**How to navigate around NHS app**

**This is just a quick rundown of what you can do on the NHS app and how to get around it. Keep in mind patients don’t need to only have a smartphone to use the NHS app. It can also be logged in through the website or tablet by going on the** [**https://www.nhsapp.service.nhs.uk/login**](https://www.nhsapp.service.nhs.uk/login)

**What patients are able to do on the site depends on the access given by GP surgery (Patient will also have needed to register with GP online services and link them both together)**

**Face ID**

If patient wishes to not keep putting in login details, they can setup face login as long as they have a front facing camera. To do this you will need to go onto your profile which is normally located on the top right corner of the NHS app screen once logging on. Go onto settings and then onto Face ID. There should be a setting there to allow Face ID.

Patient may need to allow face id in their phone settings for this as it will require use of their camera.

**Prescriptions**

Request repeat prescriptions should appear on the front page of the app. When clicking on this, you will be able to see your nominated pharmacy where medication requested will be sent to. Click continue and you should have a list of your medications on repeat template. Medication that is not due yet will not appear on this list but does not mean it has been removed for good.

If needed earlier, then due date then they will need to contact their GP/Dispensary team.

You are also able to manage your prescriptions through the **View and manage prescriptions** Here you are able to view the status of your prescriptions, what is currently on your repeat template and when it is next due. You can view prescription history through the approved prescriptions tab. This also comes with the barcode for the medication if needed for the pharmacy.

You can also change your nominated pharmacy on this app, it will locate where your registered address is and make suggestions for chemists that are closest

**Use NHS 111**

This is also on the front page. If you click this, it will take you to a page asking permission to use your information with NHS 111. It will quickly check your details and then will inform you that they will not know any health condition or medication on your record through the details provided. It will then ask you to check your symptoms to see if this service is appropriate or will you need to go directly to hospital or contact 999. It will also ask permission to share location by asking if you are at home or can you provide the postcode of where you are.

**Viewing medical records**

Once connected to the GP surgery, you should be able to go on GP health record located on the home page. Once you click on this, you can view your medical details such as:

* Allergies and adverse reactions
* Medicines (acute, current and discontinued)
* Test Results (categorised into years)
* Consultations and events
* Documents (Med3 and other letters)

There is also a link on the bottom of this page to help with medical abbreviations as majority of the hospital documentation is filled with this.

**Appointments**

You will be able to see upcoming and past appointments on the home page, this will send you to a page where you can click on either GP surgery appointments or Hospital appointments. Through the GP surgery tab, you can view what appointments you have or had. Can cancel upcoming appointments and book appointments depending on the surgery. You can view the times/dates clearly on this and if it is face to face or telephone but that might depend on the GP surgery slots.

Hospital appointments also appears which upcoming dates/times if you have one. You can also view your referral status on here. It also shows the waiting list of your referrals to give an idea of possible wait time.

**Linked profiles**

If patient is linked to another user, they will be able to switch profile on the home page. They will need to speak to reception if needing to link to another patient’s account.

**Services**

There is a quicker way to get to the links you need to make a request/appointment which is clicking on the Services tab located on the bottom on the screen. You will have the options here to order medication, contact 111 or check for available GP appointments. There is also other options such as being able to send a message to the GP surgery, which depends on whatever surgery they are registered to if this is available.

There is also further Healthcare information you can view on this site, information that is also found on the NHS website. Along with Covid-19 guidance

**Your Health**

Another tab found on the bottom page of the app is Your Health. From here you will be able to see your medical records. Along with test results, care plans and health choices, Health choices gives you options such as

* Make an organ donation decision
* Choose about health records data
* Be part of a health research
* Track symptoms

Though to use this, you will need to login to ThePatientCompany. A site used for health research and improving care.

**Alternatively, patients are still welcome to ask reception for help using this.**