

A guide to using the NHS App for England

**How to access health services and your
health information through the NHS App**



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Introducing you to the NHS App for England

Hello,

Welcome to Age UK's 'A guide to using the NHS App for England'.

This guide will show you how to set up an NHS account and access it through the NHS App. An NHS account gives you access to health services – those provided by your GP and other NHS services – and your health information online.

You may not be able to access all GP and NHS services and health information in your NHS account. It depends on what services your GP surgery and health services in your local area choose to give patients access to. This can vary in different areas of England. GP surgeries and local health services will make their own decisions on this. In this guide, we'll let you know all of the services and health information which you may be able to access through the NHS App. We recommend you speak to your GP surgery and local health services if you have specific questions about the services and information you can access.

Learning at your own pace

After you have set up your NHS account, you don't need to go through the guide page by page. You can go to the section that is relevant to the action you want to take. You can work through the guide by yourself or ask someone for help. Do this at your own pace, repeating any sections you want to focus on. Reflect on what you've learned and make notes, as this will help you to become more confident to access NHS services and health information.

If you've got any questions as you use the guide, you may be able to get support from your local Age UK. You can find your local Age UK at www.ageuk.org.uk/services/in-your-area/



Using this guide

This is a guide for people living in England who want to access their NHS account, using the NHS App. An NHS account gives you access to NHS health services and your health information online.

To use this guide, you need to:

- feel comfortable using a smartphone or tablet
- understand some basic terminology. Have a look at the section called '[Key terminology in this guide](#)' on page 10 where we explain some common words and phrases
- have an internet connection.

To make things as easy as possible for you, we've set out this guide to match the structure of an NHS account. This will help you to work through the guide. To get you started, we've included some information about how to find and download apps to your phone.

If you prefer not to download the NHS App, you can log into your account through the NHS website. You can do this through a smartphone, tablet, laptop or computer. Read our [other guide](#) about how to access health services and your health information through the NHS website.

It might help to have a pen and paper handy to make any notes when you use this guide. You can work your way through it or dip in and out, depending on what you want to do with your NHS account. There is space to make notes at the end of each section in this guide.

Don't worry if you're feeling nervous about using this technology. You can recap on some of the information in our other guides to help you get online and feel confident using apps.

These include:

- '[A beginner's guide to connecting to the internet](#)'
- '[A guide to choosing your device](#)'
- '[A guide to making your device easier to use](#)'
- '[A beginner's guide to apps](#)' and '[An intermediate guide to apps](#)'.

You can find these guides on the Age UK website: www.ageuk.org.uk/information-advice/work-learning/technology-internet/digital-instruction-guides/

The benefits of an NHS account

If you haven't used an NHS account before, it's worth thinking about. An NHS account allows you to:

- manage your healthcare online. For example, you can [order repeat prescriptions](#) (see page 24) and [communicate with healthcare professionals through your account](#) (see page 44)
- find out appointment dates and times if a letter for a medical appointment is delayed in the post
- access health services and your health information at any time of the day
- use health services and view your health information, wherever you are.

Your personal information is secure and protected. Read more about this on page 57 in the section on [how your personal information will be used](#).

Of course, if you want to call or visit your GP surgery at any point, you can still do this. The online NHS account doesn't replace existing telephone or face-to-face services.

Your GP surgery and local health services decide which NHS health services you can access through your NHS account. Speak to your GP practice to find out what services and information are available for you to access online. For example, some people can book appointments with doctors online, but others can't.



Key terminology in this guide

It can take time to get your head around the language used to describe different technology. Here are some common words and phrases and what they mean:

Android: The name of the software that many devices use to function. Phones, tablets and laptops from lots of different brands fall into the bracket of Android devices. These brands include: Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

Apple: A brand of phones, tablets and laptops. Apple phones are known as iPhones and tablets are called iPads. If your device isn't Apple, it's likely to be an Android device.

Application, or 'app': A type of program that you can download for your computer, laptop, tablet or smartphone. There are a lot of apps available, from games and puzzles to banking and apps to manage your health, including the NHS App.

Broadband: A generic term for the connection which allows you to access the internet. To get home broadband, you will need to set up a contract with a broadband provider (such as BT, TalkTalk or Plusnet) who will charge you for the equipment and services needed to connect your device to the internet.

Cookies: Most websites pop up with a message asking you to 'accept cookies'. A cookie is a small piece of data that is stored on your computer, laptop, smartphone or tablet when you visit a website or app. They allow the website to track information about your activity, such as how many times you have visited and how long you spent on the website or app. Websites use this information to improve your experience, but your personal information won't be shared with anyone. You don't have to accept cookies, but it might mean that you can't access some websites. You can find more information about cookies at: <https://accessibility.campaign.gov.uk/cookies-and-privacy/>

Device: A general term for a smartphone, tablet, laptop or computer.

Email: It's a way of sending and receiving messages over the internet. It's free and quick to use and has replaced letter writing as the most common way to keep in touch. You will need to have an email address set up to be able to use the NHS App.

Fingerprint log in: Instead of entering a password, you place your finger on the screen or home button of your device to log in to an account. Some websites and apps, such as the NHS App, may allow you to use your face or iris (part of your eye) to log into an account. It depends on the device you're using.

Google: The most popular search engine on the internet. It allows you to find websites and ask questions. You can visit www.google.com, then type in some keywords to find out information about them. Someone might tell you to ‘Google’ something, which means to look up information online.

http / https: Most web addresses start with ‘http’ or ‘https’. This refers to how the information is shared over the internet. If you’re entering personal or financial details, make sure the website you’re using starts with ‘https’. The ‘s’ stands for secure.

Link (or ‘hyperlink’): Text, an image or a button that you can click or tap on to access a website. The link may be blue in colour, underlined and include text such as ‘Click here for more information’ or ‘Find out more’.

Internet: This is a large network that connects computers and devices around the world to access information. It’s also known as the worldwide web. You’ll see the abbreviation ‘www’ at the beginning of web addresses. For example, the Age UK website is www.ageuk.org.uk.

IP address: This stands for Internet Protocol address. It’s a unique number that is given to every device connected to the internet.

Log in: If you’ve set up an online account for email, banking, shopping or social media, you’ll need to use a username (often your email address) and password to access the account. This is known as logging in.

Minimise: Reducing the size of an app or web page you are using so you can carry out another task on your device. For example, checking text messages for a security code to log into the NHS App.

Mouse: A handheld pointing device that allows you to move the cursor around on your laptop or computer.

Online: This refers to doing anything using the internet. For example, online shopping or online banking uses a website or an app, rather than doing the activity in person or over the phone.

Search engine: These help you to find information on the internet. Popular search engines include Google and Bing. You can type in keywords to find what you're looking for in the space provided. The search engine will search through relevant webpages and display the results in a list. Someone might tell you to 'Google' something, which means looking up information online using a search engine called Google.

Scrolling: Using your finger or a mouse to move the screen and see different text or images.

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

Stylus: A pen-like object you can use to operate the touchscreens of your electronic devices.

