

NHS

A helping hand

Order your repeat prescription online

You can now order repeat prescriptions, book appointments and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit nhs.uk/GPonlineervices



Get online with the NHS APP

Prepared 23 March 2020

What is the NHS App?

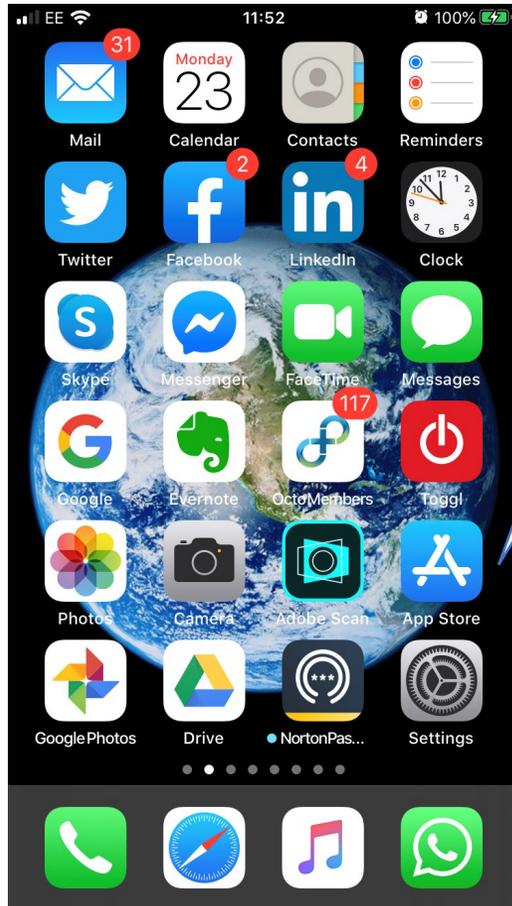
- Owned and run by the NHS, the NHS App is the simple and secure way to access a range of NHS services on your smartphone or tablet
- The NHS App is available on Google Play or the Apple iStore
- Importantly, especially at the moment, unlike Patient Access, you do not need to present your ID to the Medical Centre to get access to the App – all the proof of ID is done through the App itself – this shows you how!
- Note that this system is NOT currently available on PC



What the NHS App does

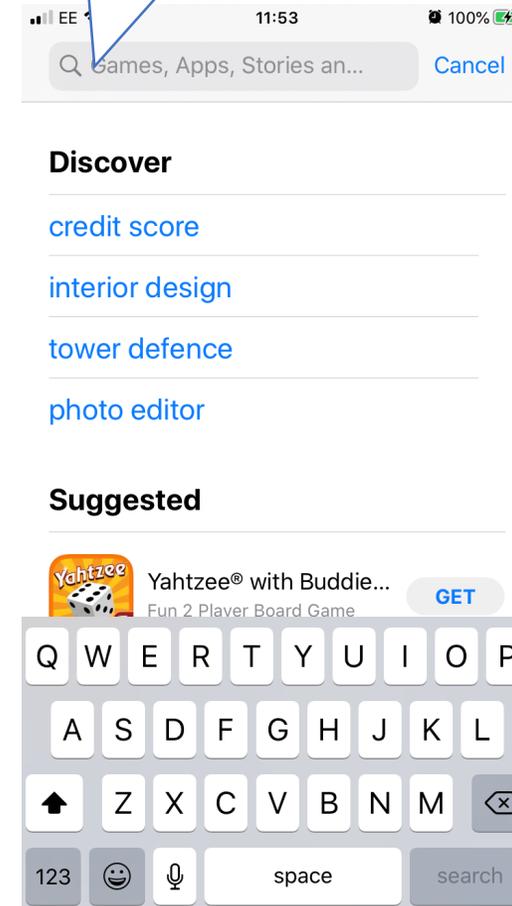
- **Book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **Order repeat prescriptions** - see your available medicines and request a new repeat prescription
- **Check your symptoms** - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
- **View your medical record** - securely access your GP medical record, to see information like your allergies and your current and past medicines
- **Register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **Find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

What do I do?

