Can everyone use all of these services?

Not yet. The services you can access will vary depending on the services offered by your GP practice.

To use some services, you will need to verify your identity. You only need to do this once. You can learn more about how to register and verify your identity in a separate leaflet: 'Getting started with the NHS App'.

Or you can get help on our website: nhs.uk/helpmeapp

Your data and permissions

The NHS App does not store any patient data. It lets you view your health information held by your GP and other healthcare professionals.

Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app. You will get help related to the feature you are using
- visit nhs.uk/helpmeapp, or scan here →

To download the NHS App, scan here →

Download on the App Store

GET IT ON Google Play

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Do more with the NHS App!



NHS App

Guide 1

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

What does the NHS App do?

Your health

- **view your GP health record**
  view your medical history, test results, allergies, and medicines
- **register your organ donation decision**
  choose to donate some or all of your organs and check your registered decision
- **take part in health research**
  register with Be Part of Research to help us provide better care and treatment

Prescriptions

- **order repeat prescriptions**
  request repeat prescriptions without having to contact your GP surgery
- **nominate a pharmacy**
  choose a pharmacy where your prescriptions will be sent to

Appointments

- **book appointments with your GP Surgery**
  book, view and cancel appointments
- **book and manage hospital appointments in one place**
  you can choose your treatment provider from a list provided by your GP/referrer, and see information on most of them, including who to contact, waiting times, distance and booking details
- **manage vaccination appointments**
  book, amend or cancel vaccination appointments

Send and receive messages

- **contact your GP surgery**
  request care from your GP surgery using an online form
- **receive messages and notifications**
  view messages from your GP surgery and get notifications through your phone or tablet

Help someone else

- **linked profiles**
  access the health records, appointments and prescriptions of people you care for (including children) – or get help from someone you trust

Advice and information

- **search symptoms, conditions, and treatments**
  use the health A-Z to check symptoms and treatments, and get advice on what to do next
- **get health advice through 111 online**
  check if you need urgent help and find out what to do next
- **find NHS services**
  search for services near you
- **check your NHS number**
  check your NHS number and manage your contact details within the NHS App