Tablet: A small portable computer with a touch screen. You tap the screen with your finger, or a special pen known as a 'stylus', rather than using a keyboard and mouse.

Tap: To quickly touch and then lift your finger off a touchpad to carry out an action. This could be to move to a new screen or open an app on your device. It's the equivalent of clicking a mouse on a computer. You can read more about this in ['A guide to making your device easier to use'](#).

Touchscreen: A type of screen on a device that allows you to use your finger, or a stylus, to navigate and interact with content. This is an alternative to a mouse and keyboard.

URL: This is the address of a webpage. For example, 'www.ageuk.org.uk'. You type the URL into the address bar at the top of your web browser, such as Google Chrome and Microsoft Edge, to visit a website.

Web/internet browser: This is a program that runs on your device and allows you to access webpages on the internet. Common web browsers include: Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.

Webpage: Webpages provide information through text, images and videos, and are displayed on your web browser, such as Google Chrome or Microsoft Edge. Websites are made up of webpages, just like a book is made up of pages.

Website: A set of related webpages owned by one person or organisation. For example, Age UK's website is made up of hundreds of individual webpages on different topics. You visit websites on your web browser, such as Google Chrome or Microsoft Edge.

Wireless network, or 'WiFi': How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public WiFi networks when you're out of your home. And you can arrange a contract with an internet provider so you can use WiFi at home.

Is your device Android or Apple?

If your device is an iPhone or iPad, then it's an Apple brand. It will have the Apple logo on the back. All other phones and tablet brands are more than likely to be Android devices.

If you aren't sure, then here are some ways to find out:

- Check the handbook that came with the device.
- Search for the brand of your device online.
- Go to your phone menu. Tap 'Settings', then 'General' and then 'About'. There, the version will be listed. Some phones will only need you to tap 'Settings' and then 'About phone' – there isn't a middle step.



An NHS account

The NHS account is for patients in England. It gives you access to some NHS services and personal information and health records. You can log in to your NHS account, using either the NHS App or the NHS website (www.nhs.uk). This guide looks at how to use the NHS App to access your NHS account.

An NHS account allows you to do things like:

- order repeat prescriptions
- book and manage appointments
- get health information and advice
- view your health record securely
- see your NHS number.

Who can have an NHS account

To have an NHS account – and use the NHS App or NHS website to access NHS services – you must be:

- aged 13 or over
- registered with an NHS GP surgery in England or the Isle of Man.



How to use the NHS App to access your NHS account

If you don't already have an NHS account, you can set one up using the NHS App. When you have set up an NHS account, you can log into the account each time through the app.

Some apps are free to download and use. Others charge you to download them. The NHS App is free to download and use. You can download the app on your smartphone or tablet.

How to find and download the NHS App on an Android device

1. Open the Play Store in your phone or tablet's menu by tapping on the Play Store icon.
2. You'll need to set up a Google account or log into your Google account. This is the account you will use to access other Google services, like Gmail, a type of email account. You'll automatically stay logged into your Google account. So next time you download an app, you'll be logged in to the Play Store.
3. Search for the name of the app by typing it into the search bar at the top of your screen. For example, 'NHS App'.
4. When you see it in the list that comes up, tap on the name of the app.
5. Tap 'Install', which is a green button underneath the name of the app. It will say the app is 'Pending' and then 'Installing'.

How to find and download the NHS App on an Apple device

1. Open the App Store in your iPhone or iPad's menu by tapping on the App Store icon.
2. You'll need to set up an Apple ID or log in to your existing Apple ID account. This is the account you will use to access Apple services. You'll automatically stay logged into your Apple ID account. So next time you download an app, you'll be logged into the App Store.
3. Tap the 'Search' icon at the bottom right of the screen. It has a magnifying glass icon. Search for the name of the app by typing in the search bar. For example, 'NHS App'.

4. Tap on the name of the app.
5. Tap 'Get' which is a blue button next to the icon symbol.
6. You will then be asked to tap 'Done' or 'Double-Click to install'. To do this you need to click the button on the right of your phone twice. A circle will appear next to the app showing you that the app is downloading.
7. When the app has finished downloading, you will be able to tap 'Open'.

Top Tips

Make sure you're connected to WiFi before downloading the NHS App. This will stop additional charges from your mobile phone network. If you don't use WiFi, you'll use the mobile data on your phone which you may need to pay for if you go over your data usage.

How to set up your NHS account

1. When you've downloaded the NHS App, tap on the app to open it. A blue screen will appear and a white button which says 'Continue'. Tap on the button.
2. Enter your email address in the app and choose a password.
3. Confirm the email sent to you by the NHS App.
4. Provide a mobile phone or landline number. A six-digit security code will be sent to you by text message.
5. Enter the six-digit security code that you are sent into the app.
6. You then need to prove who you are. You'll only need to do this once at the start when you register. You can use a photo ID to do this, such as a passport or UK driving licence. Choose one ID and submit a photo of it by uploading it to the app. Provide your postcode (it must be the same postcode that you have registered with your GP). Your information will then be checked, and you will receive a confirmation email within two to three days. Once confirmation is received, you can use the NHS App.

Setting a strong password

The best way to keep your NHS account safe is to choose a strong password that only you have access to. Avoid using anything obvious for your password, like your name or address or choosing a weak password like '12345' that someone else might easily guess.

Never write down your password. If you need a written reminder, try to write a hint that only you understand, rather than the actual password. If you do write anything down, keep that information somewhere safe and away from the device you use. Remember never to share your password with anyone.

If you don't have photo ID, you will need the following three pieces of information to prove who you are. Ask your GP surgery to provide these to you.

1. Linkage key or passphrase
2. Organisation Data Service (ODS) Code or Practice ID
3. Account ID

Your information will then be checked and you will receive a confirmation email within three days. When you have received this, you can use the NHS App.

How to log into your NHS account

1. Tap on the NHS App to open it. A blue screen will appear and a white button which says 'Continue'. Tap on the button.
2. Enter your email address into the white box. This is the email address that you used to set up an NHS account. Next, tap on the green button which says 'Continue'.
3. On the next page, you'll be asked to enter your password into the white box. After you have entered this, press the green 'Continue' button.
4. The first time you log into the NHS App, once you have entered your password, you'll go through to a screen called 'Enter the security code'. You will be sent a text message with a six-digit security code. This will be sent to the mobile number you used when you set up your NHS account.

5. You can minimise the screen and go to your text messages to find your security code. Copy or write down the code.
6. Go back to the NHS App. Then enter the security code into the box on the NHS App. To avoid having to do this each time, tap the box underneath where you enter the security code. By tapping this box, the NHS App will remember this device and stop sending security codes. To keep your NHS login secure, you should only do this on your own personal or trusted devices.
7. When you are happy, tap on the green button which says: 'Continue'. You will then go through to the home page of your NHS account.

Top Tips

When you enter your password, you can click 'Show' which is in the right hand side of the box where you enter it. This will show you your password when you type it so you can check you're typing it in correctly.