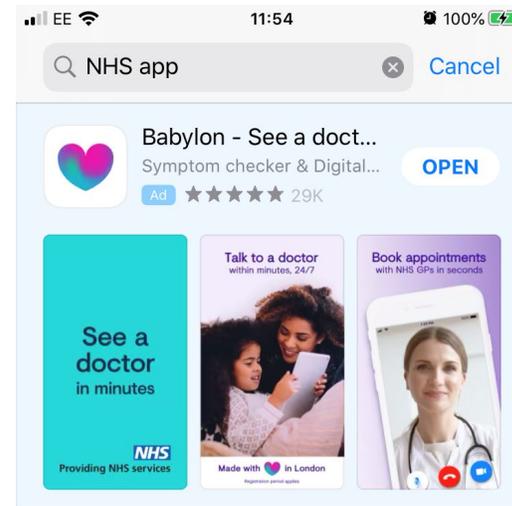
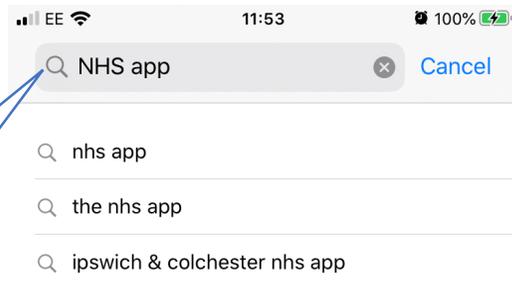


Go to the App Store (or Play Store on Android)

Use the search bar to search for NHS App

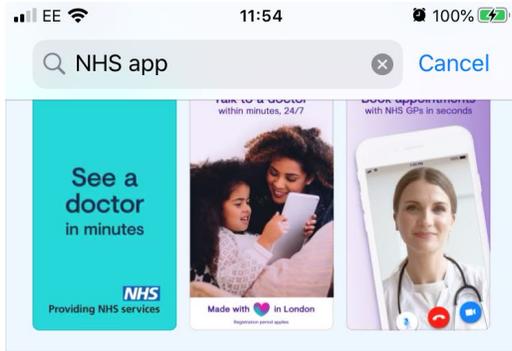


Type in
"NHS App"

