



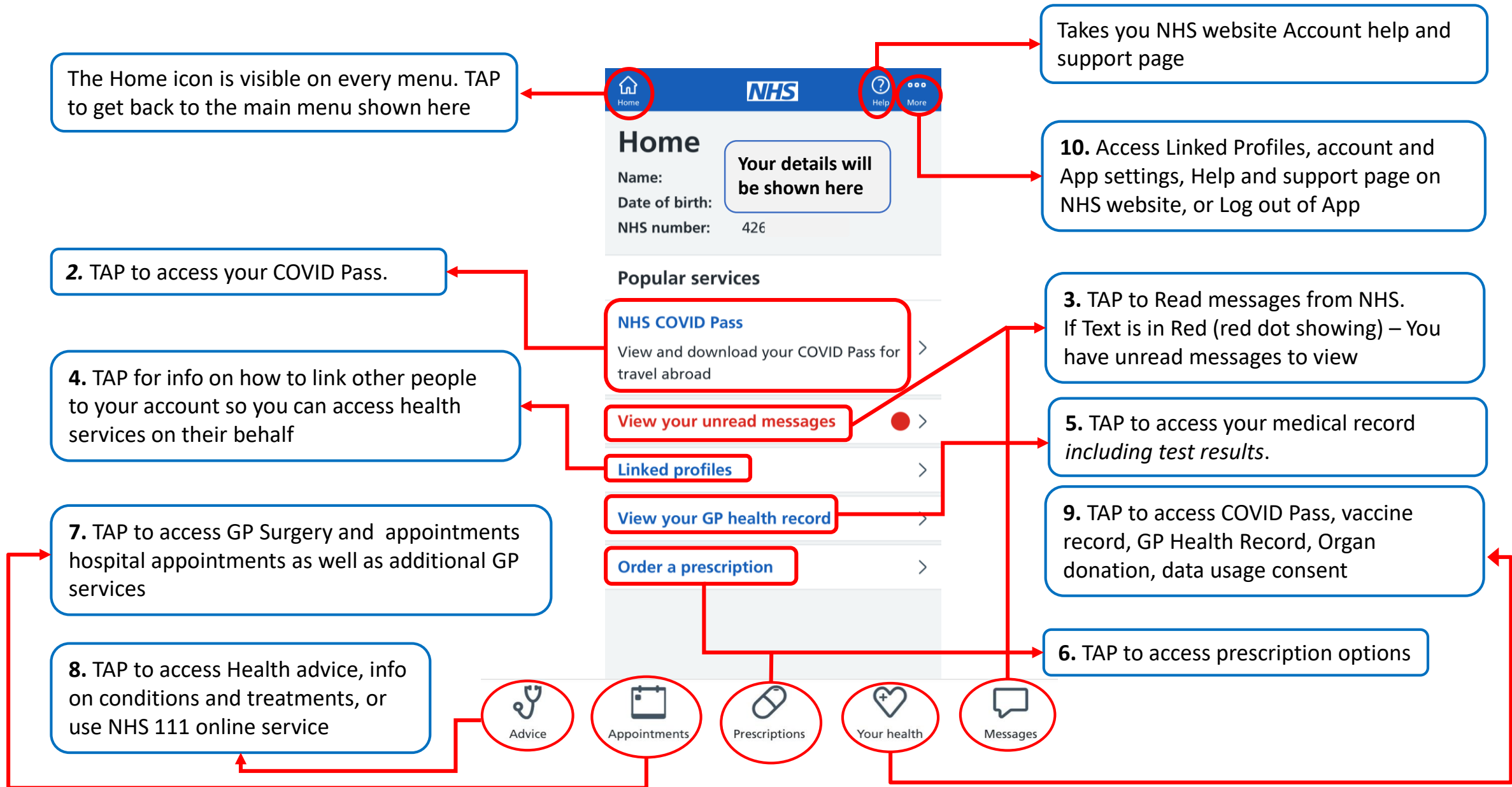
# NHS App

## A Step-By-Step Guide To Using The App

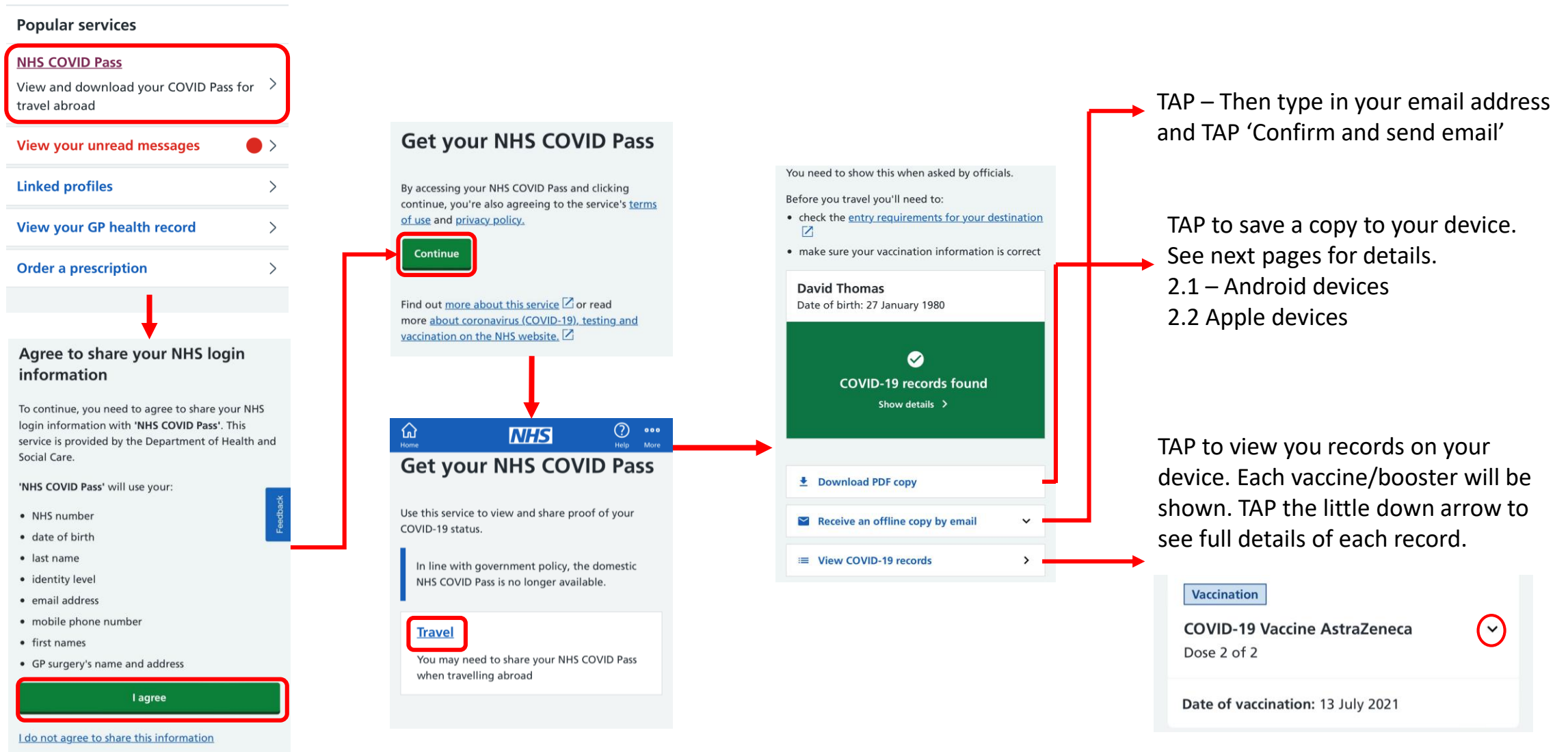
**Guide Key** - Tap the screen where you see a red box like this OR the word **TAP**

