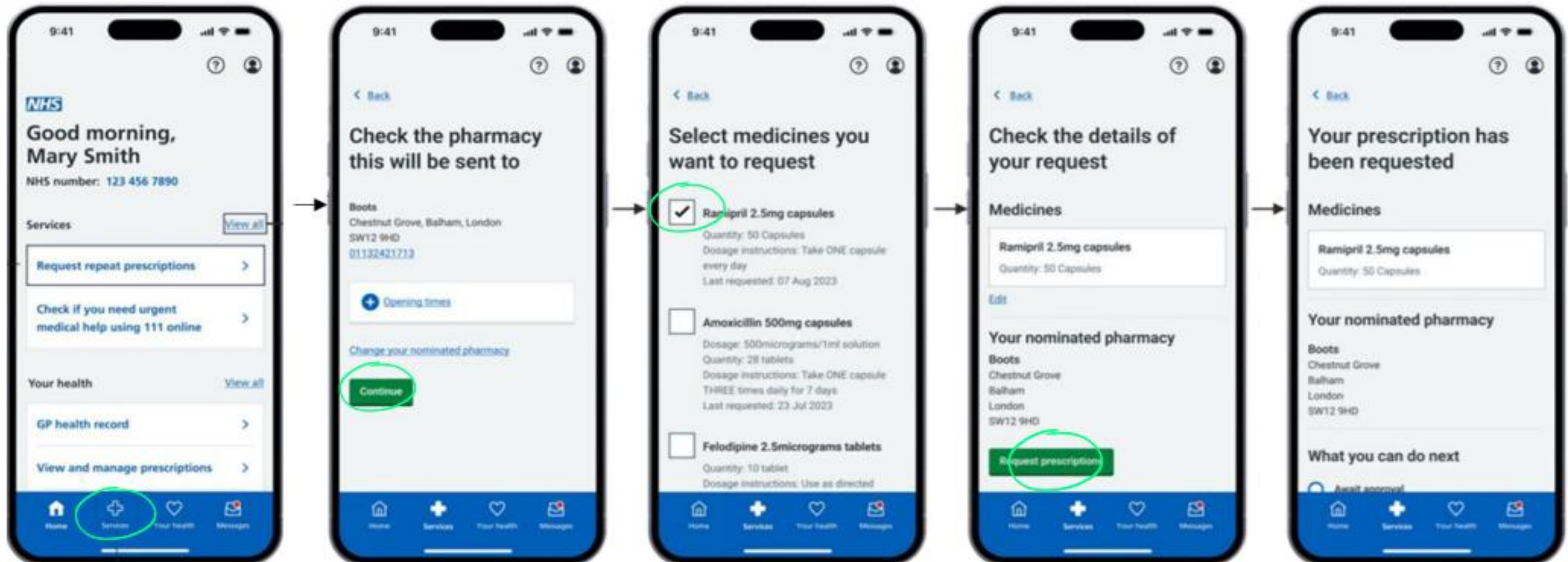**Click to watch a video on NHS app - NHS Login Without Using Photo ID**

Enable notifications in the NHS App

If you are not getting notifications for your NHS app first click the profile icon in the top right hand corner of your phone. Next press 'settings' and then 'Manage notifications'. Click on the switch labelled 'send me notifications about new messages'.

