Do more with the NHS App!



NHS App

Guide 1

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

How you can use the NHS App

Access services

- **request repeat prescriptions**
  request prescriptions without having to contact your GP surgery, and choose where you want to collect them
- **check for GP surgery appointments**
  find and book appointments without having to call your surgery
- **contact your GP surgery**
  request care or information from your GP surgery using an online form
- **use 111 online**
  check if you need urgent medical help
- **browse NHS health information**
  use our health A to Z to read about symptoms and treatments
- **browse NHS medical information**
  use our medicines A to Z to read about side effects and other common questions
- **find NHS services**
  look for services near you

Manage your health

- **view your GP health record**
  view your medical history, test results, allergies, medicines and documents
- **manage appointments**
  check and change appointments at your GP surgery and hospital, including hospital referrals and waiting list information
- **manage prescriptions**
  check the status of your prescription requests and view confirmed prescriptions
- **make your health choices**
  register your organ donation decision, choose if your health data can be shared for research purposes, and decide about taking part in health studies
- **view care plans**
  depending on your GP surgery, you may be able to view and manage plans about how would you like your healthcare team to look after you

Account and settings

- **manage your account**
  update your login and contact information
- **change settings**
  change your app settings, including whether you get notifications about new messages

Read and send messages

- **receive messages and notifications**
  view messages from your GP surgery and get notifications through your phone or tablet
- **send and reply to messages**
  you may be able to send or reply to some messages

Help someone else

- **switch profiles**
  access the health records, appointments and prescriptions of people you care for, including children

You can also use these services by logging in through the NHS website

Can everyone use all of these services?

Not yet. The services you can access will vary depending on the services offered by your GP practice.

To use some services, you will need to verify your identity. You only need to do this once. You can learn more about how to register and verify your identity in a separate leaflet: 'Getting started with the NHS App'.

Or you can get help on our website: nhs.uk/nhs-app

Your data and permissions

The NHS App does not store any patient data. It lets you view your health information held by your GP and other healthcare professionals.

Help and support

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

- select the 'Help' question mark in the app to get help related to the screen you are on
- visit nhs.uk/nhs-app or scan here →

To download the NHS App, scan here →

Download on the App Store

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v2 06/23