**NB** - If you don't see  on your device - *Scroll down*

# 1. Home – Main Menu

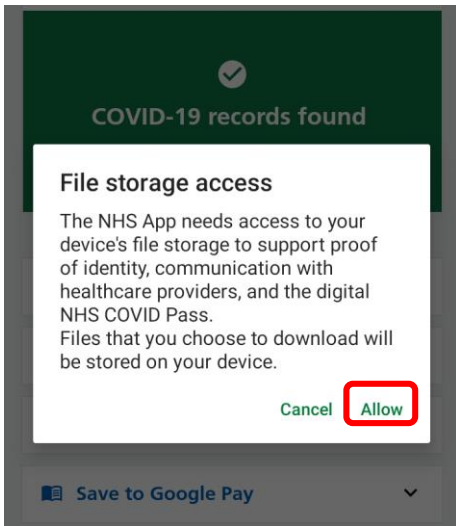


## 2. NHS Covid Pass - Travel

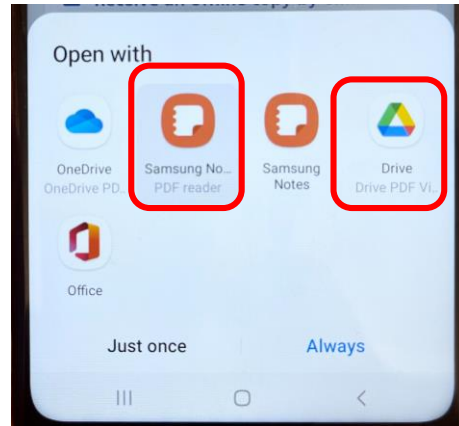


## 2.1 NHS Covid Pass – Travel – Download PDF Copy - **Android**

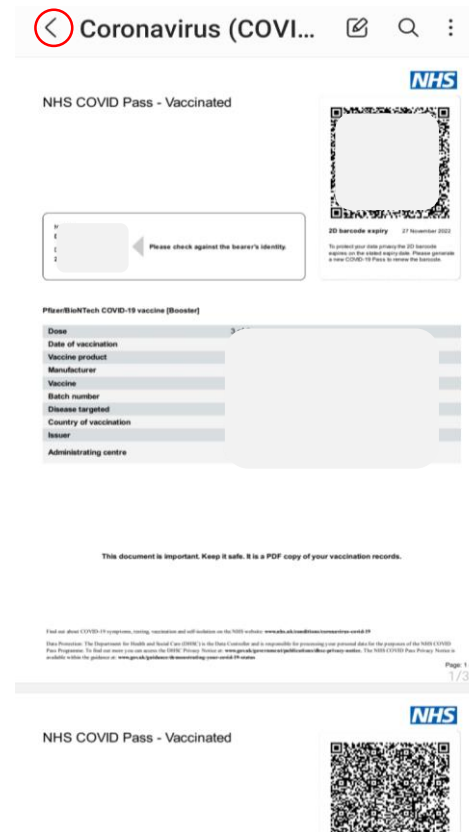
If it is the first time you have done this on the app you will have to give the NHS app permission to access the storage on your device. The notification may vary between android devices but you will always need to **TAP - Allow**



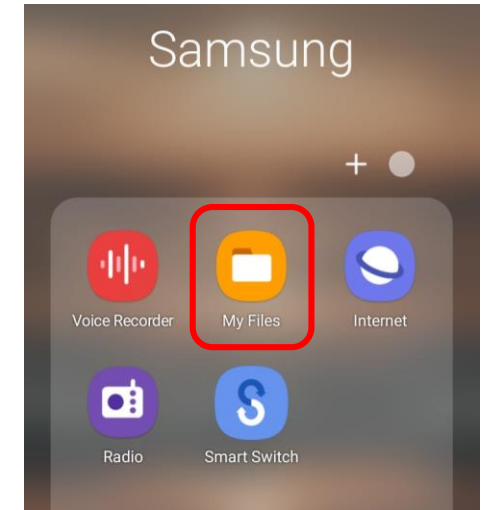
If using a Samsung Device; TAP 'Samsung PDF Reader' You could also select Adobe, Google Drive, or any other PDF reader. Once selected the Vaccine document will load for you to view on your device.



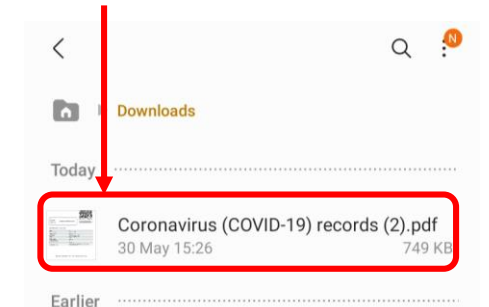
You can scroll down to view the whole document. When you have finished viewing the document – TAP The back arrow in the top left of the screen.



To view at a later date go to your apps list and search for 'My Files' - TAP

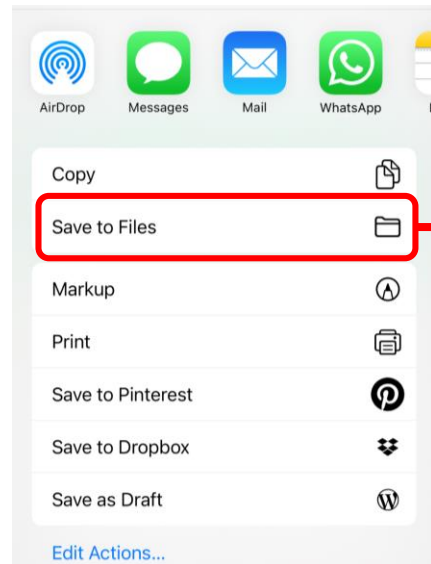


TAP – Downloads  
The file will be named like below

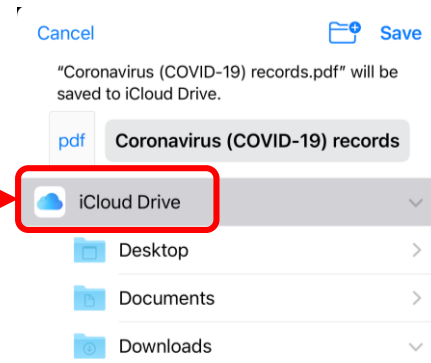


## 2.2 NHS Covid Pass – Travel – Download a PDF Copy - *Apple*

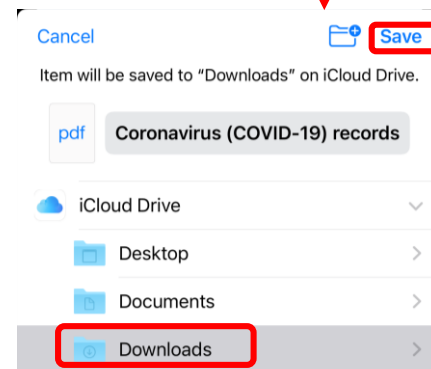
TAP – Save to Files



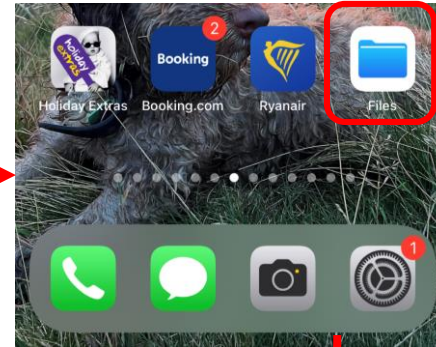
TAP – iCloud Drive



TAP – Downloads  
TAP - Save



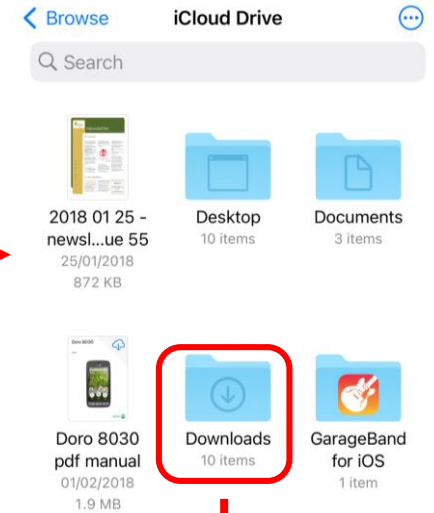
To view the document  
scroll through your Apps  
Find 'Files' then TAP to  
open



