

## NHS App and online services



NHS App

Book and manage appointments at your GP practice

Order repeat prescriptions for collection at your practice or a pharmacy

Securely view your GP medical record

Check symptoms

Find out what to do when you need help urgently.

## How to Guide

If you're a patient at a practice in Bristol, North Somerset or South Gloucestershire you can use the NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

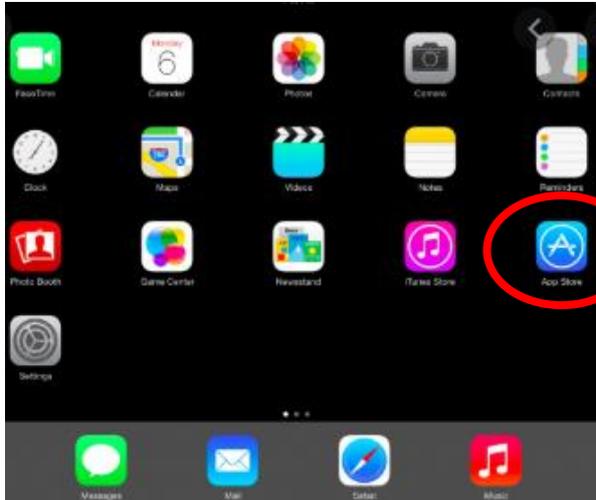
The NHS App is for people aged over 13 and who are registered with a GP practice.

You don't have to visit your surgery to sign-up and use the app.

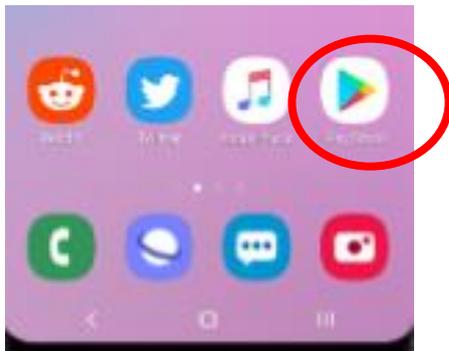
You will need to register on the app at first. This takes about 10 minutes to do. Your information will then be checked (this can take a couple of hours). You can then login and use the app.

## How to register on the app

1. Find and download the app from your app store



If you have an iPhone or iPad – the app store symbol is a white 'A', surrounded by a white circle, on a blue background



If you have another sort of phone or tablet, look for the 'Play Store' or 'Google Play' button – a multi-coloured triangle.

2. In the app store, put 'NHS app' into the search box at the top and you should see this symbol.



NHS App |

Click on 'install'. The app symbol (icon) should appear on the home screen of your tablet or phone.

3. When you open the app you will be asked to Login or Create Account. If it's your first time using the app click on 'Create Account'.

To sign up for the NHS App you will need:

Either: a passport, UK driving licence (full or provisional), European driving licence (full), or European identity card.

Alternatively you can use details given to you when you registered with your GP if you have them.

4. The next screen will ask if you have an NHS Login (if you do you can click 'yes' and enter your email and password here). If it is your first time using the app click on 'no – I need to set one up'

5. To set up a login enter your email address and choose a password.

6. Next check your email as you will receive a message with a link to click on (if you can't find the email check your junk or spam folder in case it's in there).

7. On the app you will be asked to enter your mobile number in the box (this will be the mobile number that you registered your device with).

8. You will then be sent a code via text message to this mobile number. The app will have taken you to the next page where you can enter this code.

9. The app will ask you to prove who you are. Click 'continue'. You can now use information provided by your surgery if you have them. If not click the 'no' button and you will be taken to a new page.

10. You will be asked to provide photo ID. The app will take you through how to do this, including opening the camera on your phone/tablet for you. You will need your driving licence or passport to do the first part of this.

11. You will then be asked for personal details such as name, date of birth and postcode. When you have put in each of these click on 'submit information'.

You may have to wait for a couple of hours while all your information is submitted and checked. You will then be able to use the app.

## To login

1. To login for the first time, open the app from your phone or tablet and click on 'login or create account'
2. It will ask you if you have an NHS login – choose 'yes' and then click on 'continue' (you may need to scroll down the page to do this)
3. Enter you email address and password, then click 'continue'
4. You will receive a text to your mobile phone number' – add this into the box
5. You will then be taken through some screens asking you to confirm you agree to the terms and conditions etc.
6. Finally you will arrive at a screen which asks what you'd like to do e.g. book an appointment, order a repeat prescription. Follow the instructions through as they appear on the screen (remember to scroll down if you can't see a 'continue' button).

## More information

There's a step-by-step video guide of how to register with the NHS App on YouTube: [https://www.youtube.com/watch?v=4nRhmJ\\_tII4](https://www.youtube.com/watch?v=4nRhmJ_tII4)

The NHS has a Help and Support information about the app here: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/>

Find out what other apps the NHS offers, including apps to help you manage particular conditions, or apps to help support your health and wellbeing. You can use the search box to find the information you are looking for: <https://www.nhs.uk/apps-library/>