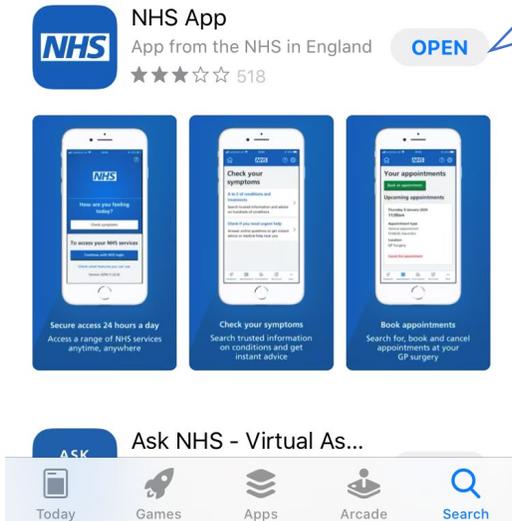


You may see other
apps listed first –
select here to start
downloading the
App

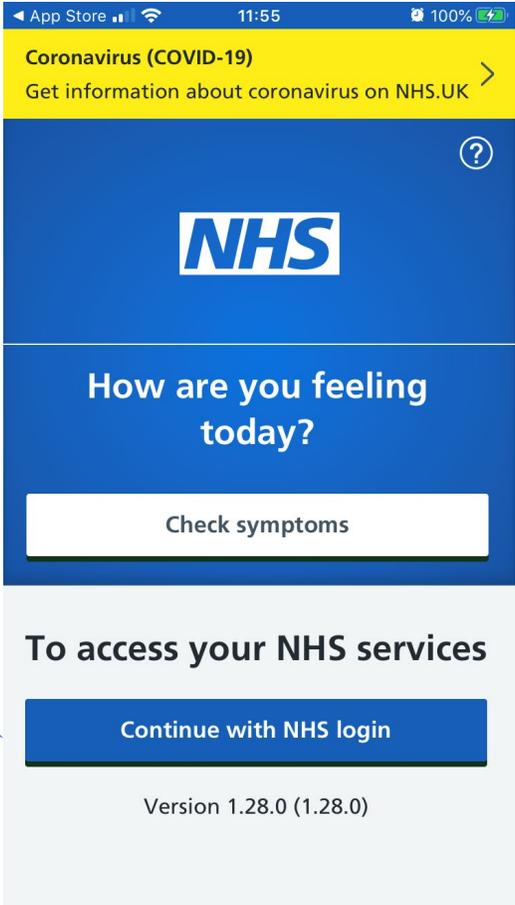




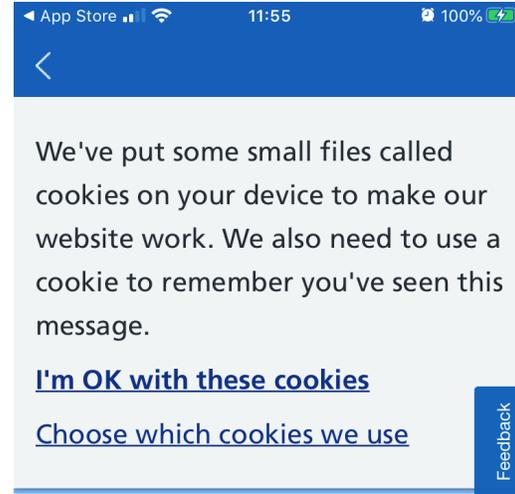
When the App has finished downloading you can select here to open it, or choose the icon which will be on your phone screen – both will do the same thing



To start the sign-up process select here



Click to agree to cookies which will make this message disappear!



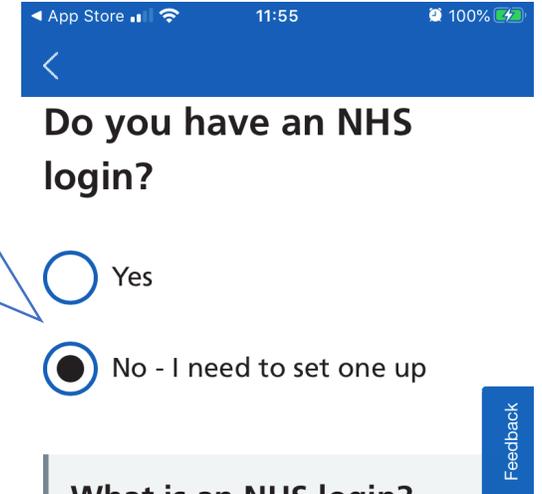
If this is the first time you have downloaded the App the answer will be no – but the system checks and lets you know if you already have a login – in which case follow the process for “Forgotten Password”!



Do you have an NHS login?

- Yes
- No - I need to set one up

Note this is different to the number and letter codes you will have been given if you've previously registered for Patient Access



What is an NHS login?

From September 2018, NHS login is a new way to log in to health websites and apps.

If you do not have an NHS login, you'll need to set one up. Then you can access online health services wherever you see 'NHS login'.

Enter your email address here – it MUST be unique to you, so you can't use a shared account and must have your own personal address – it's for information security

EE 11:58 100%

NHS

[Back to: Do you have an NHS login](#)

Enter your email address

If you've already set up an NHS login, [log in instead](#).

We will send you an email to confirm your NHS login.

Feedback

Email address

Continue

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As part of the account login process you will give your mobile telephone number – make sure the number is correct and you have access to that phone – hopefully it's the one you are using now!

EE 12:02 100%

Check your phone

Enter the security code that we've sent to ****-****-****5.

Security code

The code is 6 numbers

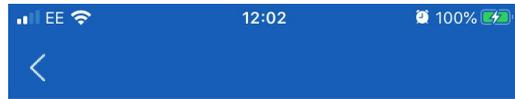
Feedback

Remember this device and stop sending security codes

[What does this mean?](#)

Continue

If you do not have access to your phone, you can [change your phone number](#) securely.



You need to prove who you are

Before you can use your NHS login to access 'NHS App', you need to prove who you are.

