

Guide for the NHS App

The NHS App has been developed by the NHS in England. It is a new way for patients to connect to the practice and other NHS services with their smartphone or tablet, allowing them to:

- check their symptoms using the [health A-Z from the NHS website](#)
- find out what to do when they need help urgently, using NHS 111 online
- book and manage appointments at your GP practice
- order repeat prescriptions for collection at your practice or a pharmacy they have already nominated
- securely view their GP medical record
- register to be an organ donor
- choose how the NHS uses their data

1. Get the NHS app

The patient downloads the NHS App from the [Google Play](#) or [Apple app](#) store.

2. Find their GP surgery

The app prompts the patient to find their GP surgery, by entering the name or part of the address.

If it is not yet connected, the patient can choose to enter their email address. When the surgery is connected, they will be sent an email telling them that all the features of the NHS App are now available to them.

If their surgery is connected, they will be asked if they have an NHS login.

As the NHS App is the first live service to use NHS login, most patients will have to set one up, step 3, but if they have already done this they can log in and go straight to step 4, proving who they are.

3. Set up an NHS login

The patient will be asked to set up their NHS login by entering an email address and password.

They will be asked to agree to the terms and conditions and click to continue.

They are then sent an email. They need to click the Confirm button in this email to confirm their email address.

Clicking the button takes them to a screen in their web browser, which tells them that they have confirmed their email address and should return to the NHS App.

When they next open the NHS App, they are asked to log in with the email address and password they previously entered.

They are then asked to enter their phone number.

A 6 digit code is sent to this phone number, and the patient is prompted to enter it and press continue.

4. Prove who they are

The patient will then have to prove who they are so that they can be given secure access to their GP practice's online services. They can do this in 2 different ways:

by entering the details given to them to access other GP online services (as the GP practice has already confirmed who they are to give them these)

by proving their identity using photo ID, through NHS login

They will first be asked if they have signed up for GP online services and have the 3 registration details:

- Linkage key (could be called a passphrase)
- ODS code (organisation code or practice ID)
- Account ID

These are the details you give to patients, after confirming their identity, so that they can access any other online services.

They can choose Yes, to be taken to a screen to enter these if they have them, or No, to connect another way.

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If they choose no, they are then taken to the next screen which tells them how to prove who they are online, in 3 steps.

Enter their demographic details so their GP record can be found – their NHS number if they have it, or their full name and postcode (which must match the details held on their GP record).

Take a picture of their photo ID document to prove who they are – they are given instructions and a chance to check it, before they submit it.

Take a short video of themselves communicating (by saying or showing) 4 randomly generated numbers provided by the system, to prove they are the same person featured in the photo ID – they are given instructions and a chance to check it, before they submit it.

A person from our team of ID checkers trained by the Home Office will check the photo, video and information that the patient has submitted. They will approve or decline the patient. The checks should be completed within 2 hours, and the patient will be sent an email telling them if their ID check has been successful.

If it has not been successful, or if the patient does not have the photo ID they need, or cannot use the online service to prove who they are for another reason, they will be told to visit their GP practice. You can then confirm who they are and give them their GP online services details, so they can use them to set up their NHS App account.

5. Log in and use the NHS App

Once they have completed these steps, patients will be able to use their NHS login to access all the features of the NHS App, including appointment booking, managing repeat prescriptions and viewing their record.

They can choose to:

continue using two-factor authentication to log in each time they open the NHS App, entering their email address, password and 6 digit code sent to their mobile number

set up fingerprint or Face ID if their device allows it