

Your Guide To The NHS App



GUIDE

How to get started

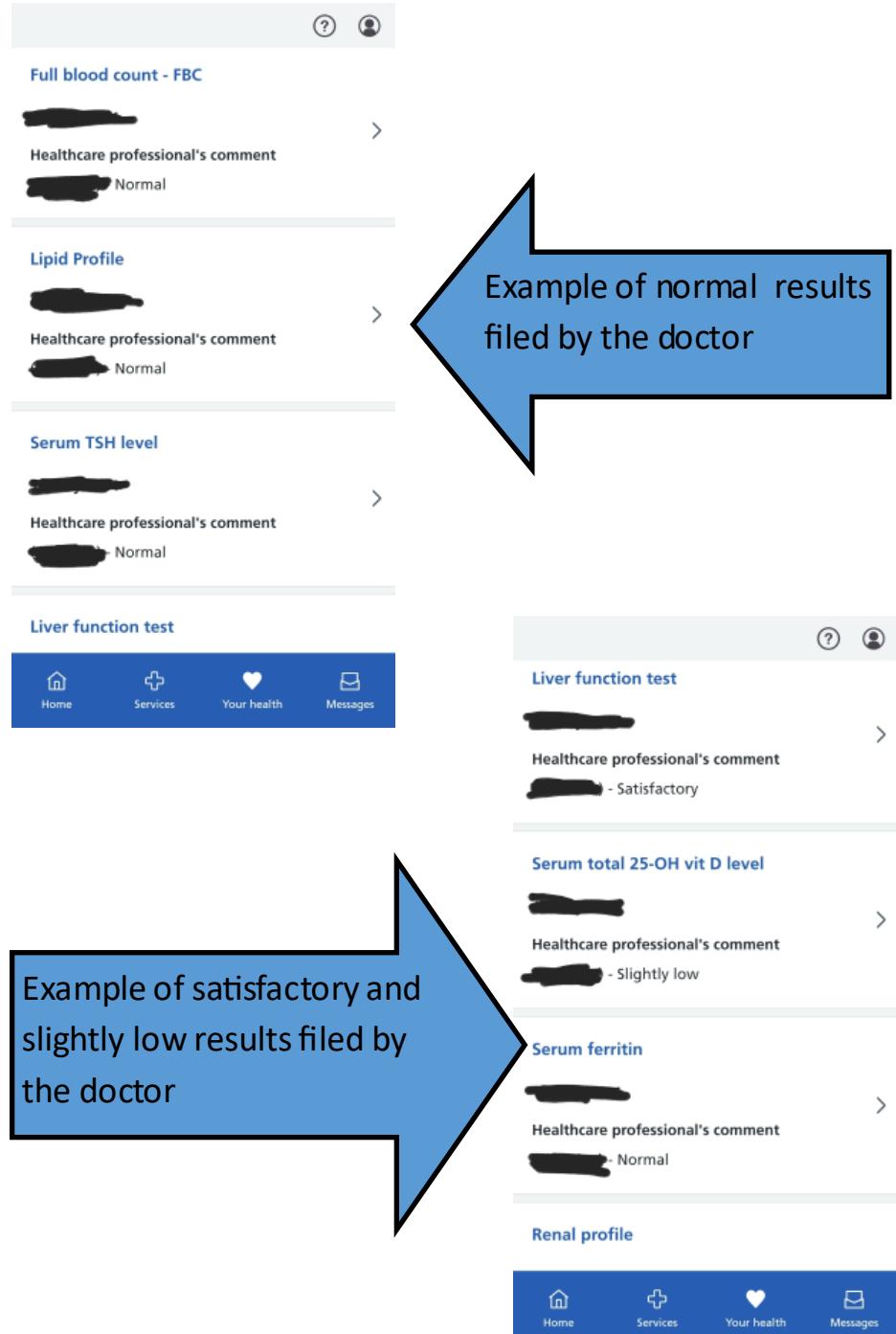
1. Download the App from Google Play or App store.
2. Register using the instructions on screen—you will need a email address and mobile number—verification codes will be sent and you will be prompted when they are required.
3. Identity verification is also required—you will need to upload your passport or driving licence and the app will confirm you identity with a selfie. Instructions will appear on the screen.
4. You're all set up! Use your email address and password to log in every time.

What does the NHS App do

The NHS App was designed to make it easier for patients to take control of their health. This booklet will provide a brief summary of what can be accessed from the comfort of your home and how to make the most of this.