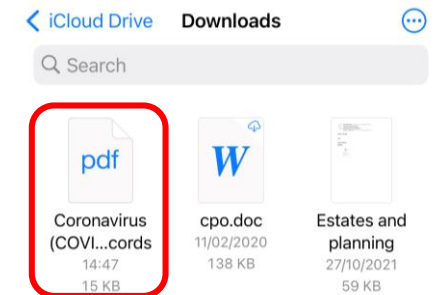
TAP – iCloud Drive



TAP - Downloads

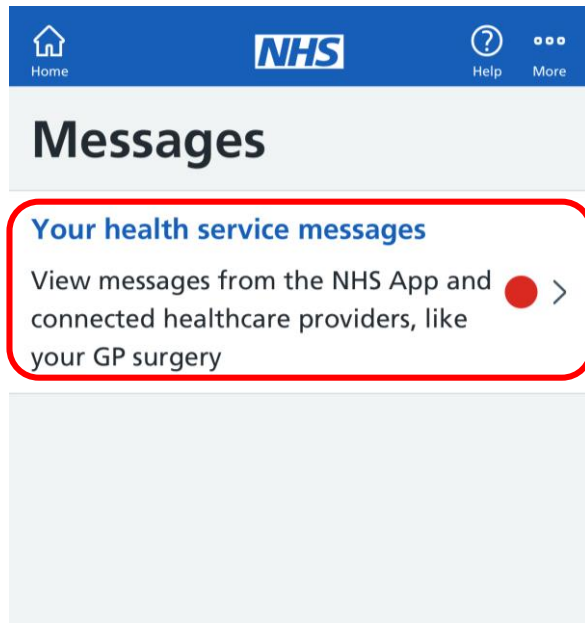


TAP – The file named –  
'Coronavirus...' to view

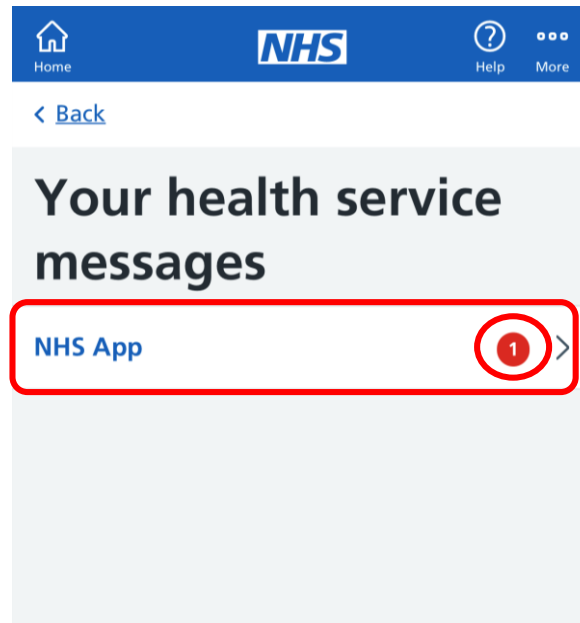


### 3. Messages

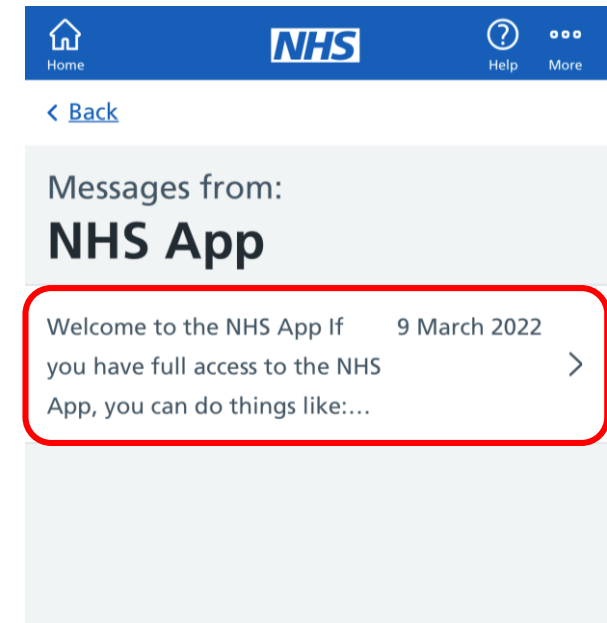
If you have any unread messages there will be a red dot visible. TAP anywhere in the red box



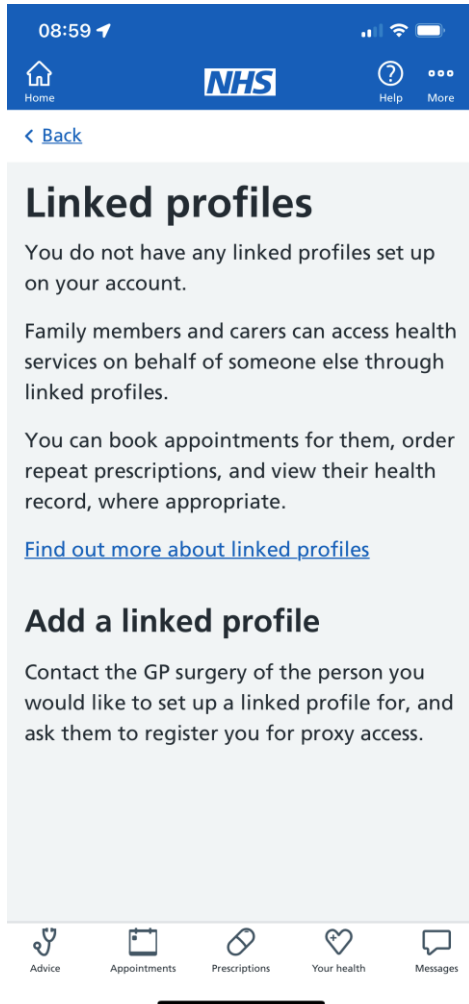
If you have a message from the NHS App or your GP Surgery it will be clearly shown here. The red dot indicates an unread message with the number shown. TAP to view messages.



TAP to read the full message



## 4. Linked Profiles



If you have any linked profiles they will be shown here. To access the profile TAP on their name.

Linked profiles allows parents, family members and carers to act on behalf of children, cared for dependents, and relatives, to access their health care information.

To set up a linked profile you need to contact your GP Surgery. They will guide you through the process. You will need identification to prove who you are.

Conditions to be accepted:

- Both registered at the same surgery
- Both have GP online services accounts set up
- The GP surgery has registered you for proxy access

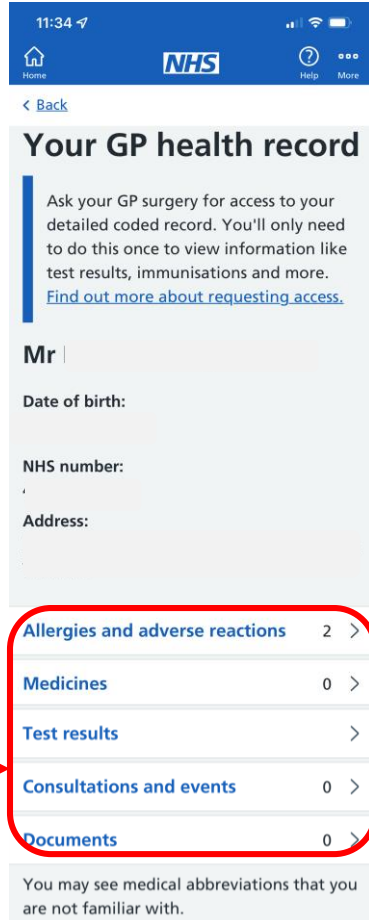
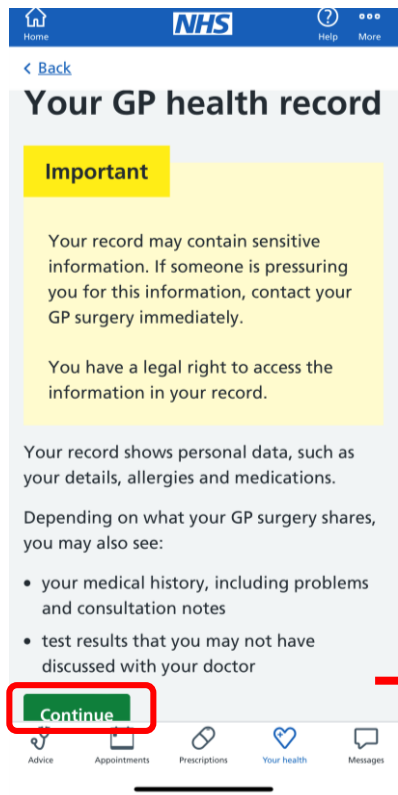
Depending on the level of access your GP surgery has given, you will be able to:

