



NHS App Awareness & Support Session

Supported by RM Partners NHS Cancer Alliance

RM Partners
NW & SW London Cancer Alliance

What is it? Who's using it?



With the NHS App you can access NHS services in England including booking GP appointments, ordering repeat prescriptions and accessing other healthcare services.

It's FREE and available on Android & Apple iOS.

The NHS App will become the main channel for communicating with patients across England

61% of Londoners over 13

are using the NHS App as the **digital front door** to accessing healthcare (August 2025)



Log in via web browser or mobile app

<https://www.nhs.uk/nhs-app>



Access your NHS services

Log in to your NHS account to access services online on your computer, tablet or mobile phone. You do not need to download anything.

Log in to your account to:

- order repeat prescriptions
- book and manage appointments
- get health information and advice
- view your health record securely
- view your NHS number

Get the NHS App on your smartphone or tablet

You can also log in to your NHS account using the NHS App.



NHS 10 Year Plan – proposed new features

- ✓ **My NHS GP** – book a remote or face-to-face appointment and receive personalised health advice using a new AI tool
- ✓ **My Specialist** – self-refer when clinically appropriate and leave a question for a specialist to answer
- ✓ **My Consult** – connect with a clinician for a remote consultation
- ✓ **My Medicines** – manage repeat prescriptions for delivery or collection and receive reminders
- ✓ **My Care** – book and manage appointments, enrol in a clinical trial and access the single patient record
- ✓ **My Companion** – get information about a health condition or procedure and ask AI or a clinician a question
- ✓ **My Choices** – find the nearest pharmacy, the best providers and leave feedback on services



And more...

- ✓ **My Vaccines** – see when vaccines are up to date and book appointments to get them organised, and find travel vaccine information
- ✓ **My Health** – bring data like blood pressure, heart rate and glucose levels together, and include real-time data from wearables or smart devices
- ✓ **My Children** – a digitised 'red book', where parents can get advice and support for parents throughout childhood
- ✓ **My Carer** – securely prove you are a carer, book appointments and talk to your loved one's care team
- ✓ *Many are already rolled out – exactly which ones will depend on your GP practice and where you live*



Cancer screening invites

- ✓ New 'ping and book' service for breast and cervical screening were launched via the NHS App from December 2024
- ✓ Plans are to roll out to other cancer screening services in phases e.g. Bowel Cancer



Step 1 – setting up your NHS login

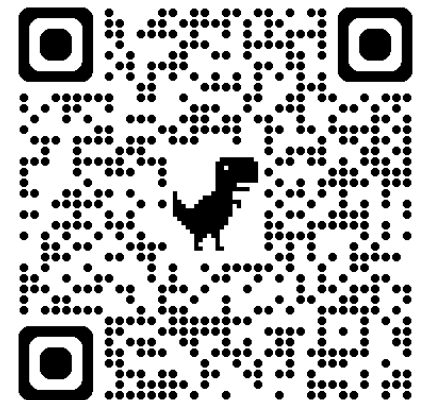
To set up an NHS login you will need:

- an email address (with more than 6 characters)
- a mobile phone or a landline number

To be able to use some services, you will also need to provide your:

- NHS number or your full name
- date of birth
- postcode

To access your health records or any personal information you will also need to provide high level proof of who you are. If your mobile phone number matches the one you have registered with your GP, we will use it to verify your identity. Otherwise, you will need to provide proof of identity.



Proof of identity

This can be a:

- passport
- UK driving licence (full or provisional)
- Biometric Residence Permit (BRP)
- UK Residence Card, or EEA Biometric Residence Card (BRC) (including temporary pass)
- European driving licence (full)
- European national identity card

✓ If you don't have one of the above you can use your GP registration – you'll need to contact them for these details



How to set up an NHS login

You must access a health and care website or app before you can set up an NHS login. Many of them will show the NHS login button.

You will need to:

1. Enter your email address.
2. Create a password.
3. Enter the security code we email to you.

For added security, you will need to set up Two-step verification by:

1. Providing a mobile phone or landline number.
2. Entering the 6 digit security code we send to this number.

To access some websites and apps, you may need to provide additional information and prove who you are. This is so we can connect you to your NHS record and protect your health information.