Other ways to log into the NHS App

If your device supports fingerprint detection or facial or iris recognition, you can use it to log into your NHS App each time. This is instead of using a password and security code.

Notes

How to use an NHS account with the NHS App

Once you have logged into the NHS App, you'll go through to the home screen. You'll see a menu at the bottom of the screen. It's blue and has four icons on it. The icons have a white outline and text underneath explaining what they are. From left to right, these are: 'Home', 'Services', 'Your health' and 'Messages'.

In the top right hand corner of the home screen, you will see two icons:

1. A question mark inside a circle. If you tap on this, it will take you through to a page with help and support with using the NHS App. Here, you will find information on how to:
 - set up your login and start using the NHS App
 - manage your health records and choices
 - manage health services for others
 - book and change appointments
 - request and manage prescriptions
 - read and send messages to healthcare professionals
 - change settings and preferences for your NHS account
 - guidance on technical issues
 - contact the NHS App team.
2. A person inside a circle. When you tap on this icon, it takes you through to information about your NHS account. This includes:
 - personal details, such as your GP surgery
 - health choices, such as decisions about organ donation
 - settings for your account, including notifications, and fingerprint, face or iris recognition
 - contact and login details
 - information about cookies
 - a 'Log out' button – click on this to log out of your NHS account.

Notes

How to find your NHS number

You may be asked for your NHS number but not know it off hand.

You can find your NHS number in your NHS account through the NHS App. When you log into your NHS account, you can find your NHS number at the top of the home page under your name.

You can also have your NHS number sent to you by text, email or letter.

1. Go to your web browser and put in: www.nhs.uk/nhs-services/online-services/find-nhs-number/
2. Scroll down the screen and tap the green 'Start now' button. You will then be asked to enter your full name, date of birth and the postcode of the address you've registered at a GP surgery with.

You can also contact your GP surgery to get your NHS number.

How to access health services and information in your NHS account

This section explains what health services and information you may be able to use and look at in your NHS account. You may not be able to access all of them. It depends on your GP surgery and what they choose to give patients access to. Each GP surgery will make their own decisions on this.

How to use GP services

There are four GP services you may be able to access through your NHS account. It depends on your GP surgery and what services they choose to give patients access to.

These are:

- 'Request repeat prescriptions'
- 'Contact your GP about a health problem'
- 'Contact your GP surgery for a document or update'
- 'Check for available GP appointments'

To find GP services through the NHS App, tap on the 'Services' icon in the menu at the bottom of the screen. This is the second icon from the left.

Or, when you're on the home screen, you can tap the blue link to the right of 'Services', which says 'View all'.

Either of these two options will take you through you to a page with four GP services listed. They are in a list under a heading called: 'Your GP services'.

1. How to order repeat prescriptions

If you have repeat prescriptions set up with your GP practice, you can use this online service to order your medications.

1. Tap on the first blue link in the 'Your GP services' menu. It says: 'Request repeat prescriptions'.
2. This will take you to another page where you can check your chosen pharmacy. This is the pharmacy where you will collect the medicine from or the pharmacy which will deliver your prescription to you. The name and address of the pharmacy will be listed.
3. There is a blue link under the name and address of the pharmacy. Tap this to check the opening times of the pharmacy.
4. Under this is a blue link to change your chosen pharmacy. Tap on this link to change the pharmacy where you will collect your medicines from.
5. If you are happy with your chosen pharmacy, tap on the green button at the bottom of the screen which says 'Continue'.
6. Then you will go through to a screen with a list of your repeat prescriptions. Select all the medicines you want to request by tapping on the white square boxes.
7. Swipe down the screen to add an optional note to your GP surgery. If you have an urgent message, you should phone your GP surgery.
8. Once you are happy with what you have selected, tap on the green button at the bottom of the screen which says 'Continue'.
9. You then go through to a page where you can check the details of the prescription before sending the request to your GP surgery.
10. When you are happy, tap on the green button at the bottom of the screen that says: 'Confirm and send'.

2. How to contact your GP about a health problem

1. The second option in the 'Your GP services' menu is a blue link which says: 'Contact your GP about a health problem'. If your GP allows this service, you will see a note under the link which says: "Provided using X".

This is a service provided by external companies, like Accurx. The service connects patients with healthcare professionals at a GP surgery. A GP practice must choose to use this service for you to be able to use it.

2. If you have this option, tap on the white 'Continue' button. This will take you through to the service provided by the external company.
3. When your GP surgery is open, you can tell them about your health problem using this option. You won't be able to do this when the surgery is closed.

On the Accurx system, the first screen asks if you are the patient or if someone else is and you will need to fill in your date of birth by typing numbers into the boxes. Then, tap on the blue 'Continue' button.

4. You can't use this service if you urgently need medical attention. Read the lists of symptoms and tap the blue 'I confirm, none are present' button at the bottom of the screen if it's not an emergency.
5. The next screen allows you to tell your GP surgery more information about your health problem. Use the first box to describe the problem. You have 500 characters to do this. Characters are single letters or numbers.
6. You could attach a photo to help explain your health problem by tapping the 'Attach a photo' option underneath 'Describe the problem'.
 - If you want to upload a photo, read the information about what photos are allowed. Photos should not include intimate areas of the body. The photos may be seen by staff of all genders and saved to your medical record. Next, tap the white box 'I have read and agreed to the above' and then the blue 'Continue' button at the end of the screen.
 - On the next screen you can tap the blue 'Upload' button at the end of the screen to upload your photo.
 - You can either choose a photo that's on your phone or take a photo. Choose the option you'd prefer by tapping on it.
 - When you have chosen the photo, tap the blue 'Continue' button at the end of the screen.

7. You will return to the main screen where you can tell the GP surgery about your health problem. Use the second box on this screen to describe how long the health problem has been going on for. You have 500 characters to do this.
8. Use the third box to explain if you have tried anything to help with your health problem. Again, you have 500 characters to do this.
9. Use the fourth box to share if there's anything in particular that you are worried about connected to the health problem. The same character limit applies.
10. Use the fifth box to tell the GP practice what you would like them to do to help. For example, you might want to request a face-to-face appointment. You have 500 characters of space to do this.
11. The final box asks you to fill in when are the best times to contact you. You don't have to fill this box in.
12. When you have filled in all of the boxes, tap the blue 'Continue' button at the bottom of the screen.
13. On the next screen, use the boxes to fill out your name, postcode and phone number. Tick the relevant box when you are asked how you would prefer to be contacted. Tap 'Yes, verify now' or 'No, skip' when you are asked if you would like to receive a verification code to process the request faster. This is a code that will be sent to your phone.

Tap the blue 'Continue' button when you have filled in each box on this page.

14. The next screen asks you to review all of the information you have entered. If you are happy with what you have written, press the blue 'Submit request' button at the end of the screen. Then the information you have written will be sent to your GP surgery and they will get in touch with you.

If you want to edit what you have written, tap 'Back' at the top left of the screen.

3. How to contact your GP surgery for a document or update

1. The third option in the 'Your GP services' menu is a blue link which says: 'Contact your GP surgery for a document or update'. If your GP allows this service, you will see a note under the link which says: "Provided using X".