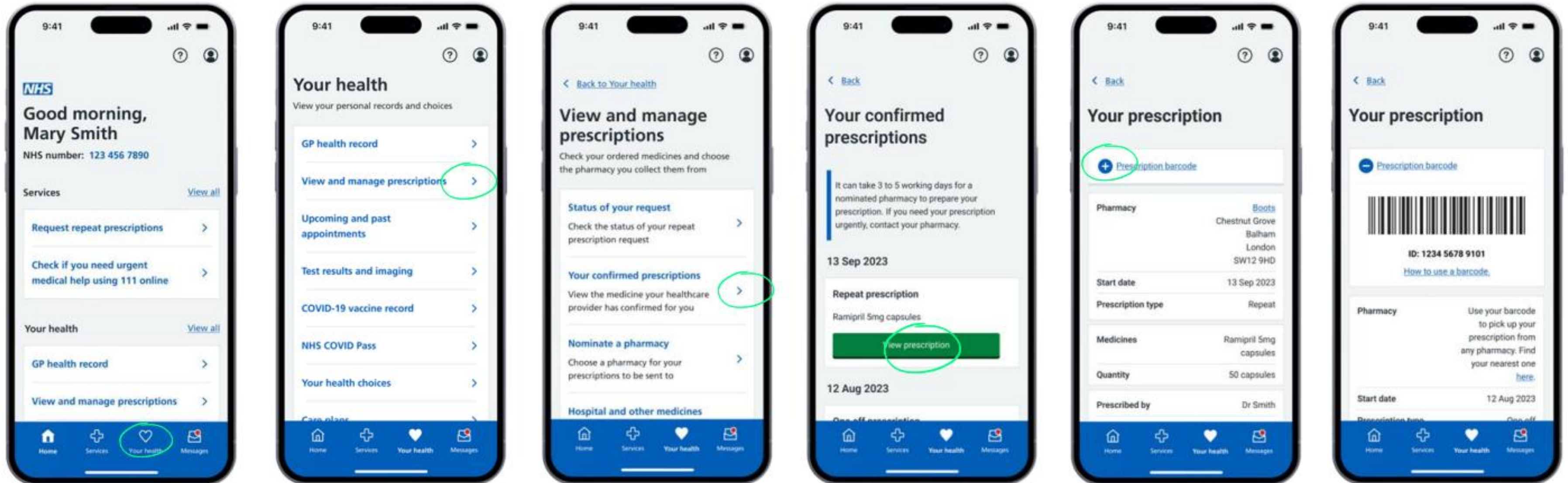Click here to watch a video on see NHS App messages and notifications

Ordering Repeat Prescription

To order your repeat prescription you will first need to click 'Services' on the blue bar at the bottom of your screen and then press request repeat prescriptions. Check the pharmacy address is correct. If not, you can click 'change your nominated pharmacy' to choose the pharmacy you would prefer. Press the white boxes to tick the medicines you would like to request and click 'continue'. Confirm the details of your request and click 'Request prescriptions'
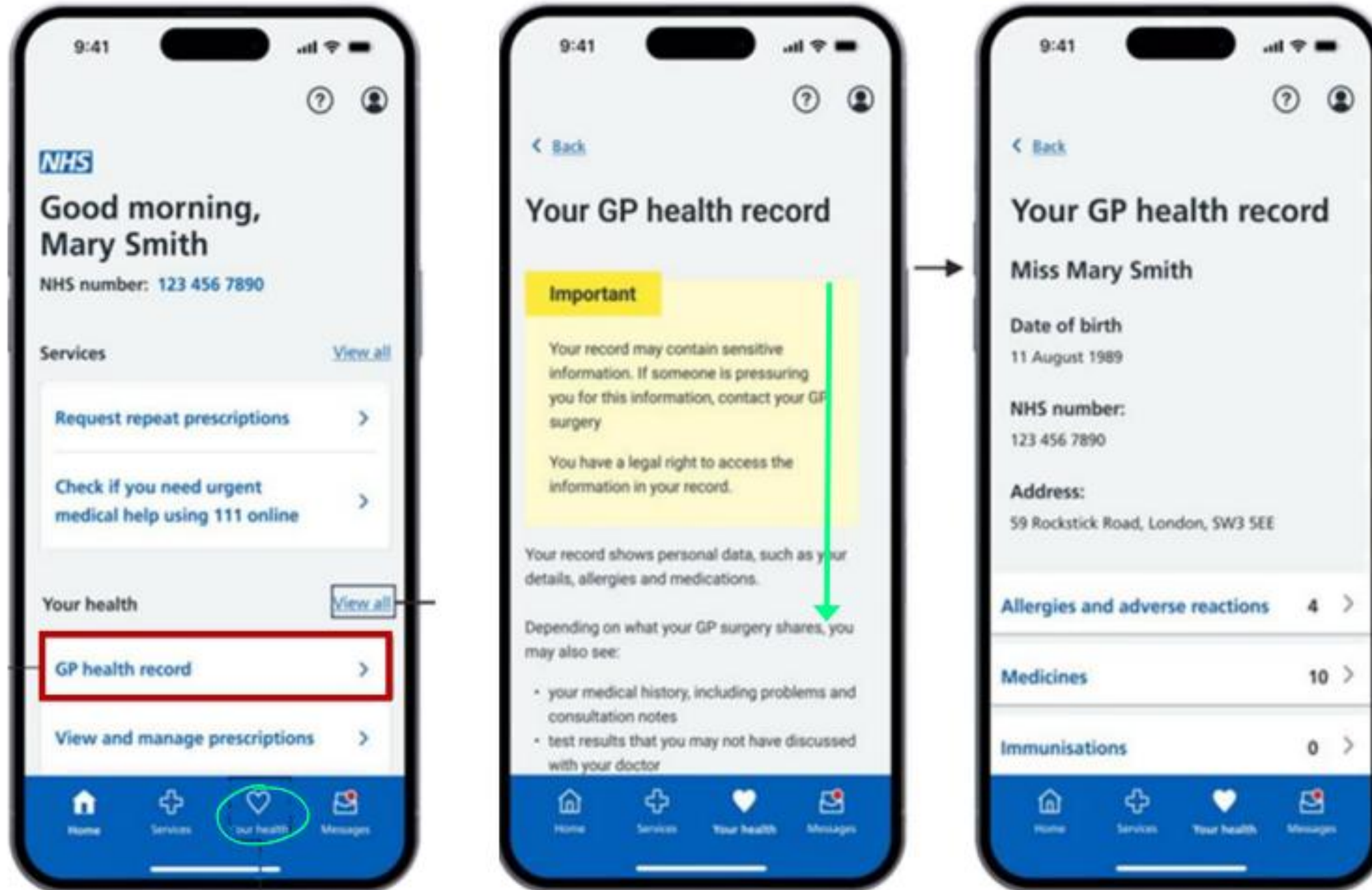
[Click here to watch how to order your repeat prescription via the NHS app](#)