Step 2 – log in via a browser or app



Access your NHS services

Log in to your NHS account to access services online on your computer, tablet or mobile phone. You do not need to download anything.

Log in to your account to:

- order repeat prescriptions
- book and manage appointments
- get health information and advice
- view your health record securely
- view your NHS number

Get the NHS App on your smartphone or tablet

You can also log in to your NHS account using the NHS App.



Log in and security options

How to log in to the NHS App

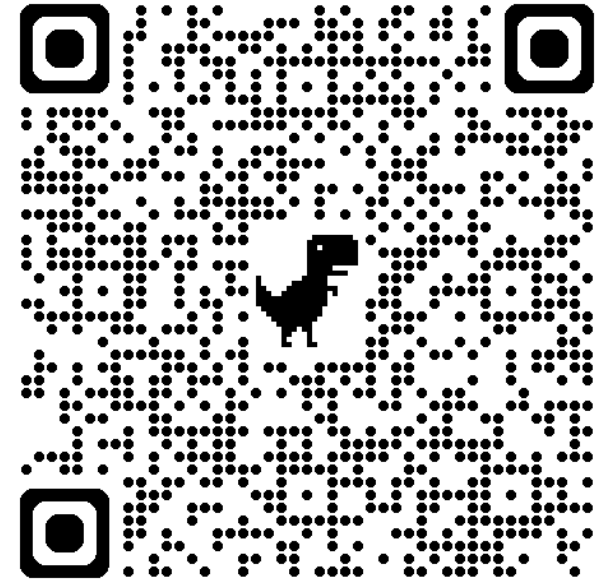
To use the NHS App, you'll need to set up an [NHS login](#).

Logging in

You can log in to the NHS App by either:

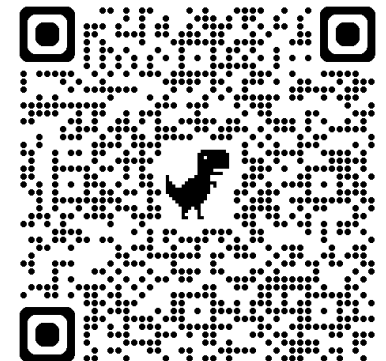
- entering your NHS login email and password and receiving a security code
- using fingerprint, face or iris recognition (biometrics) if your device supports it

You can also [log in through the NHS website](#). You can do this by using your NHS login email and password, and a security code sent to your mobile phone.



What can go wrong?

- ✓ Is your smartphone too old?
- ✓ Do you need to update your smartphone operating system?
NHS App works only on Android 8 and Apple iOS 15 and above
- ✓ Is there not enough space on your smartphone?
Can you delete apps / files you don't need to free up space?
- ✓ You may be having problems authenticating your NHS login (e.g. with fingerprint recognition or SMS code)
- ✓ Does your web browser need updating (if accessing the app this way)?
- ✓ Experiencing accessibility issues? It's recognised that the NHS App isn't fully compliant (yet!)



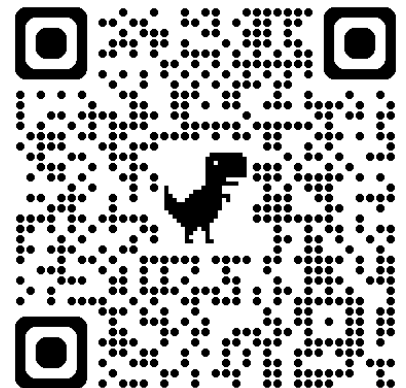
Manage health services for others

- ✓ As a parent, family member or carer, it's possible to add someone to your NHS App – sometimes called having a linked profile or having proxy access
- ✓ It needs to be set up by a GP surgery where you and the other person are both registered
- ✓ You can then manage services for that person, using the NHS App or by logging in through the NHS website
- ✓ Your GP surgery can guide you through registration
- ✓ You'll need to provide identification. This is so they can confirm who you are and check it's appropriate for you to act for the other person



Manage health services for others

- ✓ Depending on the level of access your surgery gives you, you may be able to:
 - ✓ book an appointment for the other person
 - ✓ request and manage their repeat prescriptions
 - ✓ view some or all of their GP health record
- ✓ Some GP surgeries are taking part in a new 'family' feature pilot so that this is doable via the NHS app or online
- ✓ If your GP surgery is taking part, you will see these options when you select Manage health services for others:
 - ✓ Apply to access services for someone else
 - ✓ Give someone you trust access to your services
- ✓ Select to send an application to your GP surgery and they will carry out safeguarding & other checks, and get consent if needed, before giving access



NHS App:

What does it look like?