This is a service provided by companies like Accurx. The service connects patients with healthcare professionals at a GP surgery. A GP practice must choose to use this service for you to be able to use it.

2. If you have this option, tap on the blue link 'Contact your GP surgery for a document or update'.
3. When your GP surgery is open, you can contact them for a document or update using this option. You won't be able to do this when the surgery is closed.

On the Accurx system, the first screen asks if you are the patient or if someone else is and you will need to fill in your date of birth by typing numbers into the boxes. Then, click on the blue 'Continue' button.

4. **You can't use this service if you urgently need medical attention.** Read the lists of symptoms and click the blue 'I confirm, none are present' button at the bottom of the screen if it's not an emergency.

5. The next screen asks you about the nature of your request. You can ask for a:
 - fit (sick) note
 - routine care appointment
 - test results
 - referral follow-up
 - doctor's letter
 - other admin request.

Click on the white circle next to the option you want to choose.

6. The next screen will ask you for more information about the option you have chosen. Fill in the relevant boxes with details of your request and click the blue 'Continue' button at the end of the page.

7. Use the boxes to fill out your name, postcode and phone number. Tick the relevant box when you are asked how you would prefer to be contacted. Click 'Yes, verify now' or 'No, skip' if you would like to receive a verification code to process the request faster. This is a code that will be sent to your phone.

Click the blue 'Continue' button when you have filled in each box on this page.

8. Review all of the information you have entered. If you are happy with what you have written, press the blue 'Submit request' button at the end of the screen. Then the information you have written will be sent to your GP surgery and they will get in touch with you.

4. How to check for available GP appointments

Some GP surgeries allow you to book appointments online. Others don't. Speak to your GP surgery to find out if they offer this service.

1. Tap on the fourth link in the 'Your GP services' menu. It says: 'Check for available GP appointments'. This will take you through to another screen where you can find out if you can book GP appointments online.
2. If you aren't able to book appointments online, you can contact your GP surgery directly. **For urgent medical advice, you should go to 111.nhs.uk or call 111.**
3. Swipe down the screen and there are options to 'Ask your GP for medical advice' and 'Ask your GP surgery a question'. Tap on the blue links to access this help.

Notes

How to use other NHS services

As well as services provided by your GP surgery, there are five other NHS services you may be able to access in your NHS account. The local health services in your area will decide what services you can access in your NHS account.

These are:

- 'Check if you need urgent medical help using 111 online'
- 'Request an emergency repeat prescription using 111 online'
- 'Book, cancel or change a COVID-19 vaccination appointment'
- 'Book or cancel a free NHS flu vaccination at a pharmacy'
- 'Find NHS services near you'.

1. To find the other NHS services through the NHS App, tap on the 'Services' icon at the bottom of the screen. This is the second icon from the left.

Or, on the home page, you can tap the blue link to the right of 'Services', which says 'View all'.

2. Either of these two options will take you through you to the same page with other NHS services listed. 'Other NHS services' is under 'Your GP services'.

1. How to check if you need urgent medical help using 111 online

1. Tap on the first option in the 'Other NHS Services' menu. This is a blue link called: 'Check if you need urgent medical help using 111 online'.

When you tap on the link, it will take you through to a page called: 'Agree to share your NHS login information'.

2. To continue, you need to agree to share your NHS login information with NHS 111 online.

NHS 111 will use your:

- first names
- last names
- date of birth
- email address
- phone numbers
- NHS number
- identity level – how much information you access on the NHS App is connected to what ID you have provided to prove who you are. If you only provide an email address and phone number, you'll be able to access less information. If you upload photo ID and this is verified, you will be able to access more personal information
- GP surgery's name and address.

3. Partway down the page, there is a 'Terms of use and privacy policy' link. The link is blue. You can tap on this link to read information about how NHS 111 online will use your information if you use this service.

4. If you're happy to share your details, tap the 'I agree' button.

You will then go through to another screen which says: 'Do you want to use these details on 111 online?' Under this, it will list your name, date of birth, home address, phone number, email and GP surgery.

5. Underneath, you can either tap to say: 'Yes, use these details'. Or tap to say: 'No, I'll enter the details myself'. When you are happy to move forward, you can tap the green 'Next' button.

6. On the next page, a box will appear which says: 'We will not access or know about any conditions or medicines on your healthcare record. If we need to know, we will ask you for this information.' To move forward, tap the green 'I understand' button.

7. You will then go through to a screen about checking your symptoms. If you're worried about a symptom, you can answer some questions and the service will tell you what to do next. Tap the green 'Start now' button to answer the questions.

Before you start answering the questions, you will see a message saying to call 999 now for any of the following:

- signs of a heart attack
- signs of a stroke
- sudden confusion (delirium)
- suicide attempt
- severe difficulty breathing
- heavy bleeding
- severe injuries
- seizure
- sudden, rapid swelling
- labour or childbirth.

8. If none of these apply, tap the green button which says 'I have none of these' to begin to answer more questions about what help you might need.

Calling 111

Please call 111 instead if you:

- have complex problems caused by an existing medical condition
- have a care plan from your doctor for your current health problems
- need to get end-of-life care.

2. How to request an emergency repeat prescription using 111 online

1. Tap on the second option in the 'Other NHS services' menu. This is a blue link called 'Request an emergency repeat prescription using 111 online'.

When you tap on the link, you'll go through to another screen with information about emergency prescriptions. You can use this service to request a limited emergency supply of a medicine you've completely run out of. This must be a medicine you are prescribed regularly through a repeat prescription. You will be charged your usual prescription fee. If you don't usually pay, the emergency prescription will be free.

You can't use this service to get antibiotics for a new or recent problem or controlled drugs that require identification to collect.

2. To use the service, tap the green 'Start now' button.

Before you use the service, you will see a message saying to call 999 now for any of the following:

- signs of a heart attack
- signs of a stroke
- sudden confusion (delirium)
- suicide attempt
- severe difficulty breathing
- heavy bleeding
- severe injuries
- seizure
- sudden, rapid swelling
- labour or childbirth.

3. If none of these apply, tap the green button which says 'I have none of these' to answer the questions online.
4. You will then go through a number of screens to answer some questions about your situation.

3. How to book, cancel or change a COVID-19 vaccination appointment

1. Tap on the third option in the 'Other NHS Services' menu. This is a blue link called 'Book, cancel or change a COVID-19 vaccination appointment'.
2. When you tap on the link, it will take you through to a page called 'Book, change or cancel a COVID-19 vaccination appointment'.

You can use this service to:

- check if you need an appointment
- book an appointment
- check your existing appointment details
- change your appointment
- cancel your appointment.

You may also be offered a flu vaccination in the same appointment if you are eligible.

3. There is a green button partway down the page which says: 'Start now'. Tap the button and it will take you through to a page called: 'Are you able to get a COVID-19 vaccine?'. This page checks your eligibility and asks you to answer a question to determine whether you're eligible. The question will be different if you are under or over 75. People over 75 are normally eligible for a COVID-19 vaccine.