- Book an appointment
- Order repeat medication
- View their GP health record

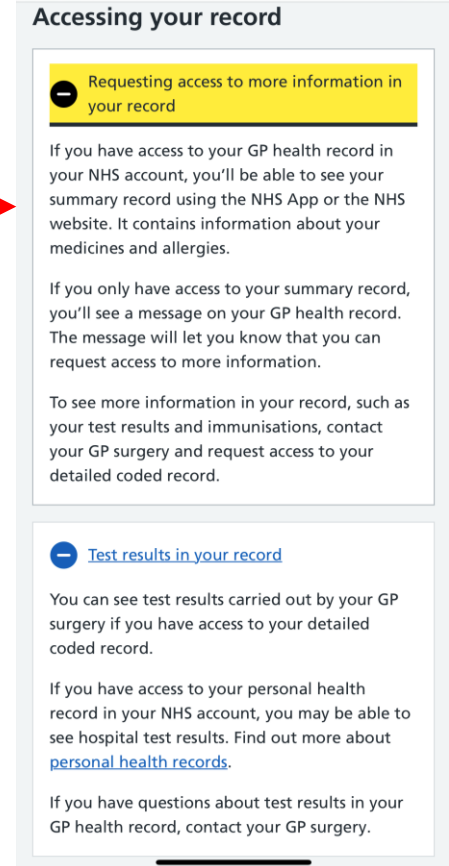


## 5. Your GP Health Record

TAP – Continue to view your record



If information is limited (e.g. you can't see recent/past test results) you will need ask your GP surgery to access your detailed records.

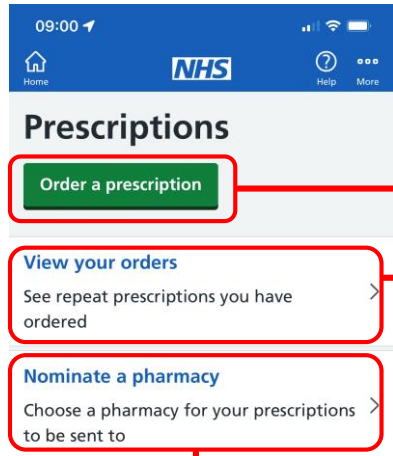


TAP on the record to view your information

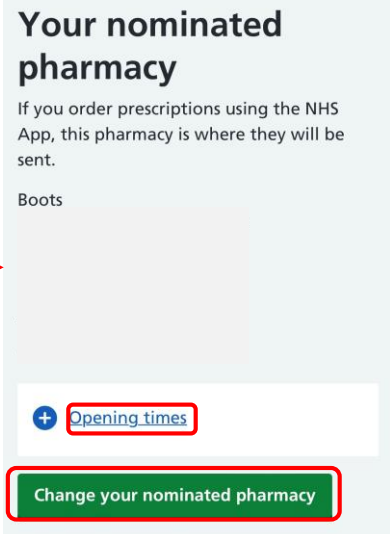


## 6. Order a Prescription

TAP – Order a prescription



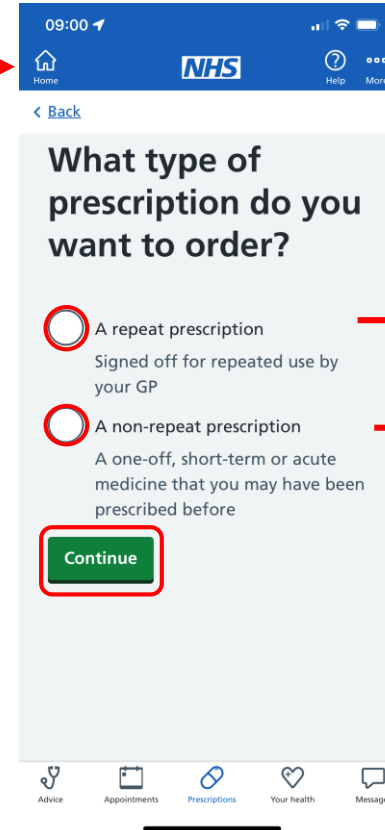
TAP – to view medication you have ordered previously



If you have already nominated a pharmacy the address details will be shown here.  
TAP – Opening times to view.

To change to a different pharmacy  
TAP - Change your nominated pharmacy – **Go to 6.2** for guide

TAP the appropriate option  
TAP - Continue



**Go to 6.1** for guide

### Contact your GP surgery for non-repeat prescription requests

You cannot order non-repeat prescription items in the NHS App.

Contact your GP surgery to request the prescription.

If you cannot contact them, go to [111.nhs.uk/emergency-prescription](https://111.nhs.uk/emergency-prescription) or call 111 to request an emergency supply of the prescription item.

You can't do this through the app. You need to contact your GP or log into your System Online / Airmid UK App and request the medication.

## 6.1 Ordering Repeat Prescriptions

If the pharmacy is correct  
TAP – Continue

### Check the pharmacy this will be sent to

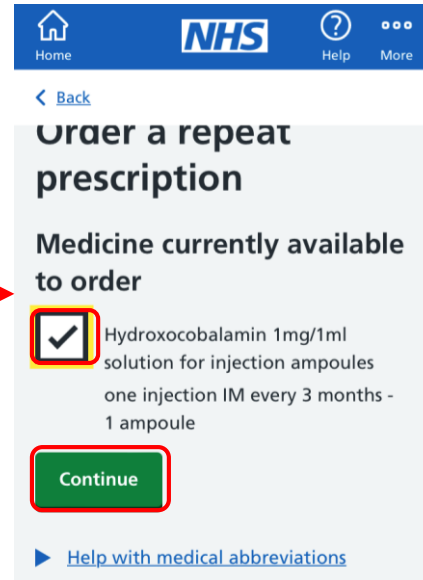
Boots  
Address shown here

[+ Opening times](#)

[Change your nominated pharmacy](#)

Continue

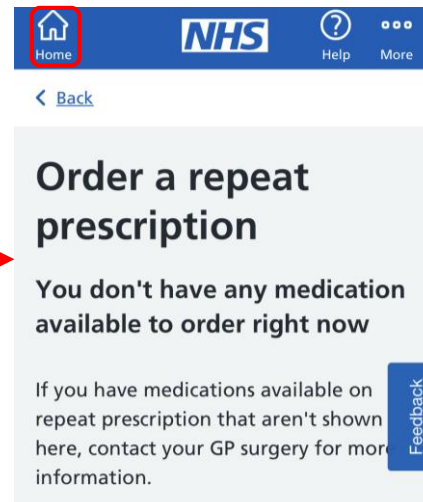
TAP here if the pharmacy is  
wrong or you just want to  
change it – **Go to 6.2 for  
guide**



If you have medication ready to order they will be shown here. You may need to scroll down to view them all.

To order - TAP the white box next to the medication information and a tick will appear to confirm it has been selected.

Then TAP – Continue  
You will then see a message to confirm it they have been ordered. It will ready to collect/be delivered in 2 days



If you don't have any medication ready to order you will see this message.

TAP – Home to go back to the main menu.

## 6.2 Prescriptions – Nominate a Pharmacy

TAP – appropriate option  
TAP - Continue

### Choose a type of pharmacy to search for

- High street pharmacies  
You can collect your prescriptions in person at a high street pharmacy local to you. They may also deliver. You'll be able to nominate a high street pharmacy in the NHS App.
- Online-only pharmacies  
These send your prescriptions to you in the post. It's not possible to nominate an online-only pharmacy in the NHS App. You'll need to register with the pharmacy directly instead.

Continue

Enter your home postcode  
TAP – Search

### Find a high street pharmacy

Enter a full postcode in England  
For example, LS1 1AB

TAP to type

Search

You will have to visit the online pharmacy website directly to register

### Register with the online-only pharmacy directly

To nominate an online-only pharmacy, you must register with the pharmacy through their website or contact them.

[View a list of online-only pharmacies](#)

[Go back to your prescriptions](#)

Scroll through the list.  
Closest pharmacy will be shown first  
TAP on the name to select

### High street pharmacies near "ts14 6jb"

Distances given are in a straight line but travel routes may be longer.

Boots

Address shown here

WELL

Address shown here

If you are happy with the pharmacy  
TAP - Confirm

### Check your nominated pharmacy details

This is the pharmacy where your prescriptions will be sent in future.