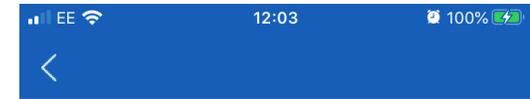
This helps us keep your information secure.

Continue

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This process is different to the Patient Access process – and means you do not have to present your ID in person at the medical centre – you’re going to do this online on the next few screens

If you have neither then click on the link to find out the next steps – or select this button to continue



How to prove who you are

You will need 1 of the following types of photo I.D:

- passport
- UK driving licence (full or provisional)
- European driving licence (full)
- European national identity card

We will help you send a photo of your I.D. online, to prove who you are.

[How to prove who you are without sending a photo of your I.D.](#)

Choose the I.D. you want to

Feedback

Select the option you wish to use – it's going to check your photo!

EE 12:30 100%

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[Back to: How to prove who you are](#)

Step 1 of 3

Send a photo of your I.D.

Choose the I.D. you want to use

Passport

UK driving licence (full or provisional)

European driving licence (full)

You will need to send 2 photos - 1 of the front and 1 of the back

European national identity card

Feedback

You may already have a photo taken for other purposes, in which case choose 'upload' but if not choose to take a photo now and select 'continue'

EE 12:31 100%

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[Choose the photo I.D. you want to use](#)

Choose how to send a photo of your UK driving licence

Take a photo now

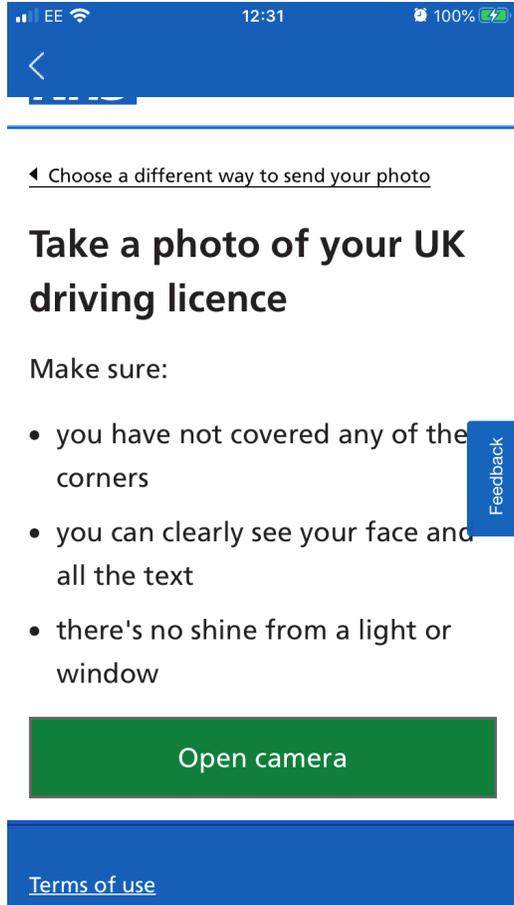
Upload a photo

Continue

[Terms of use](#)

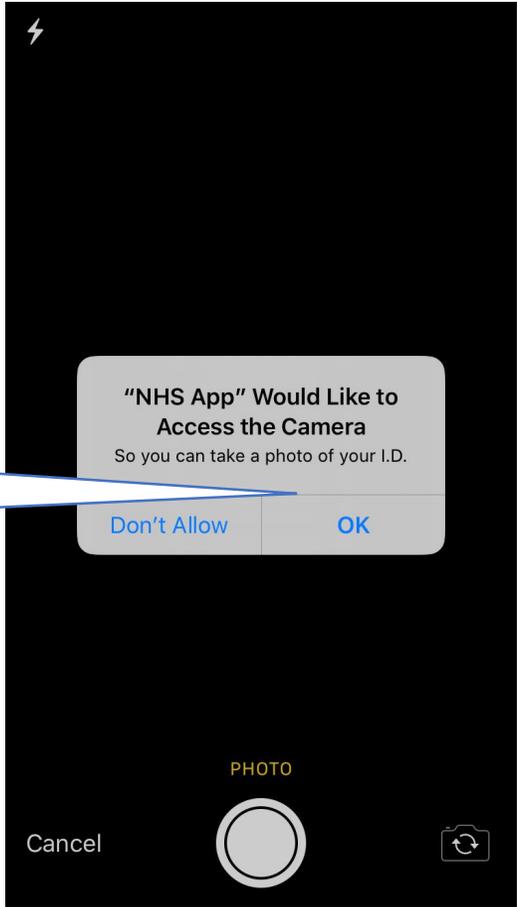
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[Accessibility](#)