If you are eligible for a vaccine, choose this option and press the green 'Continue' button.

4. On the next screen, press the green 'Continue' button to choose an appointment.

4. How to book or cancel a free NHS flu vaccination at a pharmacy

1. Tap on the fourth option in the 'Other NHS Services' menu. This is a blue link called 'Book or cancel a free NHS flu vaccination at a pharmacy'.

When you tap on the link, it will take you through to a page called 'Book, change or cancel a free NHS flu vaccination at a pharmacy'. You can use this service to:

- check if you need an appointment
- book an appointment
- check your existing appointment details
- change your appointment
- cancel your appointment.

2. The service will check if you need a vaccine before you book. To check if you need a vaccine, tap on the green button partway down the page. The button says: 'Start now'.
3. On the next page, you will find information about whether you are able to book an appointment or not.

Choose either 'Yes, I'm eligible for a free flu vaccine' or 'No, I am not eligible' by tapping the relevant white circle at the end of the page. Then click the green 'Continue' button.

4. On the next screen, press the green 'Continue' button to choose an appointment if you are eligible.

5. How to find NHS services near you

1. Tap on the fifth option in the 'Other NHS Services' menu. This is a blue link called 'Find services near you'.

When you tap on this link, it will take you through to a page with a list of services. These are:

- 'GP'
- 'Dentist'
- 'Vaccinations and booking services'
- 'Pharmacy'
- 'Urgent care services'
- 'Mental health services'
- 'Hospital'
- 'NHS sight test'
- 'Sexual health services'
- 'Pregnancy services'
- 'Find other NHS services'.

2. The above list of services are all blue links. You can tap on these to find more information.

Below the list of services, there are links to information about what to do if you need help. These are:

- 'If you need help now, and you're not sure what to do'
- 'If you think it's an emergency'.

3. Tap on the blue links to find more information.

Notes

How to find health guidance

With an NHS account, you can read information about health, medicines and COVID-19. Everyone should be able to view and read this information.

1. To find health guidance, go to the home screen. Next, tap on the blue link which says: 'View all' to the left of 'Services'.
2. Or you can tap on the 'Services' icon at the bottom of the screen. It's the second icon from the left.
3. Scroll down the page to the third section in the menu called 'Find health information'. It lists three options here:

1. How to browse NHS health information

1. Tap on the first option in the 'Find health information' menu which says: 'Browse NHS health information'. This text is a blue link. It will take you through to a page called 'Health A to Z' with information about conditions, symptoms, medicines, tests and treatments. It also explains what to do if you have any symptoms and when to get help.
2. As you scroll down the screen, you will see four boxes with links to information. These all have blue links which you can tap onto read information.

These are:

- 'Conditions A to Z'
- 'Symptoms A to Z'
- 'Tests and treatments A to Z'
- 'Medicines A to Z'.

3. Keep scrolling and you will see other links to further information. These are all blue links that you can tap on.

They are:

- 'Baby' – information about caring for a baby
- 'Contraception' – information about different types of contraception, and where to get them
- 'Mental health' – information and support for your mental health
- 'Pregnancy' – information about trying for a baby, pregnancy, labour and birth
- 'Vaccinations' – information about vaccinations for babies, children and adults.

2. How to browse NHS medicines information

1. Tap on the second option in the 'Find health information' menu which says: 'Browse NHS medicines information'. This text is a blue link. When you tap on the link, it will take you through to a page called 'Medicines A to Z'. This section of the NHS account provides information on how your medicine works, how to take it and possible side effects.
2. You can either scroll down the alphabetical list of medicines or tap on one of the letters at the top of the page. For medicines that start with a letter towards the end of the alphabet, we recommend tapping on the applicable letter at the top of the screen to save you scrolling for ages to find the medicine.
3. The name of each medicine is a blue link. To read about the medicine you've been prescribed, tap on the blue link.

3. How to find guidance about COVID-19

1. Tap on the third option in the 'Find health information' menu which says: 'Find COVID-19 guidance'. This text is a blue link. When you tap on the link it will take you through to a page with NHS information and advice about COVID-19.
2. Scroll down the page and you will see a list of blue links. These are:
 - 'Symptoms and what to do'
 - 'How to avoid catching and spreading'
 - 'Treatments'
 - 'Long COVID'
 - 'COVID-19 vaccination'
 - 'COVID-19 rapid lateral flow test'
 - 'Scotland – NHS Inform: COVID-19'
 - 'Wales – Welsh Government: COVID-19'
 - 'Northern Ireland – indirect: COVID-19'.
3. Tap on a link to read the information.

Notes

How to access information about your own health

This section of your NHS Account allows you to view your records and choices you have made about your healthcare. You may not be able to access some of this information. This is because your GP surgery and the local health services in your area will decide what information you can access in your NHS account.

1. Tap on the 'Your health' icon at the bottom of the screen.
2. Or scroll down the home page until you reach 'Your health' in the menu. To the right of this, there is a blue link that says: 'View all'. Tap on the link.

Both of these options will take you through to the same screen. You will see a list with different options for you to look at.

1. How to access your GP health record

Your GP health record shows personal data, such as your personal details, allergies and medications. Depending on what your GP surgery shares, you may also see:

- your medical history, including problems and consultation notes
- test results that you may not have discussed with your doctor.

1. Tap on the first blue link in the 'Your health' menu. It says: 'GP health record'.
2. On the next screen, you will see an important message. It says: "Your record may contain sensitive information. If someone is pressuring you for this information, contact your GP surgery immediately. You have a legal right to access the information in your record."

If you want to see your GP health record, tap on the green 'Continue' button.

3. On the next screen, you will see your GP health record. It will list: your name, date of birth, NHS number and address.

Underneath this, you will see different options which could include:

- 'Allergies and adverse reaction'
- 'Medicines'
- 'Immunisations'
- 'Health conditions'
- 'Test results'
- 'Consultations and events'
- 'Documents'.

These are blue links which you can tap on. Tap on them to read the information.

4. In your health record, there may be medical abbreviations that you aren't familiar with. Tap on the blue link at the bottom of the screen which says: 'Help with abbreviations'.
5. On the next screen, you can scroll through a list of different abbreviations.

2. How to view and manage prescriptions

This service allows you to check your prescriptions and choose the pharmacy you collect them from.

Tap on the second blue link in the 'Your health' menu. It says: 'View and manage prescriptions'.

On the next screen, you'll see four options:

Requested medicines

1. Tap on the first blue link to check if your GP has approved or rejected medicines you requested in the app. The link says: 'Requested medicines'.
2. On the next screen, you'll see a list of medicines you have requested. Scroll down to see these.
3. There is a blue link near the top of the screen which says: 'Your approved prescriptions'. Tap on this to view approved prescriptions. On the next page, you will see a list of approved prescriptions. Tap on the blue links to read more information about your approved prescriptions.

Your approved prescriptions

1. Tap on the second blue link to check your approved prescriptions that are ready for your pharmacy to prepare. The link says: 'Your approved prescriptions'.