Boots

Address shown here

0.4 miles away

[+ Opening times](#)

Confirm

TAP – Home to go back to the main menu  
TAP – Go to your prescriptions – to order/view medication

Home NHS Help More

### You have nominated a pharmacy

Your nominated pharmacy is:  
Boots

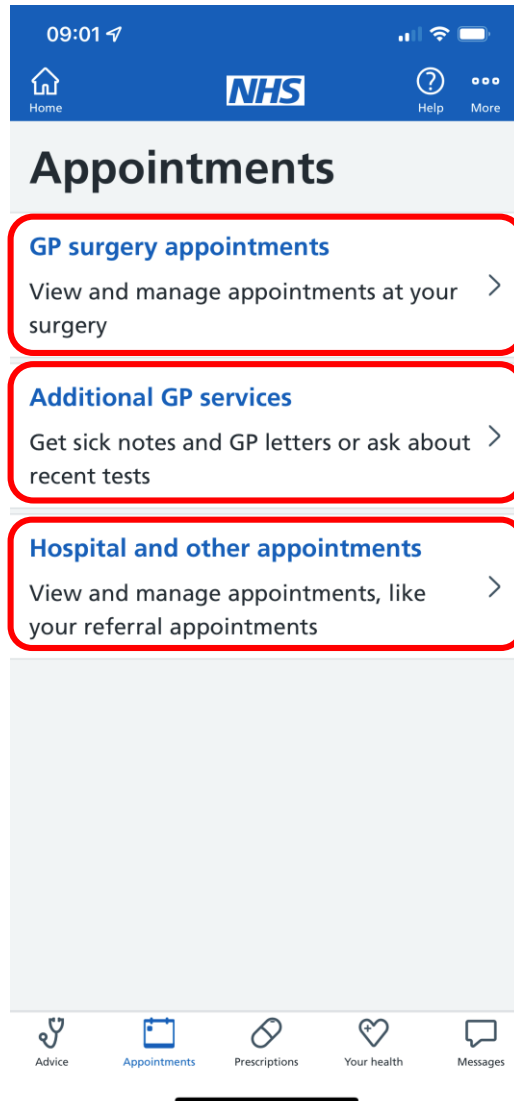
Address shown here

### What happens next

Your prescriptions will be sent to Boots from now on.  
Collect your prescriptions from Boots when they are ready to collect.

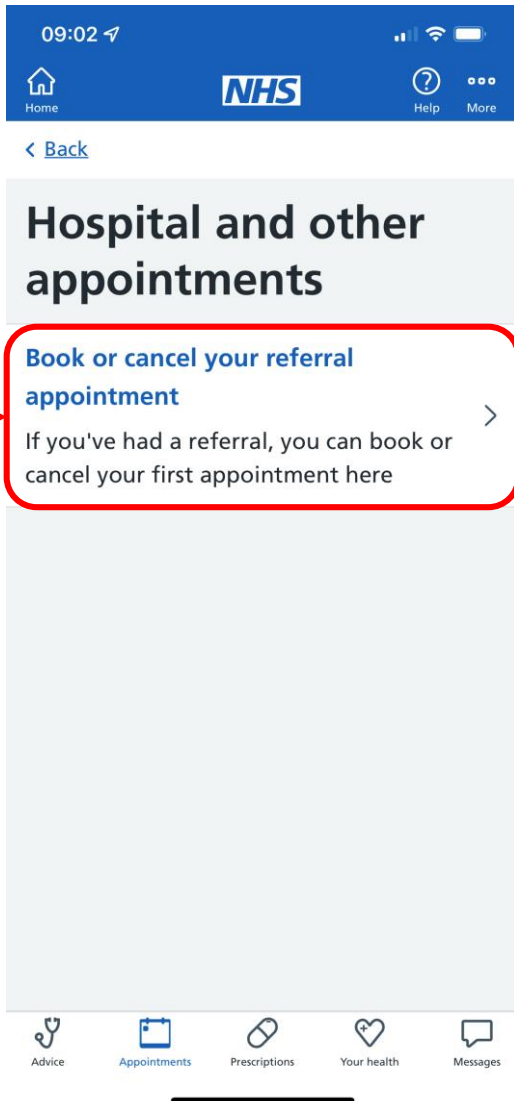
[Go to your prescriptions](#)

## 7. Appointments



**7.2 For Guide**  
TAP to view/manage  
Your surgery appointments

**7.3 For Guide**  
TAP to get sick notes,  
GP Letters or recent  
test information



TAP to book or cancel your referral appointments if you have any. This will be referrals by your GP to see a specialist.  
**NB.** You can only book, view or cancel your first appointment.

## 7.2 Appointments - GP Surgery Appointments

***N.B This service is not available for every GP surgery. If your app says 'Sorry this service is not available' unfortunately you will still have to call. You can check with your GP Surgery when this service will be activated.***

TAP – Book an appointment.  
Scroll down to view previous appointments

**Your GP appointments**

For urgent medical advice, go to [111.nhs.uk](https://111.nhs.uk) or call 111.

[What to do if you think you might have coronavirus](#)

**Book an appointment**

**Upcoming appointments**

If you have an upcoming appointment that is not shown here, contact your GP surgery for more information.

**Past appointments**

Wednesday 22 February 2017  
8:00am

Appointment type  
Clinician: Dr J. ... - Finished

TAP – Select type.  
TAP on the appropriate appointment type from the drop down list

**Book a GP appointment**

Type of appointment

Which type of appointment do I need?

**Select type**

- Select type
- Blood Test
- CLINIC BP
- GP Pre-Bookable Telephone
- SATURDAY GP Pre-bookable Telephone

If you want a particular doctor  
TAP on 'No preference' – a drop down menu will appear. Tap the doctor you want to see.  
Appointments available for the next 16 weeks will be shown. To check for closer availability – TAP 'Next 16 weeks' then TAP the time frame to check.

Practice member (optional)

No preference

Filter available appointments

**Next 16 weeks**

- Today
- Tomorrow
- This week
- Next week
- Next 8 weeks
- Next 16 weeks

Available appointments will be shown at the bottom of the screen. Scroll down to see them all.  
TAP on the one you want

< Back

GP Pre-Bookable Telephone

Location  
Surgery

Practice member (optional)  
No preference

Filter available appointments  
Next 16 weeks

**Available appointments**

- Thursday 23 June 2022  
10:20am  
1 available appointment
- Friday 24 June 2022

TAP in the box then write a brief sentence on the reason for the appointment.  
TAP – Confirm...

**Confirm your GP appointment**

Check your appointment details before booking.

Thursday 23 June 2022  
10:20am

Appointment type  
GP Pre-Bookable Telephone

Session  
Dr : (Female)

Location  
Surgery

Give a reason for this appointment  
Text must be shorter than 150 characters (about 25 words).

This text may not be read by your GP or practice member until the day of your appointment. If it's urgent, contact your GP surgery before booking.

**TAP – to type**

**Confirm and book appointment**

If there are no appointments you will see this message.  
You can alter the filter information to try and find an available appointment

Filter available appointments

This week

**No appointments available for your search**

You can choose different filter options, or select "No preference" for the practice member, to show any available appointments.

If you cannot find the appointment you need, contact your GP surgery.

For urgent medical advice, go to [111.nhs.uk](https://111.nhs.uk) or call 111.



## 7.3 Appointments – Additional GP Services

TAP – Privacy notice to accept  
TAP - Continue

Home NHS Help More

< Back

Additional GP services

**Important**

This service is provided by an online consultation service provider, eConsult Health Ltd, on behalf of your GP surgery. [Find out more about online consultation services.](#)

(optional)

Use this service to contact your GP surgery for things like test results, sick notes, GP letters and medical reports.

It takes around 5 minutes to answer a few questions.

To save you typing in personal information the online consultation service needs, you can use the personal information we already hold.

Use my name, date of birth, NHS number and postal address with the online consultation service as described in the [NHS App privacy policy.](#)

Continue

TAP – For myself  
Or  
For my child – You will be asked

- Are you the legal guardian –
- Your relationship to the child
- Child's gender
- Child's Date of Birth

Your GP surgery provides this service

Additional GP services

**Are you asking for help for yourself or for your child?**

For myself

For my child

Continue

End my consultation

TAP – Privacy notice to accept  
TAP - Continue

Additional GP services

**Use this form to contact your NHS practice by answering a series of questions.**

If your answers suggest urgent symptoms, we may tell you to contact another NHS service.

Don't use this form when outside the UK, as your practice won't be able to help.

