**NHS APP INFORMATION FOR PATIENTS**

**The NHS App has been developed by the NHS in England. It is a new way for you to connect to your practice and other NHS services, allowing you to:**

* Book, Cancel and manage appointments at your GP practice
* Order repeat prescriptions for collection at your practice or a pharmacy you have already nominated
* Securely view your GP medical record.
* Register to be an organ donor.
* Check your symptoms using the [health A-Z from the NHS website](https://www.nhs.uk/conditions/)
* Find out what to do when you need help urgently, using NHS 111 online.
* Choose how the NHS uses your data.

The NHS App is available to download now once you are registered, you can start to book, cancel and ask for repeat prescriptions without needing to call or visit the practice.

Simply download the NHS App on your smart phone, tablet or PC.

You can register and verify your identity through the app, rather than visiting the practice for passwords and verification of your ID-just follow the instructions on the app.

**Patients who are already registered for Online Services with Patient Access**

* If you are already registered for GP online services with Patient Access, you can use the account ID and PIN, or account linkage key, you were originally issued by the practice when you set up your account. If you no longer have this, you can ask us at the practice to re print it for you, so that you can use it to register for the NHS App.
* You can also reset your own details from within the online services you use.

**Help**

Patients can get help with the NHS App at [www.nhs.uk/a](https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help-and-support/)[pphelp](https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help-and-support/). If patients cannot find the help you need on this page, you can contact  [www.nhs.uk/contact-us/nhs-app-feedback-form](https://www.nhs.uk/contact-us/nhs-app-contact-us)

**Answer questions on viewing patient records**

The level of detail a patient sees in your medical record through the NHS App is set in the practice's clinical system, and not by the app itself. The default level of access a patient has is generally ‘summary care information’, which includes demographic, problems, allergy and medication information.

Patients who wish to access more sections of your medical record, or believe there is an error in it, will need to raise this directly with you at the GP practice. This is because the practice remains the custodian of the patient’s record and decisions about whether to provide access or amend it must be made by a clinician.

**Answer questions on repeat prescriptions**

Patients can request repeat prescriptions through the app. If a patient has already nominated a pharmacy, prescriptions will be sent there. If not, the prescription will be ready at the practice to be picked up. Patients will soon be able to set up a new nomination or change an existing nomination through the app.