On the next page, you will see a list of approved medications.

2. Tap on the blue links to read more information about your approved prescriptions.

Your chosen pharmacy

1. Tap on the third blue link to see information about the pharmacy that you collect your prescriptions from or delivers your medicines to you. The link says: 'Your chosen pharmacy'.

On the next screen, you will see the address of your chosen pharmacy.

2. Underneath this is a blue link which says: 'Opening times'. Tap on this blue link to find out the opening times of your chosen pharmacy.
3. At the bottom of the screen is a box that says: 'Change your chosen pharmacy'. Tap on this box to change the pharmacy you want to collect your prescriptions from or deliver your medicines to you.

Hospital and other medicines

Here, you can view your current and past hospital medicines.

1. Tap on the fourth blue link to see your current and past hospital medicines. The link says: 'Hospital and other medicines'.
2. To access this option, your GP surgery needs to work with an external provider. If you can access it, you will be able to see medicines you may have been prescribed by hospitals.

3. How to see upcoming and past appointments

This service allows you to view or manage upcoming and past appointments, referrals and waiting lists.

1. Tap on the third blue link in the 'Your health' menu. It says 'Upcoming and past appointments'.
2. On the next screen, there are four options. They are blue links which you can tap on.

GP surgery appointments

1. Tap on the first blue link called 'GP surgery appointments'. On the next screen it will tell you whether or not you can book GP appointments online.

If you can't book an appointment online, contact your GP surgery directly.

2. Under this, you may see options to ask your GP for medical advice and ask your GP surgery a question. These services are provided by external companies that aren't part of the NHS, so you may or may not have access to them. It depends if your GP surgery has set up these services for its patients.
3. You may also see a list of your upcoming and past GP appointments.

Referrals

Tap on the second blue link that says 'Referrals'. This will take you to a new screen with information about any referrals you have.

Hospital and specialist appointments

Tap on the third blue link that says: 'Hospital and specialist appointments'. This will take you to a new screen with information about which appointments you have. Some of your appointment information may not be visible in the app.

Waiting lists

Tap on the fourth blue link that says: 'Waiting lists'. This will take you to a new screen with information about which waiting lists you are on. Some of your waiting list information may not be visible on the app.

4. How to access hospital and specialist documents and questionnaires

1. Tap on the fourth blue link in the 'Your health' menu to look at hospital and specialist documents and complete questionnaires. This is a link that says: 'Hospital and specialist documents and questionnaires'.
2. On the next screen, it will show you hospital and specialist documents and allow you to complete questionnaires. Some of your documents and questionnaires may not be visible.
3. Scroll down to see a list of your hospital appointment letters and any questionnaires that you can complete. Click on the arrow to the right of each 'Appointment' to read the letter.

5. How to view test results and imaging

Tap the fifth blue link in the 'Your health' menu to look at test results. This link says: 'Test results and imaging'. Not everyone has this option available.

On the next screen, you will see two options:

GP-ordered test results

1. The first blue link in the list is 'GP-ordered test results'. You can tap on it to see test results requested or done by your GP surgery. When you tap on the link, it will take you through to another screen which will give you test results for the current year.

2. To search for test results from other years, tap the blue link that says 'View all test results'. On the next screen, you will see a list of years. You can tap the year you are looking for a test result for and this will take you through to another screen with information about relevant test results.
3. If you're looking for test results from older dates, scroll down to the bottom of the screen and tap the blue link in the bottom right hand corner of the screen. The link says: 'Older dates' and has an arrow pointing to the right next to it.
4. You'll then go through to another screen with a list of years. Tap the year you are looking for a test result for and this will take you through to another screen with information about test results.

Hospital-ordered test results

The second blue link in the list is 'hospital-ordered test results'. When you tap on the link, you may be able to see tests requested in hospitals, including specialist requested tests. This service is provided by an external company.

6. How to view your COVID-19 vaccine record

1. Tap the sixth blue link in the 'Your Health' menu to view your COVID-19 vaccine record. This link says: 'View COVID-19 vaccine record'.
2. On the next screen, you'll see information about any COVID-19 vaccines you've had.

If you have had any COVID-19 vaccines, you will see the date you had it, the name of the vaccine and the batch number.

7. How to track and manage your health

You can record your decisions about your health and keep track of information with this service.

1. Tap on the seventh blue link in the 'Your health' menu. This is a link that says: 'Track and manage your health'.
2. On the next screen, you will see three options:
 - 'View links from your health team'
 - 'Track your symptoms'
 - 'Share records with your health team'

Each of the above three options are blue links which you can click on. An external company provides these services.

8. How to view your care plans

This service allows you to check plans you've agreed with your health team about how you want to be cared for.

1. To view your care plans, tap on the blue link at the end of the 'Your health' menu called 'Care plans'.
2. On the next screen, you will be told which external provider manages this service with your GP surgery. Click the white 'Continue' button.
3. You'll be asked to give your consent to share your NHS login information with the external provider. This includes:
 - first names
 - last names
 - date of birth
 - email address
 - NHS number
 - identity level – how much information you access on the NHS App is connected to what ID you have provided to prove who you are. If you only provide an email address and phone number, you'll be able to access less information. If you upload photo ID and this is verified, you will be able to access more personal information.

If you agree to share this information, tap the green 'I agree' button.

4. Then you will be able to choose between:
 - 'Managing your health care plans'
 - 'Viewing your Universal Care plan'.

These are blue links that you can click on. Both services are run by external companies.

Notes

A large, empty rounded rectangular box with a thin dark blue border, intended for taking notes. It is positioned below the 'Notes' header and occupies most of the page's width and height.



How to view **messages** from your GP, hospital and specialist doctors

Being able to receive messages from, and send them to, healthcare professionals is a helpful way to keep track of appointments and review health information. You may also find it more convenient than waiting on hold on the telephone.

Through your NHS account, you can:

- receive messages from your GP surgery, about hospital and specialist care appointments, and invitations and reminders
- send or receive messages about your health record, documents and letters, and pre-appointment questionnaires.

1. Tap on 'Messages' in the menu at the bottom of the screen. It's the fourth option from the left.

Or you can scroll down the home screen until you see 'Messages' which is in a bold black font. It's under the section called 'Your health'. Click on the blue link underneath which says: 'View your messages'.

2. On the next screen, you will see two message boxes. One for messages from 'Your NHS healthcare services' and one for messages from 'Your hospital and specialist doctors' or 'GP surgery messaging'.
3. When you click on the top message box, called 'Your NHS healthcare services', it will take you through to a list of messages about hospital and specialist care appointments, and invitations and reminders.
4. If you have any messages, you can tap on them to open them. Each message will say who it is from. For example, the name of your local NHS trust. Tap on the name to open it.
5. When you click on the message box at the bottom called 'Your hospital and specialist doctors', you may be taken through to a service provided by Patients Know Best. Some GP surgeries and hospitals choose to provide this personal health record service. Others don't.
6. If you have an option called 'GP surgery messaging' you will be able to send messages to your practice. Some surgeries turn this option off.

