

NHS Website and App Information

Top 10 things to do on the NHS app

Please see the final two pages for this info. For help, contact NHS support if needed.

NHS website (<https://www.nhs.uk/>)

The NHS website offers two valuable resources: the A to Z of Health and the A to Z of Medicines, which provide information on medical conditions and medications, including contraindications (also available on the NHS App).

Once patients download and install the NHS App, they can connect to their surgery in different ways. If someone is not comfortable using the app, they can also sign in via the NHS website. This flexibility helps ensure everyone can access their health services, regardless of digital confidence.

Set up NHS log in

Setting up your NHS login is straightforward. You can follow the steps using this link: <https://help.login.nhs.uk/setupnhslogin/>

If you're having trouble, check if you previously signed up using a different email. In some cases, there won't be a clear message indicating this, and the screen might not progress. If this happens, double-check the email used or get support. Many volunteer Digital Champions may have already set up their NHS login, but troubleshooting may still be needed.

Help and Support

How to prove who you are

Prove who you are (login.nhs.uk): <https://help.login.nhs.uk/provewhoyouare>

Error Messages and Support

This is the section to unpick why you cannot connect a patient to their app

Error messages and support (login.nhs.uk): <https://help.login.nhs.uk/error-messages-support>

Top 10 Things to Do on the NHS App



1. Order repeat prescriptions

In the NHS App you can request a repeat prescription order. You can view, set, or change your nearest nominated pharmacy.

2. Receive messages from your GP

<https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/nhs-app-messaging-service>

Get messages, reminders and secure updates from your surgery via the NHS app. It is a cost-saving, secure alternative to text messaging.

3. View your own GP health records

<https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/online-access-to-gp-health-records>

The records you see in the NHS App include records of your GP appointments and referral history. You can book an appointment with your GP to discuss these records in detail.

4. Register with a GP surgery service

<https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/register-with-a-gp-surgery-service>

There are different ways to register for GP services in the NHS App.

5. Access NHS 111 via the NHS App

Use the NHS App to connect to the NHS 111 service for instant advice and signposting to where to get help nearby.

6. Book 'other health services' e.g. hospital appointments

<https://digital.nhs.uk/services/nhs-app/guidance-on-hospital-referrals-and-appointments-on-the-nhs-app>

Anyone over 16 years old can manage their initial hospital secondary care referral and/or appointment in the NHS App.

7. View test results from the GP surgery and hospital

<https://www.nhs.uk/nhs-services/online-services/view-your-test-results/>

View your current and past test results on the NHS App.

8. Complete 'consultation' forms online

Use your GP's online consultation form to request an appointment. The GP reception team review and manage requests throughout the day. They will contact you to confirm/discuss an appointment.

9. Manage your organ donation decisions online

Find out how to register for the different options open to you on the NHS App.

10. Set up proxy access

If you manage health appointments and/or other health services on behalf of someone over the age of fourteen, ask your GP surgery to set up Proxy Access. This will allow you to switch between your information on the NHS App to another member of your immediate family.

If you live in the London Boroughs or Kingston or Richmond and need help to set up your NHS App, call me on me on 020 3923 9532 Tuesday to Thursday between 10 to 2 or email Philippa.Leary@swlondon.nhs.uk.