View your prescriptions

To view your prescriptions first click on the heart at the bottom of the blue bar labelled heath. Next click 'view and manage prescriptions. After this you will need to press 'Your approved prescriptions' or your 'confirmed prescriptions'. This will show your prescriptions. If you press 'view prescription' you will be able to see details regarding your prescription. If you need to pick up your prescription from a different pharmacy you can press the plus icon next to pharmacy barcode for your local pharmacist to scan.
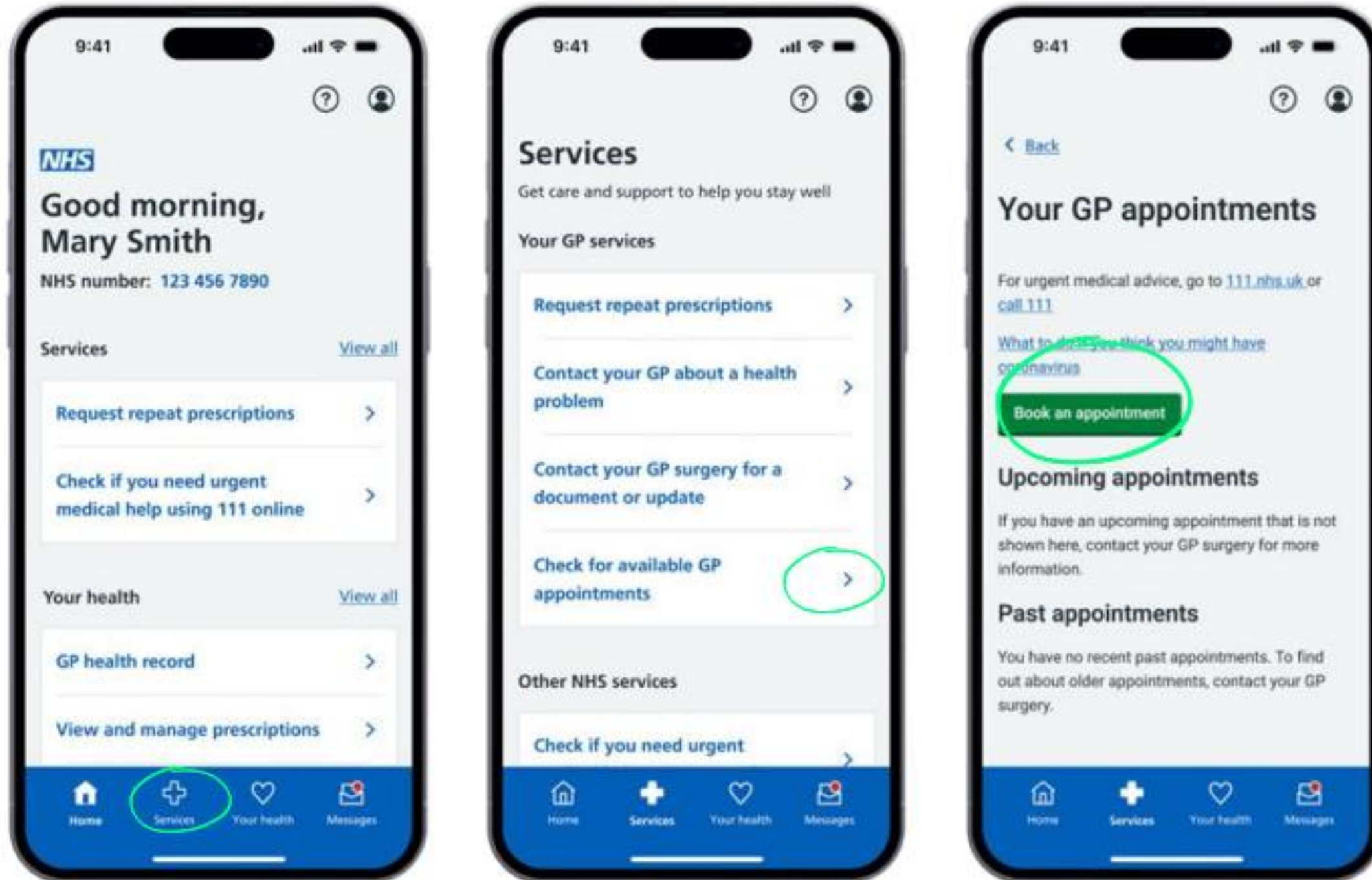
View your GP Health Records