Notes

How to make changes to your NHS account

There may be times when you have to change your personal information, such as the name and address of your GP surgery or your mobile number.

1. Tap on the circle icon with the person in it in the top right hand corner of the screen.

This will take you through to a page with your name, date of birth and NHS number.

2. Underneath this, there is a link called 'Manage health services for others'. See the section on ['How a family member or carer can manage health services and information for you'](#) on page 56 for more information about this.

Underneath this, there are different options:

Personal details

1. Tap on the blue link called 'Your GP surgery'. This will take you through to another page called 'Your GP surgery'.
2. You'll see the name and address of your GP practice. If you have moved to a new GP practice, tap on the 'Change GP surgery' button.

Health choices

In this section, there are three options listed. These are:

1. Organ donation decision

1. Tap on the first blue link in the 'Healthy choices' menu to change your decision about organ donation. On the next page, it will say what your decision is about organ donation. You are then given the option to update your decision about organ donation.
2. Tap on 'This is still my decision' to keep the same decision. Or tap on 'I want to change my decision' to change it.
3. On this page, you can also get advice and tips about talking to your family and friends about your decision about organ donation. Tap on the blue link 'Tell your family and friends'.
4. Underneath there is a blue link to information about sharing your decision about organ donation on social media. Tap the link to find out more information.
5. At the bottom of the page there is a link to register to be a blood donor. Tap the blue link that says 'Register to be a blood donor'.

2. Health data sharing decision

1. This is the second option in the 'Healthy choices' menu. Tap on the blue link which says: 'Health data sharing decisions'. This will take you through to another page where you can find out how data from your health records can help with research and planning and then choose if you want to share your data.
2. There are five links on this page. These are:
 - 'Overview'
 - 'How confidential patient information is used'
 - 'When your choice does not apply'
 - 'Make your choice'
 - 'Information in different languages and formats'.

Tap on the links to read the information.

3. Take part in health research

This is the third option in the 'Healthy choices' menu. Read the section about ['How to join health studies'](#) on page 54 for information about this.

Settings

In this section, there are four options listed. These are:

1. Notifications

The NHS App can send notifications to tell you when you have a new message. The messaging services available in the NHS App depend on your GP surgery. You may be able to:

- view messages from your NHS healthcare services
- send messages to your GP surgery
- request advice and view responses from your GP surgery
- view and send messages between you and your healthcare provider (for example, from specialist doctors at a hospital).

If you want to receive notifications from the NHS App about new messages, you need to change the settings in your device. This may take up to 24 hours to update.

Go to page 13 of ['An intermediate guide to apps'](#) to learn how to set up app notifications.

1. Tap on 'Notifications'. This is the first blue link in the 'Settings' menu.
2. Then on the next screen, tap on the button which says: 'Go to device settings'. This will take you through to your phone settings.

Read ['A guide to making your device easier to use'](#) for information about changing the settings on your device.

2. Fingerprint, face or iris ID

1. Tap on the second blue link in the 'Settings' menu that says 'Fingerprint, face or iris' or it might say 'Face ID' depending on your device. This will take you through to a new page where you can change the settings, so you can log into the app with your fingerprint, face or iris.
2. At the bottom of the screen, tap the grey circle slider so it goes green and moves to the right.

3. Contact and login details

1. Tap on the third blue link in the 'Settings' menu which says: 'Contact and login details'.

You'll go through to a screen with two options. These are:

1. Tap on the blue link 'Contact details' to change the email address and phone number that your GP and other NHS services use to contact you.
2. Tap on the blue link 'Login and security settings' to manage the details you use to log into the NHS App.

4. Cookies

1. Tap on the fourth blue link at the end of the 'Settings' menu called 'Cookies' to manage cookies.

NHS England has put some small files, called cookies, on your device to make the NHS App work. They won't use any other cookies unless you choose to turn them on.

2. On the next page, you can see a link to read the 'Cookies policy'. Click on the blue link to read this.
3. Under the link to the Cookies policy, there is an option to say whether you accept the use of optional cookies being used to improve the performance of the NHS App. If you agree to this, tap on the grey circle to move it to the right. When you agree to the optional cookies being used, the background behind the circle turns green.

About the NHS App

1. If you'd like to find out about the privacy and legal policies for the NHS App and NHS website, tap on the blue link which says: 'Privacy and legal policies'. This is towards the end of the screen.
2. On the next screen, you'll see a list of documents. These are:
 - 'NHS App cookies policy'
 - 'NHS App accessibility statement'
 - 'NHS App terms of use'
 - 'NHS App privacy policies'
 - 'NHS App open source licences'

These are blue links which you can tap on for more information.

Notes



Getting help to use the NHS App

There is a lot of information in the NHS account and you may want some help with using the different services and finding information.

Tap on the circle with the question mark in the top right hand corner of the screen.

On the next screen, there are nine boxes with information. You need to swipe down the page to see them.

1. Get started

1. Tap on the blue link which says: 'Get started'.
2. On the next page you will find information about how to set up your login and start using the NHS App.

2. Health records

1. Tap on the blue link which says: 'Health records'.
2. On the next page you will find information about managing your health records and choices.

3. Manage health services for others

1. Tap on the blue link which says: 'Manage health services for others'.
2. On the next page, you will find information about how to manage services for another person in the app.

4. Appointments

1. Tap on the blue link which says 'Appointments'.
2. On the next page you will find information about booking and changing appointments.

5. Prescriptions

1. Tap on the blue link which says 'Prescriptions'.
2. On the next page you will find information about requesting and managing prescriptions.

6. Messages

1. Tap on the blue link which says 'Messages'.
2. On the next page you will find information about reading and sending messages.

7. Account and settings

1. Tap on the blue link which says: 'Account and settings'.
2. On the next page you will find information about changing your settings and preferences.

8. Technical information

1. Tap on the blue link which says: 'Technical information'.
2. On the next page you will find guidance on technical issues.