I have read and accept [the privacy notice](#)

Continue

End my consultation

TAP – to confirm you understand the form  
TAP - Continue

**This form lets you ask the practice for sick notes, test results, doctor's letters and other paperwork.**

Don't use this form to ask about medical problems. Your practice won't have enough information to help you.

If you need advice or treatment for a medical problem, go back to the list of symptoms and conditions and start again.

I confirm I'm not requesting advice or treatment for a medical problem

Continue

End my consultation

TAP – Your gender  
TAP - Continue

Your GP surgery provides this service

Additional GP services

**Tell us your sex**

Female

Male

Continue

Below is the list of services you can get help with.

TAP - the service you require  
TAP – Continue and follow the instructions

Your GP surgery provides this service

Additional GP services

**What administrative issue can we help you with?**

Discuss a recent test(s)

Sick note (fit note)

GP letter

Medical Report

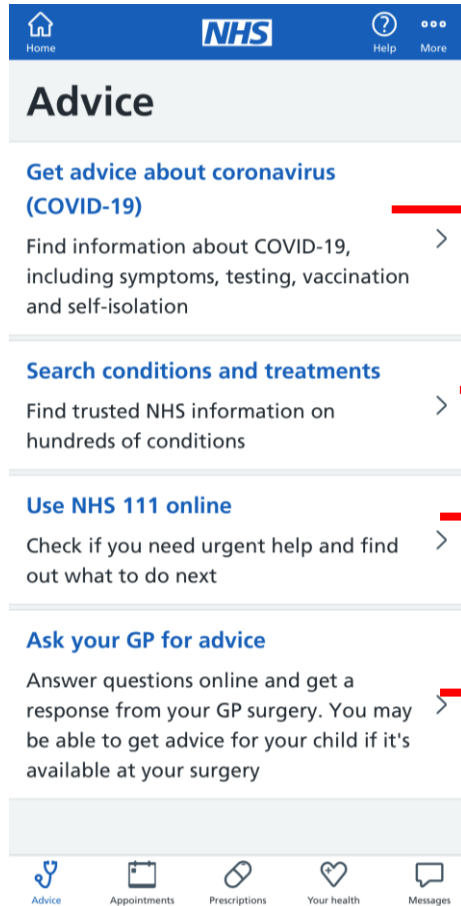
Medical Examination

Other requests for documents or paperwork

Continue

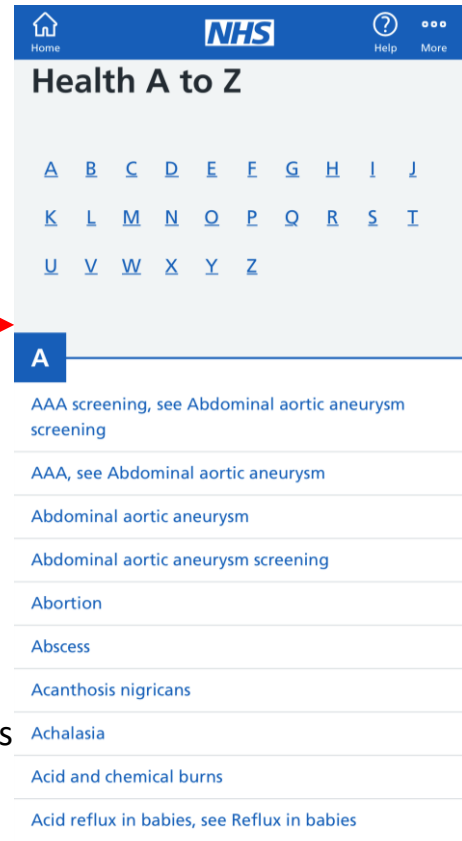
## 8. Advice

Main option page  
TAP on the option you need



Go to 8.2

This takes you to Additional GP Services  
Go to 7.3

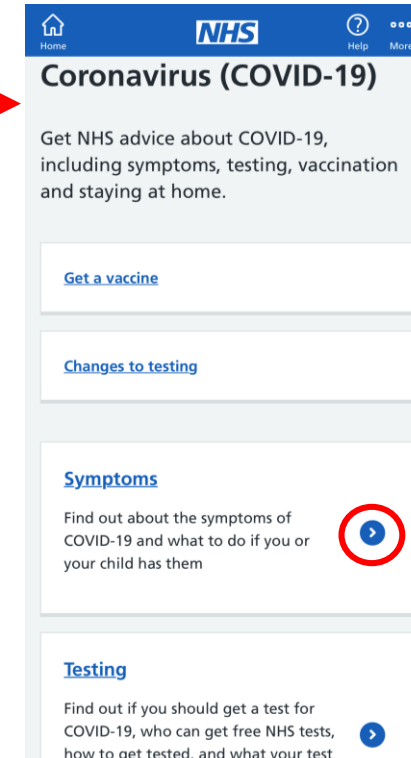


TAP on the **blue** or **blue underlined** to get more information on each condition.

1. Search by alphabet along the top
2. Scroll down to find condition.

Details available:

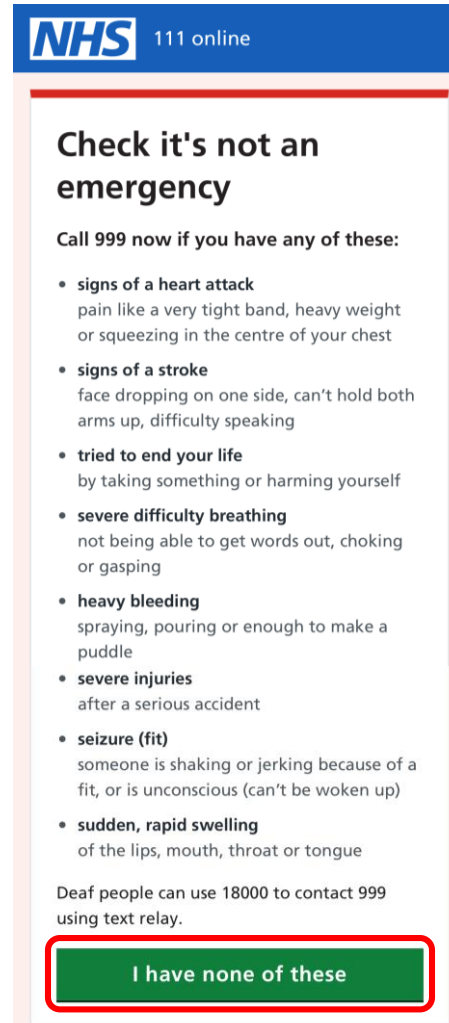
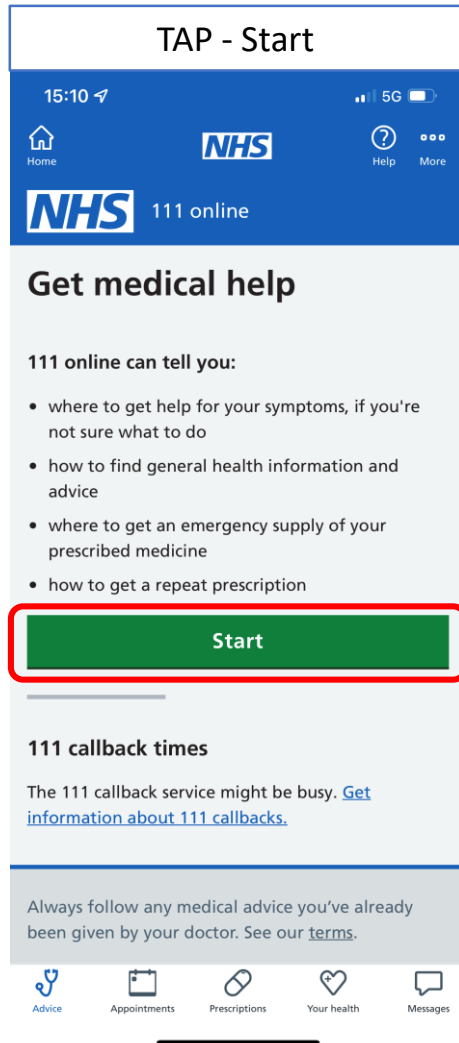
- Overview
- Symptoms
- Pictures
- Risks
- Causes
- Treatments
- Self help
- Prevention



