DIGITAL CHESHIRE

How to use the NHS App

1. Downloading the NHS App

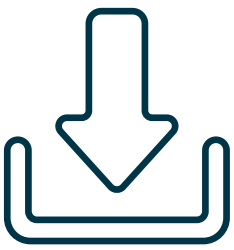
Open the Google Play Store **(Android)** or App Store **(Apple).**







Search for the **'NHS App'**.



Tap **'Install'** and wait for the app to download on your device.

DIGITAL CHESHIRE



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 get a security code sent to your 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).

DIGITAL CHESHIRE



3. Booking and managing appointments



Open the App and tap ‘Appointments’ on the home screen.



Choose ‘Book an appointment’ if available at your Surgery.



Check upcoming or past appointments in the same area.

DIGITAL CHESHIRE



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.

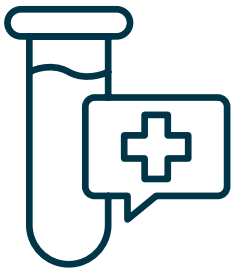
DIGITAL CHESHIRE

5. Viewing test results





Tap ‘Your health record’.



Select ‘Test results’.

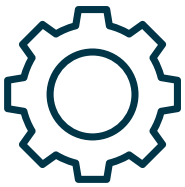


Scroll to view recent and past test results.

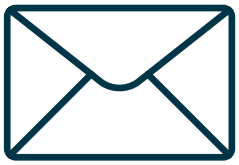
DIGITAL CHESHIRE



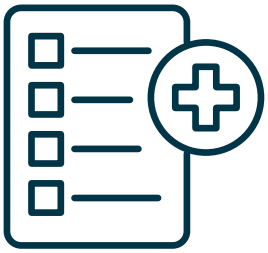
6. Contacting your GP Surgery



Tap ‘Services’ on the home screen of the App.



Select ‘Contact your GP about a health problem’.



Fill in the questionnaire about your symptoms or request.



Submit the form – your GP Surgery will review it and respond appropriately.

DIGITAL CHESHIRE

7. Using NHS 111 online via the App



Tap '111 Online' from the home screen of the App or within 'Services'.

Enter your age, postcode, and symptoms when prompted.

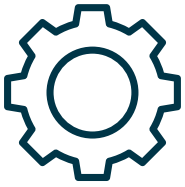


Follow the steps to receive advice or be directed to the right care.

DIGITAL CHESHIRE



8. Finding NHS services near you



Tap ‘Services’.

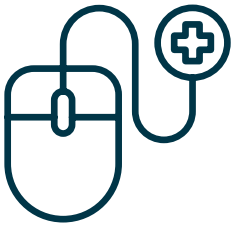


Scroll down and select ‘Find NHS services near you’.



Enter your postcode to view nearby GPs, pharmacies, dentists, and more.

DIGITAL CHESHIRE



If you need further support with registering your account on the App, visit:

help.login.nhs.uk/setupnhslogin



The functions available to you on the NHS App can vary based on your GP Surgery.