To view your GP Health Record you can click on GP Health record on your home screen. Or you can click on the Heart labelled 'your health' on the bottom on your screen. After this you should press 'GP health record'.

A security page will show which highlights that you will be accessing personal and sensitive data. .Scroll down and press 'continue' to view your record.

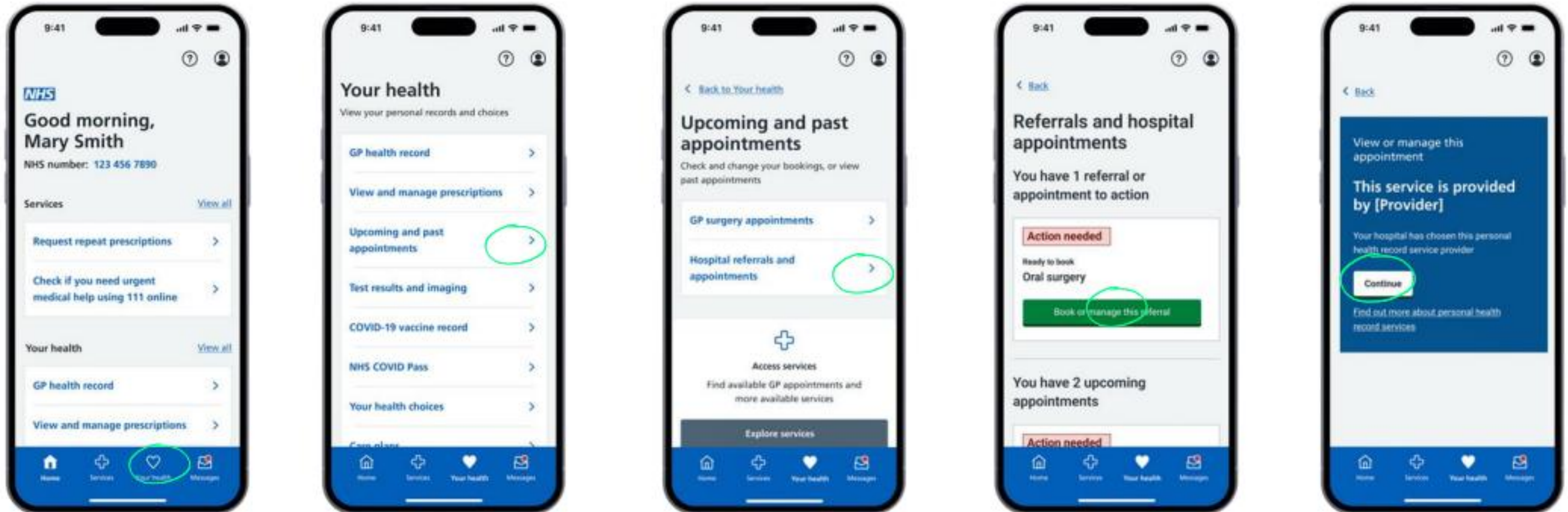[Click here to watch a video on how to see your GP health records on the NHS app](#)

Manage GP Appointments

To book an appointment with your GP you must first click the plus labeled 'Services' on the bottom blue bar of your screen. After this press check for available GP appointments.