Follow the instructions – if the photo doesn't work the app will reject it and give you the option to re-take it

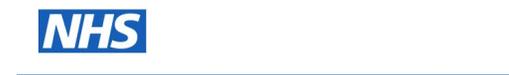
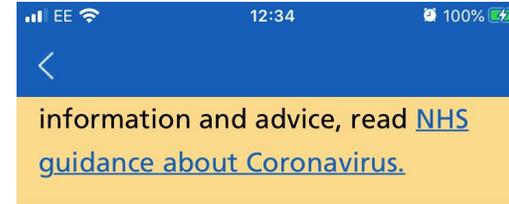
You must select OK to give the app permission to access the camera to take the photo of your ID





Make sure you can see all of the document and the photo is clear and not obscured by glare – if you're happy choose 'use photo' – if not choose 'retake' until you're satisfied

The questions are very easy! See the next page ...



◀ Back to: Take a photo

Check your photo before you send it

Feedback

We will ask you 2 questions to help you check your photo is correct.

[What to do if you are visually impaired](#)



Double check you can see all the corners

EE 12:35 100%

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Question 1
Can you see all 4 corners of the front of your driving licence?

Yes No

Feedback

Continue

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Double check that the image is clear and not obscured in any way

EE 12:35 100%

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Question 2
Have you covered up any part of your driving licence with hands or fingers?

Yes No

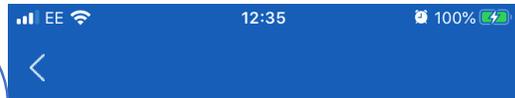
Feedback

Continue

< [Change answer to question 1](#)

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This will send the photo – wait while it uploads



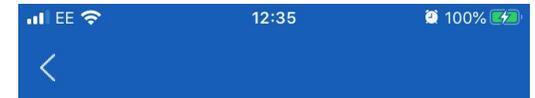
Sending your photo



Feedback

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Click continue when you're ready – don't panic – instructions on taking the video will be given on the following screens!



Step 2 of 3

Record a short video

You will need to record a video of your face, and say 4 numbers.

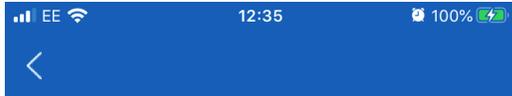
This is so we can check your face matches the face on your photo I.D.

Continue

Feedback

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Remember the numbers (they'll be specific to you) or jot them down in front of you



Say these 4 numbers when you record your video

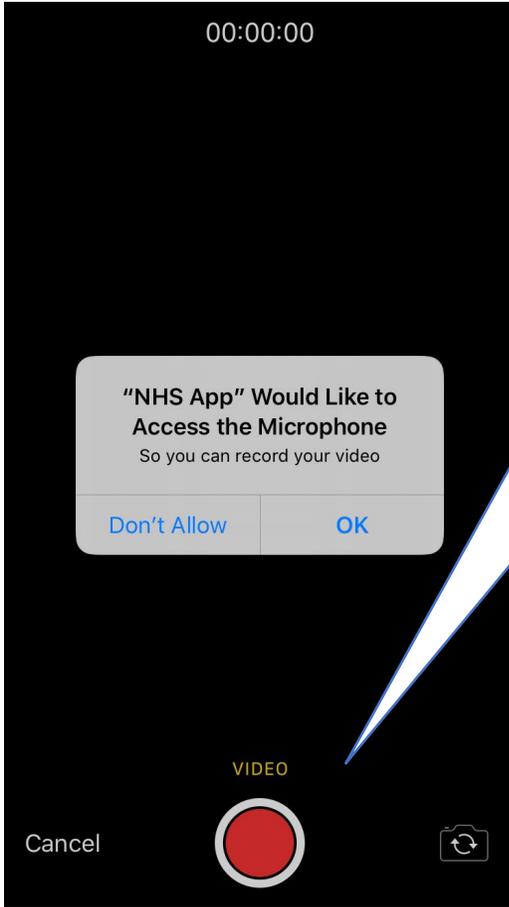
Make sure we can see all of your face in the video.