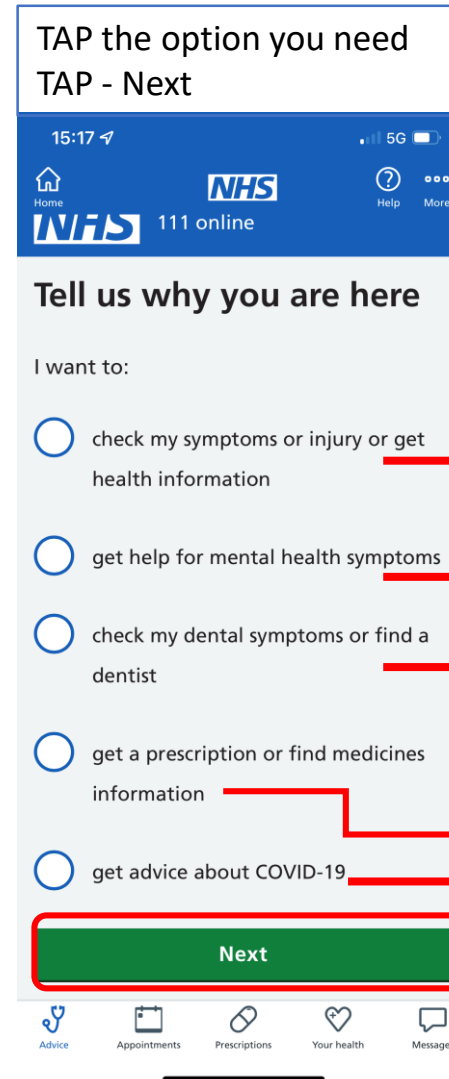
1. Scroll down to find the advice topic that you need.
2. TAP on the Blue arrow
3. Check to find the most relevant advice
4. TAP to read the advice and follow any further instructions.



## 8.2 Advice – Use NHS 111 Online



Scroll down checking through the list to make sure it is not an emergency.  
TAP – I have none of these  
If not an emergency



For urgent support for current symptoms you will be taken through a series of questions:

- Postcode
- Age
- Details of symptoms
- Any medication taken alleviate symptoms

To answer

1. TAP (then type if required) on your answer
2. TAP – Next
3. Then repeat steps 1 and 2

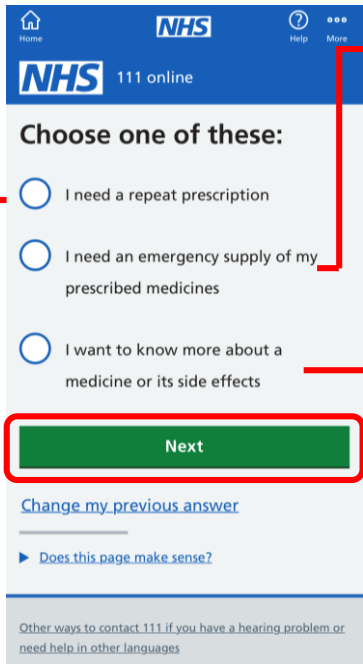
General Information – TAP on the link to NHS website.

**Go to 8.3**

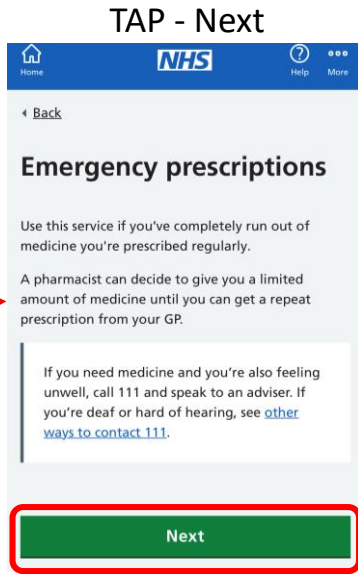
Takes you to NHS website for further advice

### 8.3 – Advice – Prescriptions or medicine information

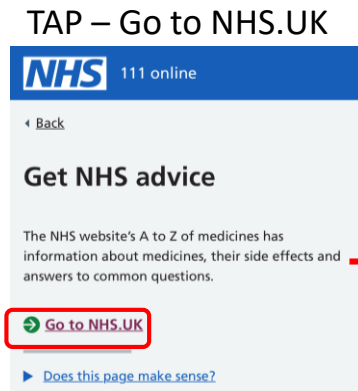
TAP on the option you need  
TAP - NEXT



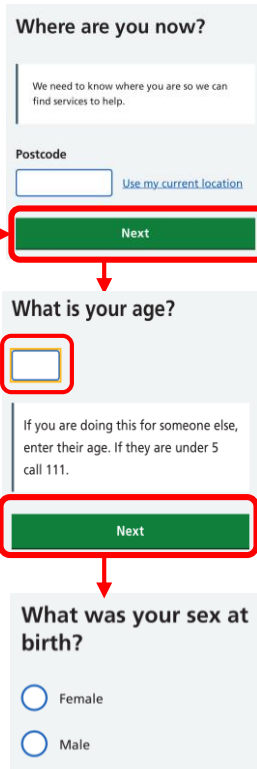
If you need a repeat prescription the best way is to follow option 6. from the main menu Guide



TAP - Next



TAP – Go to NHS.UK

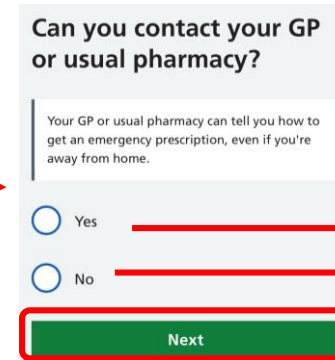


TAP in the Postcode box to enter details.  
If you don't know the postcode –  
TAP 'use my current location' and choose from the list. TAP - Next

TAP in the box to add yours or age of person concerned  
TAP - Next

TAP yours or sex of person concerned  
TAP - Next

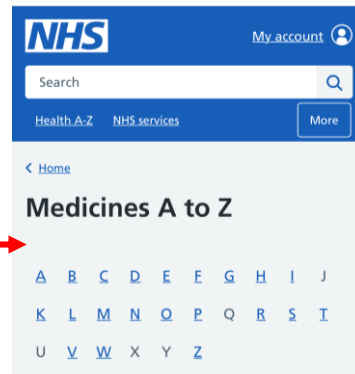
TAP the appropriate answer.  
TAP - Next



Contact your GP surgery or usual pharmacy

This is often the best way to get an emergency supply of medicine.  
They can organise a prescription to be sent to a nearby pharmacy.

Go to 8.31  
For guide



TAP – Search – then type in the name of the medicine you want more information on.  
OR  
TAP a letter to search medicines alphabetically

## 8.31 Emergency Prescription – can't contact local pharmacy

TAP on the appropriate option

TAP - Next

**When are you next due to take your medicine?**

Just tell us when the next dose of the first medicine is due.

- In less than 2 hours
- In 2 to 6 hours
- In 6 to 12 hours
- More than 12 hours
- I'm not sure

Next

TAP – Show me services that can help

**We've found services that can help**

To help the pharmacist or nurse decide if it's safe to give you the medicine they'll:

- check your records to see what you're regularly prescribed
- ask you some questions to make sure you're ok

**Pay standard NHS charges with a referral**

Some pharmacists are working with the NHS to charge standard prices for emergency repeat prescriptions.

You can refer yourself if there's one in your area.

Other places might ask you to pay for a private prescription, even if you are usually exempt.

Show me services that can help

TAP – Refer me to this service

**NHS** 111 online

**Where to get help**

**Emergency prescription service**

Open today: 9:00am until 5:30pm  
0.2 miles away

This service needs some more details from you.

[Refer me to this service](#)

[Why is this the recommended service?](#)

This service is available in TS14 6JB.  
[Change my location](#)

TAP – Enter my details

**Why we need your details**

Sending your phone number, name and home postcode helps the pharmacist find your NHS number.

As they'll know who you are you'll pay standard NHS charges. If you're exempt you won't pay.

You might be asked to show some identification when you get there.

**Contacting them before you go**

If you phone them before you go they'll tell you:

- if they're able to give you the medicine
- if they have it in stock
- what to do if they can't help

If you don't contact or go to the pharmacy they'll have to phone you to make sure you're OK.