You will then need to press the green square that say's ' 'book an appointment'. You will then be shown any available appointments at your practice. Click on this appointment you would like to book.
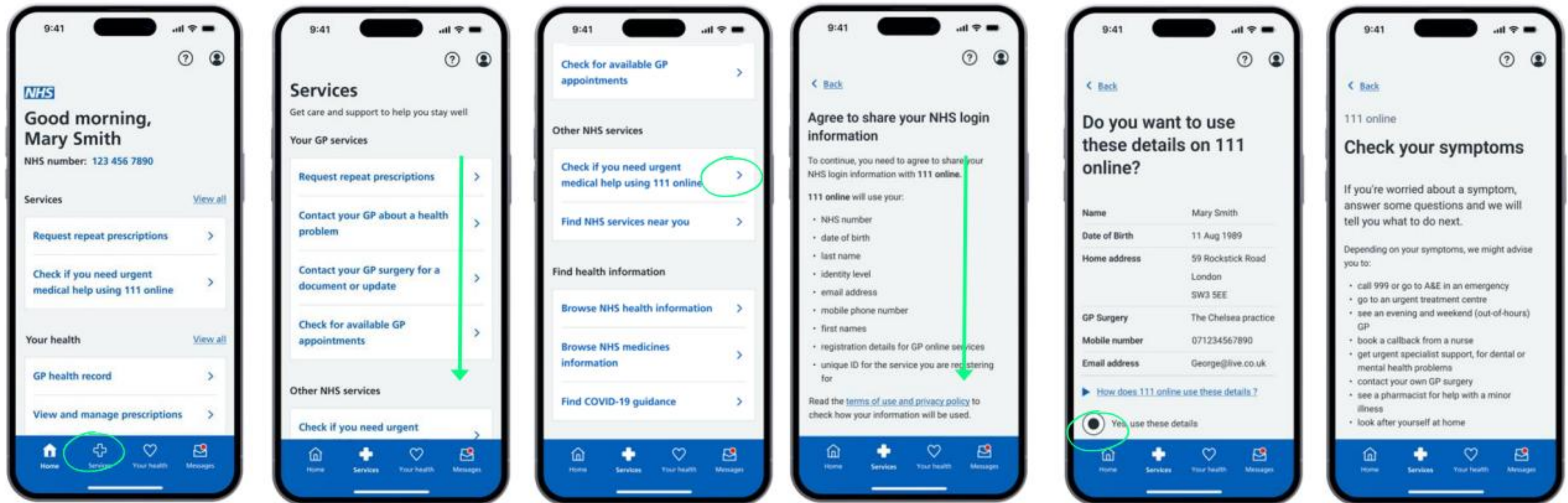
View and Manage Hospital Appointments and Referrals

To access hospital appointments first you need to click on the heart that says 'your health' on the bottom blue bar on the screen. Then click 'upcoming and past appointments'. After this press 'hospital referrals and appointments'. If you have any upcoming appointments or appointments at the hospital you need to respond to they will show up here. If the Red bar says ' action needed' you should press the green button that says ' book or manage appointment' Then press continue. This will then tell you when to book your appointment.

Click here to watch a video on how to see your hospital referrals and appointments on the NHS app

Use 111 Online

To access 111 online you first need to press the plus button on the blue bar at the bottom of your screen. Then scroll down until you see other NHS services and press 'check if you need urgent medical help using 111 online'. You will then need to confirm to share your NHS login information with 111. To do this scroll and press Agree. You will be then asked if you want to use the information listed on the NHS app or list new information. If the information is correct press next. You will then be asked questions on your symptoms and advised on next steps.

Click here to watch how to use 111 on the NHS app

Help and Support

If you have any problems using the NHS app, you can:

- go to 'Help' in the top right-hand corner of the app. You will get help related to the feature you are using

- visit https://www.nhs.uk/nhs-app/nhs-app-help-and-support/