4 9 8 3

Open camera

Feedback

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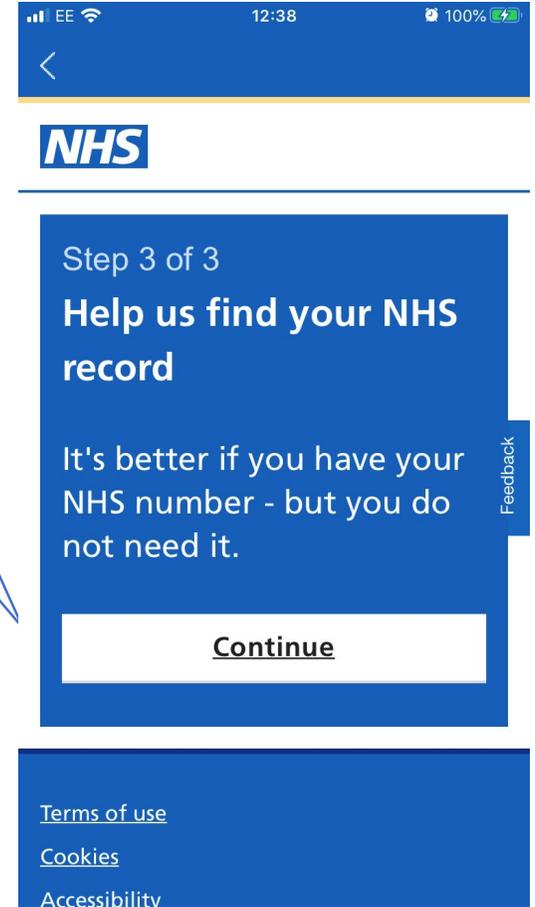


As with the camera you will need to allow the app to access the microphone – when you're ready press the red button to start the video and say your four numbers clearly

When you've finished select the red square to finish your video – the system seems to recognise when your full face hasn't been recorded or if the numbers aren't clear and gives you the option to try again



Don't worry if you don't have your NHS number – the alternative is your full name, date of birth and postcode which may be easier



Step 3 of 3

Help us find your NHS record

It's better if you have your NHS number - but you do not need it.

[Continue](#)

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Feedback

I didn't have mine to hand but choose 'yes' if you already know yours!

EE 12:39 100%

NHS

[← Back](#)

Do you know your NHS Number?

[▶ How to find your NHS Number](#)

Yes No

Continue

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Feedback

Make sure these details are exactly as they appear on your medical records

EE 12:39 100%

NHS

[← Back](#)

Enter your full name

First name

Middle name (if you have one)

Last name

Continue

Feedback

Again, this must match the postcode on your GP records

12:39 100%

Enter your postcode

This must be the same postcode that is registered with your GP

Continue

If you enter the wrong details you have the option to return to a previous screen, or to correct the data