Services

- Request repeat prescriptions (Step 1-3)
 - Nominate a pharmacy—A pharmacy may already be selected. Please check and ensure this is okay.
 - Select medications required and request prescription— you will be able to view your repeat prescriptions, select medications you need and request
- Check if you need urgent medical attention using 111 online—follow instructions on screen



Understanding Your Results

Investigations: Bloods, X-rays, Urine/ Stool samples etc

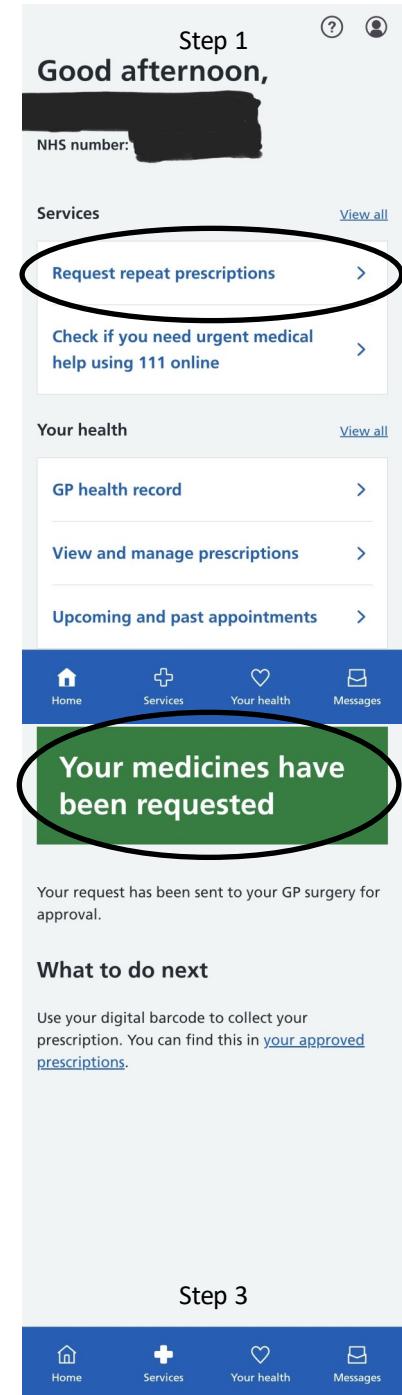
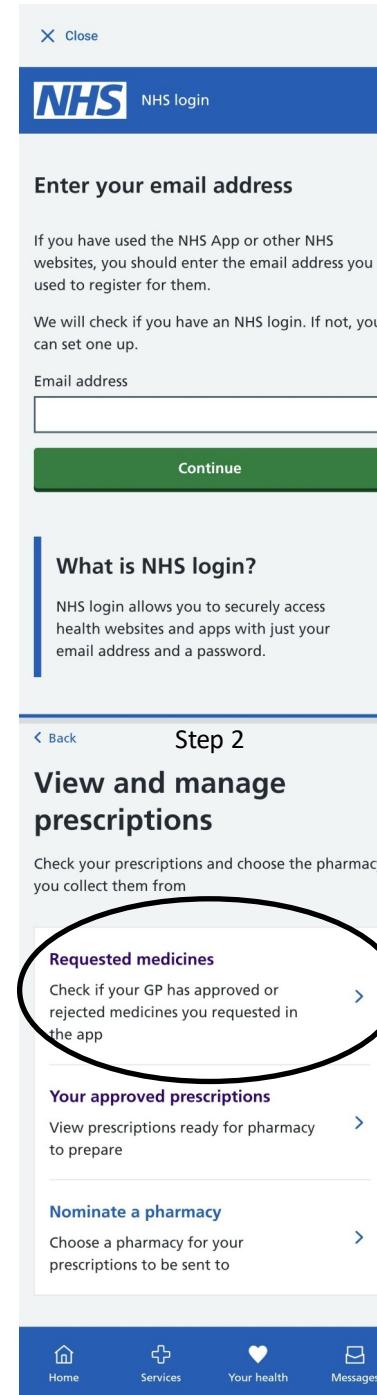
Here is a summary of common investigations. They will become visible on the app once a doctor has reviewed them and filed them.

- Full Blood count— FBC
- Renal profile
- Liver function test
- Lipid profile
- HbA1c level (diabetes)
- Serum TSH level (Thyroid function)
- Serum ferritin (iron)
- Urine culture
- Calprotectin
- FIT test
- Chest x-ray

Please read the doctors comments. If normal, this is normal. If satisfactory for patient, this is within normal for the patient without any concern. If something needs to be done, it will state this and the surgery will be in contact. If you do not hear from them within a week, please ring to book in.

If there is any confusion regarding results, please book an appointment to discuss further.

Please note: the reception team will only be able to tell you the same information you can see on the app as they are not clinically trained.



Your health

- GP health record (Figure 1)
 - Allergies and adverse reactions
 - Medicines—current and previous
 - Immunisations
 - Health conditions—current and previous
 - Test results—bloods, x-rays etc
 - Consultations and events—documentation of all your appointments at the surgery
 - Documents—referrals and correspondence
- View and manage prescriptions— request and see when they are approved. If no designated pharmacy a bar code will appear to scan at any pharmacy.
- Upcoming and past appointments—keep up to date with appointments (Figure 2)

Messages

- View your messages (Figure 3 and 4)
 - Receive messages from both GP and hospital, including invitation and reminders
 - Response to queries:
 - Health problems
 - Fit/ sick note
 - Documents and letters

