

Your Guide To The NHS App



GUIDE

How to get started

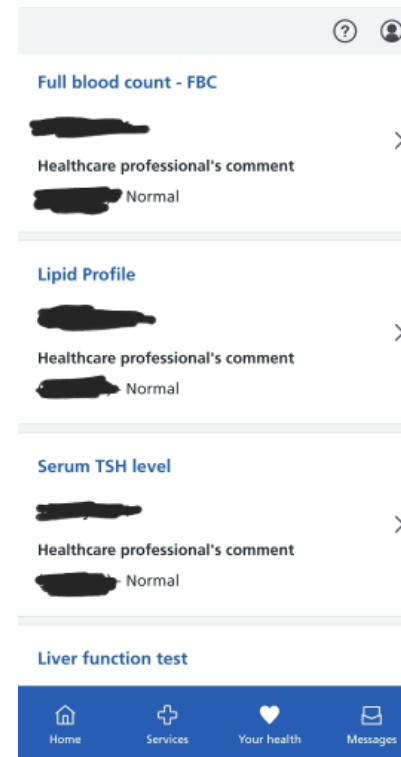
1. Download the App from Google Play or App store.
2. Register using the instructions on screen—you will need a email address and mobile number—verification codes will be sent and you will be prompted when they are required.
3. Identity verification is also required—you will need to upload your passport 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

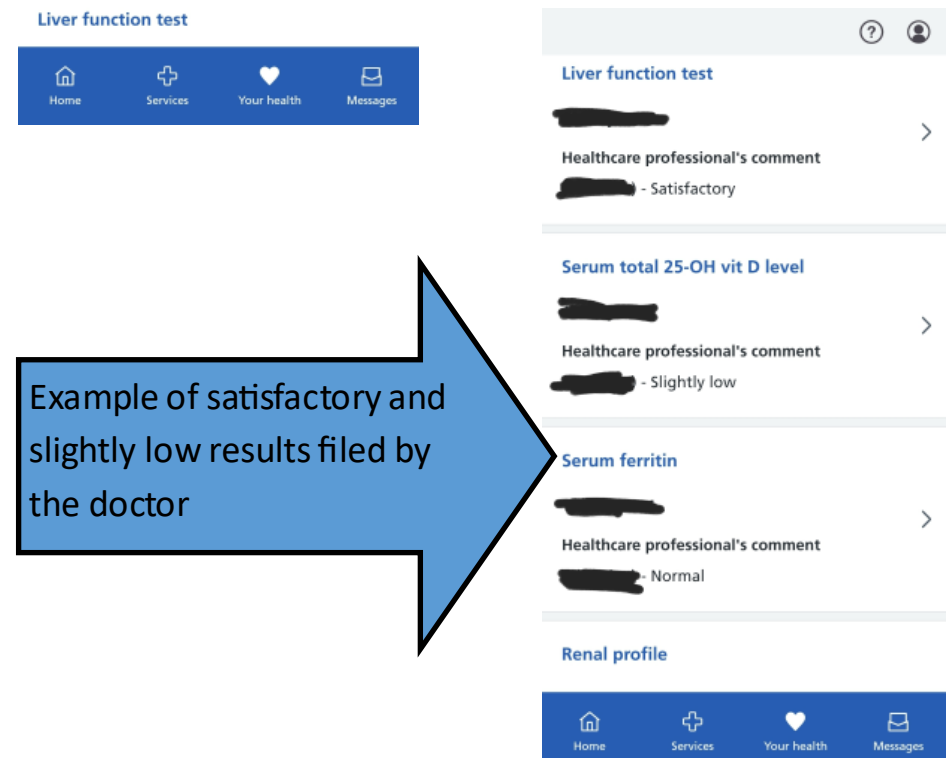
The NHS App was designed to make it easier for patients to take control of their health. This booklet will provide a brief summary of what can be accessed from the comfort of your home and how to make the most of this.

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



Example of normal results filed by the doctor



Example of satisfactory and slightly low results filed by the doctor

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.

The screenshot shows the NHS App login process. Step 1 is titled 'Enter your email address' and includes a text input field and a 'Continue' button. Below this is a section titled 'What is NHS login?' explaining that it allows secure access to health websites and apps. Step 2 is titled 'View and manage prescriptions' and includes a 'Requested medicines' section with a link to check if a GP has approved or rejected medicines, a 'Your approved prescriptions' section with a link to view prescriptions ready for pharmacy, and a 'Nominate a pharmacy' section with a link to choose a pharmacy for prescriptions to be sent to. The bottom navigation bar shows 'Home', 'Services', 'Your health', and 'Messages'.

The screenshot shows the NHS App home screen. Step 1 is titled 'Good afternoon,' and includes a 'Request repeat prescriptions' button and a 'Check if you need urgent medical help using 111 online' button. Below this is a 'Your health' section with links to 'GP health record', 'View and manage prescriptions', and 'Upcoming and past appointments'. Step 2 is titled 'Your medicines have been requested' and includes a message stating 'Your request has been sent to your GP surgery for approval.' and a 'What to do next' section with a link to 'your approved prescriptions'. The bottom navigation bar shows 'Home', 'Services', 'Your health', and 'Messages'.

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