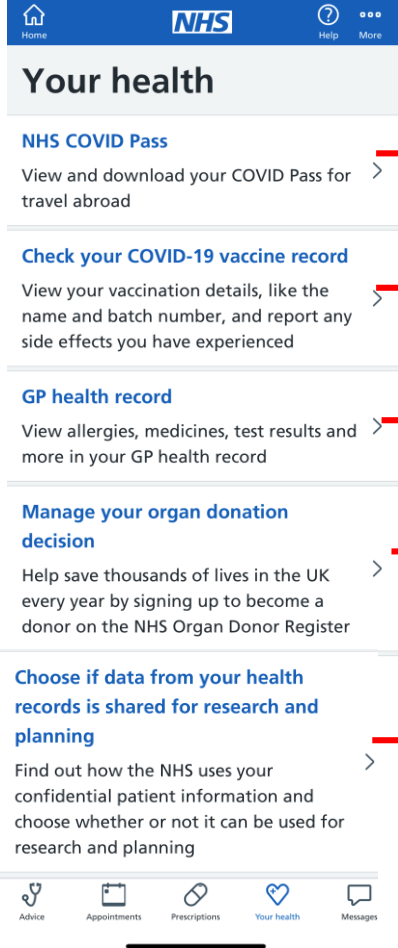
Enter my details

You will go through a series of questions.

1. TAP on the appropriate answer for each
2. TAP –Next
3. Repeat
  - a) Who needs help
  - b) First and last name
  - c) Date of Birth
  - d) Contact number
  - e) Where are you (this is based on postcode info you gave previously)
  - f) Is it your home?
  - g) Check details are correct then TAP – Send details
  - h) The pharmacy will then contact you asap

# 9. Your Health

TAP on appropriate option to go to next step



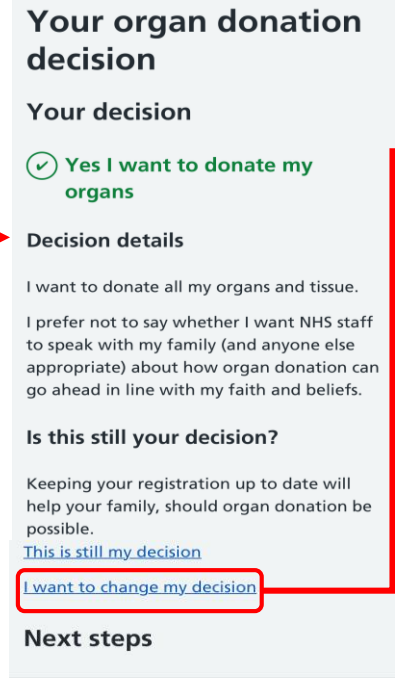
Go to 2. For Guide

View Covid vaccine information

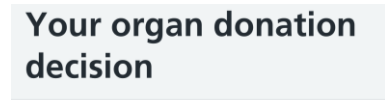
Go to 5. For Guide

Read more information with option to 'make your choice'  
Go to 9.1 to 'make your choice' guide

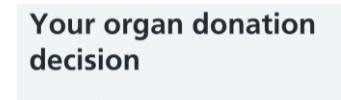
TAP on appropriate option to go to next step



TAP – Yes or No

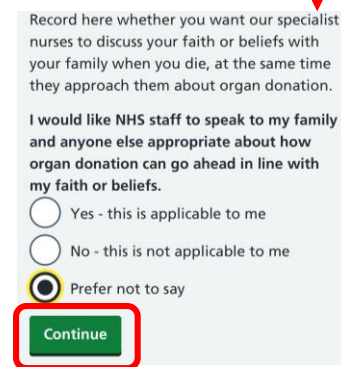


No – You will then be asked about ethnicity and religion.  
TAP on each to select answer (optional)  
TAP – Continue



TAP appropriate answer  
TAP – Continue

Some organs and tissue – You will need to select Yes/No on the list and then TAP continue

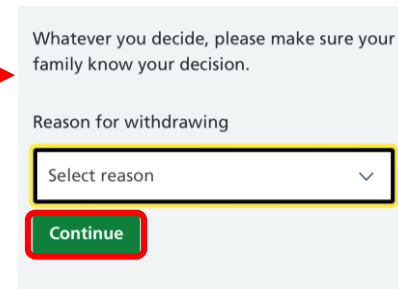


TAP appropriate answer  
TAP – Continue

You will then be asked about ethnicity and religion.  
TAP on each to select answer (optional)  
TAP – Continue

Taken to website -  
organdonation.nhs.uk

Taken to website –  
Blood.co.uk



TAP – Select reason  
TAP – appropriate reason  
TAP - Continue

## 9.1 Your Health Record - Make your choice

### TAP – Make your choice

Home NHS Help More

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## Make your choice

Choose if data from your health records is shared for research and planning

- [Overview](#)
- [How confidential patient information is used](#)
- [When your choice does not apply](#)
- **Make your choice**

Use this service to:

- choose if your confidential patient information is used for research and planning
- change or check your current choice

If you want to make a choice for someone else, find out how to on the [NHS website](#).

To make your choice scroll down and then TAP – Start now

Home NHS Help More

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COVID-19 outbreak). [Read more about the extension to the compliance deadline for national data opt-out.](#)

Any choice you make will not impact your individual care.

You're choosing if data from your health records is used across the health and care system in England.

You're not choosing if the NHS App uses your data.

**Start now**

TAP – Yes / No  
TAP - Submit

I allow my confidential patient information to be used for research and planning

Yes

No

**Submit**

[Go back](#)

Home NHS Help More

Your choice has been saved.

### Your choice

You **allow** the use of your confidential patient information for research and planning.

**Change**

Home NHS Help More

Your choice has been saved.

### Your choice

You **do not allow** the use of your confidential patient information for research and planning.

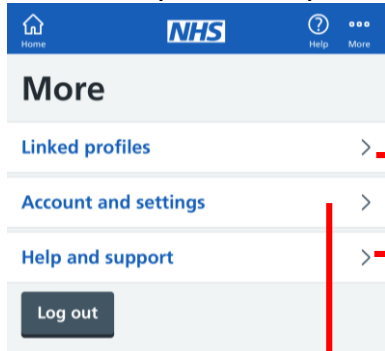
**Change**

To exit TAP – Home

To change your decision TAP - Change

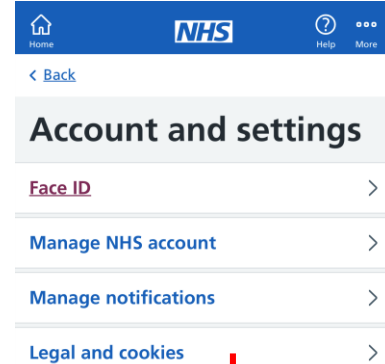


Main menu page  
TAP an option to open



Go to 4. For Guide

Link to NHS website help guide



### Legal and cookies



1. TAP to read policy
2. TAP to turn on/off

[Cookies policy](#) 1

Link to NHS website for details



## 10. Help / More

To turn on this option  
TAP the button – It will require your fingerprint, iris or face to activate.  
It will then slide to the right and turn green to show it is on.  
You won't need to enter your email or password next time you login.



### Manage notifications

We use notifications to tell you when you get a new message.

The NHS and connected healthcare providers, like your GP surgery, may send you messages using the NHS App.

Turn on notifications on this device  
When off, you may not be told about new messages unless you log in



[About notifications on your devices](#)

More information is available in the [NHS App privacy policy](#).

[Choose how notifications are shown on this device \(opens your device settings\)](#)

### Your NHS login details

These details allow you to access lots of different health and care websites and apps. These may be different from the [contact details](#) on your NHS record.

Email  
@yahoo.com

[Change email address](#)

Password  
\*\*\*\*\*

[Change password](#)

Mobile phone number  
\*\*\*\*\*5717

[Change mobile phone number](#)

NHS number  
426

TAP – the button highlighted to turn notifications on/off

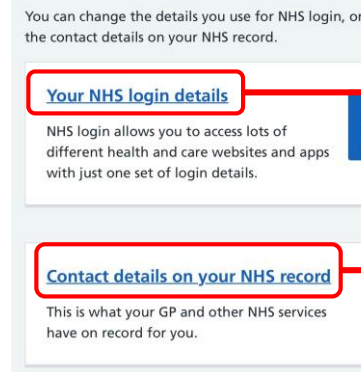
If it is positioned to the right and green (like example shown) – notifications are turned on.

On this page you can change

- Your email address
- Mobile number
- your password

1. TAP – Change..
2. TAP in white box when it appears to start typing
3. TAP – Continue and follow the on screen instructions

**N.B** You may be asked to re-type your password for security.



TAP to check the NHS have up-to-date email and mobile number