12:40 100%

Enter your date of birth

Please check that you've entered your date of birth correctly

Example: 31 3 1980

Day	Month	Year
29	02	1963

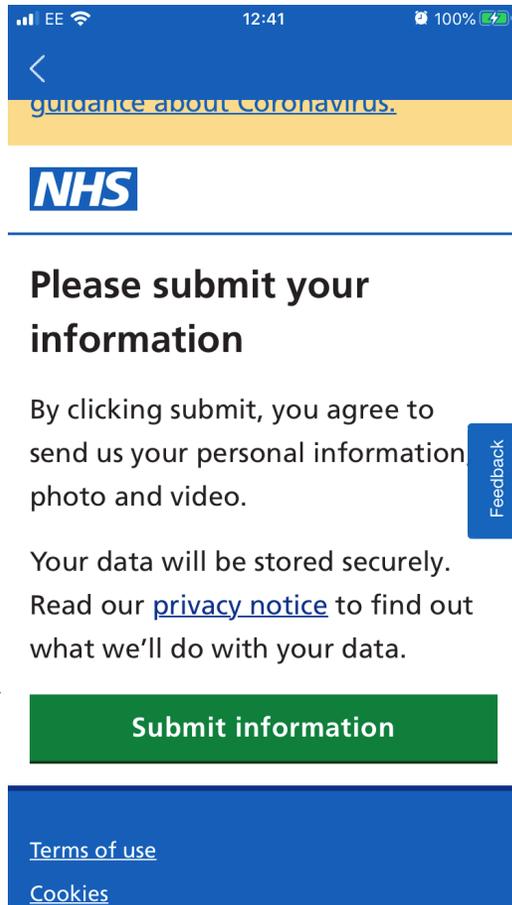
Continue

There's a problem
Please check your date of birth

Feedback

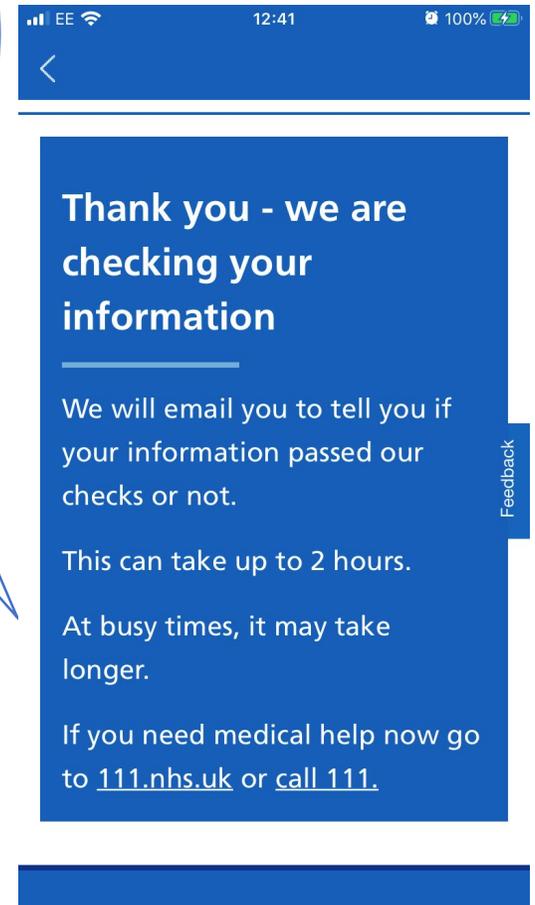
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[Accessibility](#)

That's it!
All done!
Click
submit!



The screenshot shows a mobile app interface with a blue header containing a back arrow, signal strength, 'EE', Wi-Fi, time '12:41', and battery '100%'. Below the header is a yellow bar with the text 'guidance about coronavirus.' and the NHS logo. The main content area has the heading 'Please submit your information' and a paragraph: 'By clicking submit, you agree to send us your personal information photo and video.' Below this is another paragraph: 'Your data will be stored securely. Read our [privacy notice](#) to find out what we'll do with your data.' At the bottom is a green 'Submit information' button and a blue footer with links for 'Terms of use' and 'Cookies'. A vertical 'Feedback' button is on the right side.

If you are going through this process during the Coronavirus crisis period, the notification that you've been given access to the app and its facilities may take longer than usual



The screenshot shows a mobile app interface with a blue header containing a back arrow, signal strength, 'EE', Wi-Fi, time '12:41', and battery '100%'. The main content area has the heading 'Thank you - we are checking your information' and a paragraph: 'We will email you to tell you if your information passed our checks or not. This can take up to 2 hours. At busy times, it may take longer. If you need medical help now go to [111.nhs.uk](#) or [call 111.](#)' At the bottom is a blue footer. A vertical 'Feedback' button is on the right side.

While you're waiting ...

Download Mjog Messenger:

On iPhone:



On Android:



This will enable you to receive occasional messages from Haddenham Medical Centre to remind you of upcoming appointments, to let you know about changes in surgery practice, revised opening times, or instructions for attending the surgery during the COVID-19 crisis for example.