Logging in

NHS NHS login

Enter the security code

We sent a text to ••••••6755.

▶ [Not received a text?](#)

Security code

The code is 6 digits

Remember this device and stop sending security codes

▶ [What does remember this device mean?](#)

▶ [I cannot log in using my mobile phone](#)

Continue



What does it look like?

Services available

(This list will depend on your GP surgery)

Services

Get care and support to help you stay well

Your GP services

[Request repeat prescriptions](#) >

[Contact your GP about a health problem](#) >

[Check for available GP appointments](#) >



What does it look like?

Services available

Other NHS services

[Check if you need urgent medical help using 111 online](#) >

[Request an emergency repeat prescription using 111 online](#) >

[Book, cancel or change a COVID-19 vaccination appointment](#) >

[Book or cancel a free NHS flu vaccination at a pharmacy](#) >

[Find NHS services near you](#) >



Recently the NHS App has added other security options when logging in

12:28 • 52%

Landline
[Add a landline number](#)

Passkeys

A passkey is a secure and easy way to access your account.


You will be able to log in using your fingerprint, face, passcode or pattern that you have on your device.

Find out more about passkeys in [the NHS login help centre](#).

You have not set up any passkeys.

You should only set up passkeys on your personal or trusted devices.

[Set up a passkey](#)

NHS Menu 

NHS login Help centre

[Back to Set up NHS login](#)

Passkeys

- [What is a passkey?](#)
- [Why you should use a passkey](#)
- [What you need to set up a passkey](#)
- [How to set up a passkey](#)
- [How to log in with a passkey](#)
- [How to remove a passkey](#)
- [If you lose your device](#)
- [If you get a new device](#)



[Find out more](#)




Apps for health & wellbeing

✓ There are many other apps to help with health and wellbeing – here's some NHS or NHS approved ones





The Active 10 app will help you get into the habit of walking briskly for 10 minutes every day. Free  




NHS Food Scanner app lets you scan the sugar, saturated fat and salt in everyday foods and drinks. Free  





getUBetter is an app to help patients self-manage musculoskeletal injuries and conditions e.g. back pain, as well as pelvic floor health. Free  






Couch to 5K is designed to get you off the couch and running 5km in just nine weeks. Free  



NHS Smokefree 28-day plan helps people stop smoking for good. You get daily messages to keep you motivated, badges to reward your progress. Free  



NHS Weight Loss Plan – a 12 week plan to help you lose weight. Free   



mySugr diabetes app allows you to track your blood sugar, record your carbohydrate intake, estimate your HbA1c, and much

 knowdiabetes



[Home](#)

Health A to Z

Find out about conditions, symptoms, medicines, tests and treatments, including what to do and when to get help.

[Conditions A to Z](#)

Find health conditions, including the symptoms and how they're treated



[Symptoms A to Z](#)

Find symptoms such as types of pain, stomach problems or skin symptoms, and what to do



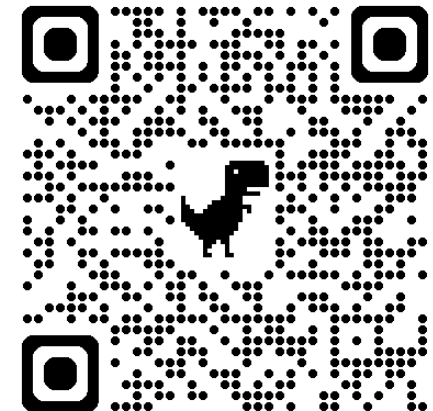
[Tests and treatments A to Z](#)

Find out about surgery and procedures, tests, screening and other treatments



[Medicines A to Z](#)

Find out how your medicine works, how to take it and possible side effects



Thanks for listening



superhighways
harnessing **technology** for **community** benefit

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