DIGITAL CHESHIRE

NHS App: How-To Guide

1. Downloading the NHS App

- Open the Google Play Store (Android) or App Store (Apple).
- Search for "NHS App".
- Tap "Install" and wait for the app to download.

2. Creating or logging in with an NHS Login



- Open the NHS App and tap "Continue with NHS login".
- Enter your email address and create a password.
- You will receive a security code by email - enter it to verify your account.
- Add your phone number for two-factor authentication.
- Follow the steps to confirm your identity (you may need ID, to take a short video or to visit your GP Practice to confirm your identity).

3. Booking and Managing Appointments



- Open the App and tap "Appointments" on the home screen.
- Choose "Book an appointment" if available at your surgery.
- Review upcoming or past appointments in the same section.

4. Ordering Repeat Prescriptions



- Tap "Prescriptions" on the home screen.
- Select your available medications and tap "Request".
- Choose your preferred pharmacy for collection or delivery.
- Check the "History" section to track the status of your order.



5. Viewing Test Results

- Tap "Your health record".
- Select "Test results".
- Scroll to view recent and past test results.

6. Contacting Your GP Surgery

- Tap "Services" on the home screen.
- Select "Contact your GP about a health problem".
- Fill in the questionnaire about your symptoms or request.
- Submit the form - your GP practice will review it and respond appropriately.

7. Using NHS 111 Online via the App

- Tap "111 Online" from the home screen or within "Services".
- Enter your age, postcode, and symptoms when prompted.
- Follow the steps to receive advice or be directed to the right care.

8. Finding NHS Services Near You

- Tap "Services".
- Scroll down and select "Find NHS services near you".
- Enter your postcode to view nearby GPs, pharmacies, dentists, and more.

Digital inclusion events:

Visit our website to find out about our upcoming digital inclusion events in your area.

If you need further support with registering your account on the App, visit: **help.login.nhs.uk/setupnhslogin**

You can visit your GP Practice if you need additional help.

App Functionality:

The functions available to you on the NHS App can vary depending on your GP surgery.

DIGITAL CHESHIRE

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