9. Contact the NHS App team

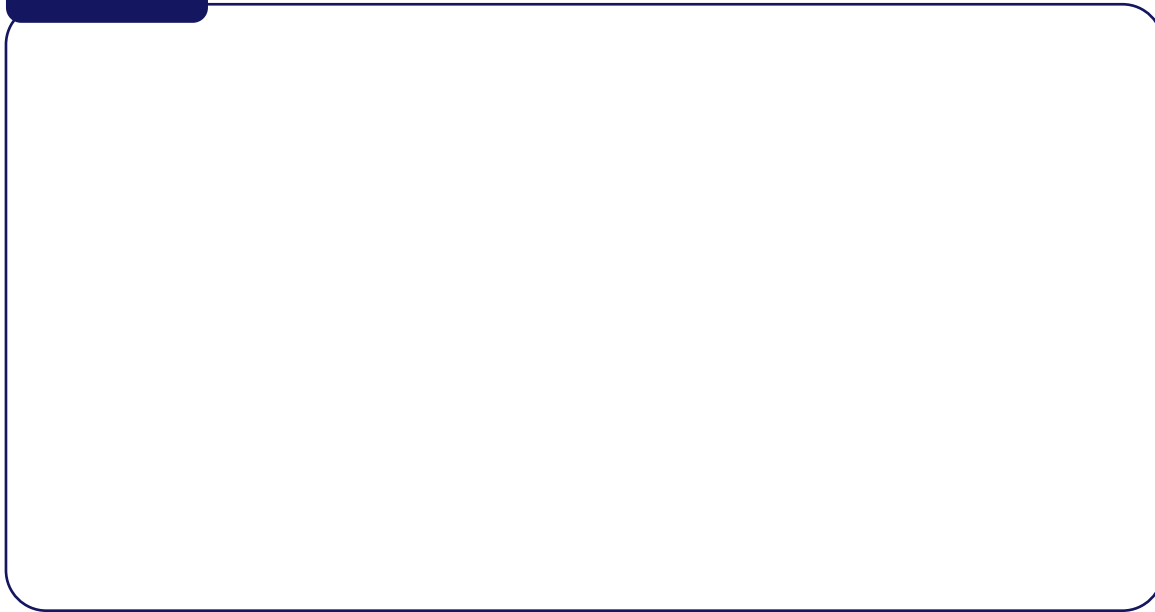
1. Tap on the blue link which says: 'Contact the NHS App team'.
2. On the next page you will find information about how to get in touch about the NHS App or your NHS account.

Underneath the boxes are two blue links which say:

- 'Get help for mental health now'
- 'Get urgent medical help now'.

You can tap on these links to get more information.

Notes



How to join health studies

If you're interested in being part of health studies and research, you can sign up to take part. This is called 'Be Part of Research' and is run by the National Institute for Health and Care Research. Anyone can take part in the research, whether you have a health condition or not.

1. Log into the NHS App and then use your finger to scroll down to the bottom of the home screen.
2. There is a dark blue box that says: "Research changes lives – Register with Be Part of Research to find and join health studies." Tap on the white arrow in the box.

This will take you through to another webpage with a box. The box says:

"Be part of health research

This website is run by the National Institute for Health and Care Research (NIHR)

Continue to the Be Part of Research website to register and create an account. You can then be contacted about health research you may be interested in joining."

3. If you want to sign up to Be Part of Research, click on the white button that says 'Continue'.
4. This will take you through to another page where you can register to take part in the research. To sign up to take part in the research, tap the dark blue button that says: 'Start Registration'.
5. Next, you will go through to a page that asks you to consent to the National Institute for Health and Care Research using your personal information. Click the green 'I agree' button if you do.
 - Next you will go to a page called: 'Consent to process your data and be contacted by Be Part of Research'. Once you have read the information on this page, it asks you to confirm you have read and understand the Be Part of Research Privacy Policy. If you still want to take part in the research, tap the white tick box. A tick will then appear.
6. Then tap the blue box at the bottom of the screen to consent and register to take part in the research.
7. You will then be asked a series of questions to register you for taking part in the research.

Notes



How a family member or carer can manage health services and information for you

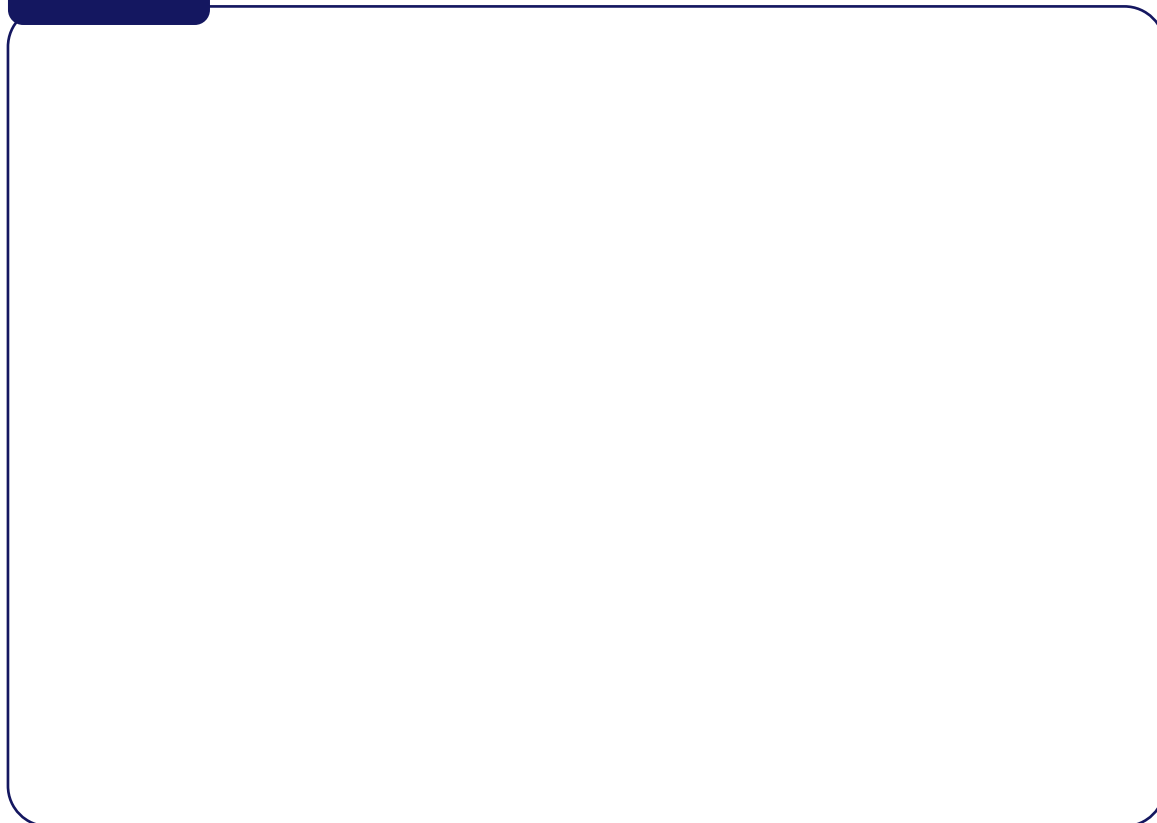
If you'd like a family member or a carer to manage health services and personal health information for you, you need to talk to your GP surgery. A trusted person can apply to access the services for you. They will need to go into the GP surgery and share their proof of identification.

For someone else to manage health services and personal health information for you, they will need to be registered at the same GP surgery as you.

Once this is agreed by your GP practice and set up, your family member or carer can manage health services and your health information for you.

If you have any questions about this, please speak to your GP practice. Your GP surgery can guide you through registration.

Notes





How your **personal** information will be used

The NHS App for England will use your personal information to make sure you can access health services and information about your healthcare. This applies whether you are using the NHS App or the NHS website to access your NHS account.

Your personal information will also be used to:

- improve the NHS App
- resolve any technical problems
- maintain and improve security
- comply with the law
- protect you against potential fraud.

If you provide information when you use the NHS App for England that suggests you or others may be at risk of harm, your personal data will be used to act on what you say.

What personal information will be used

The NHS App for England will collect:

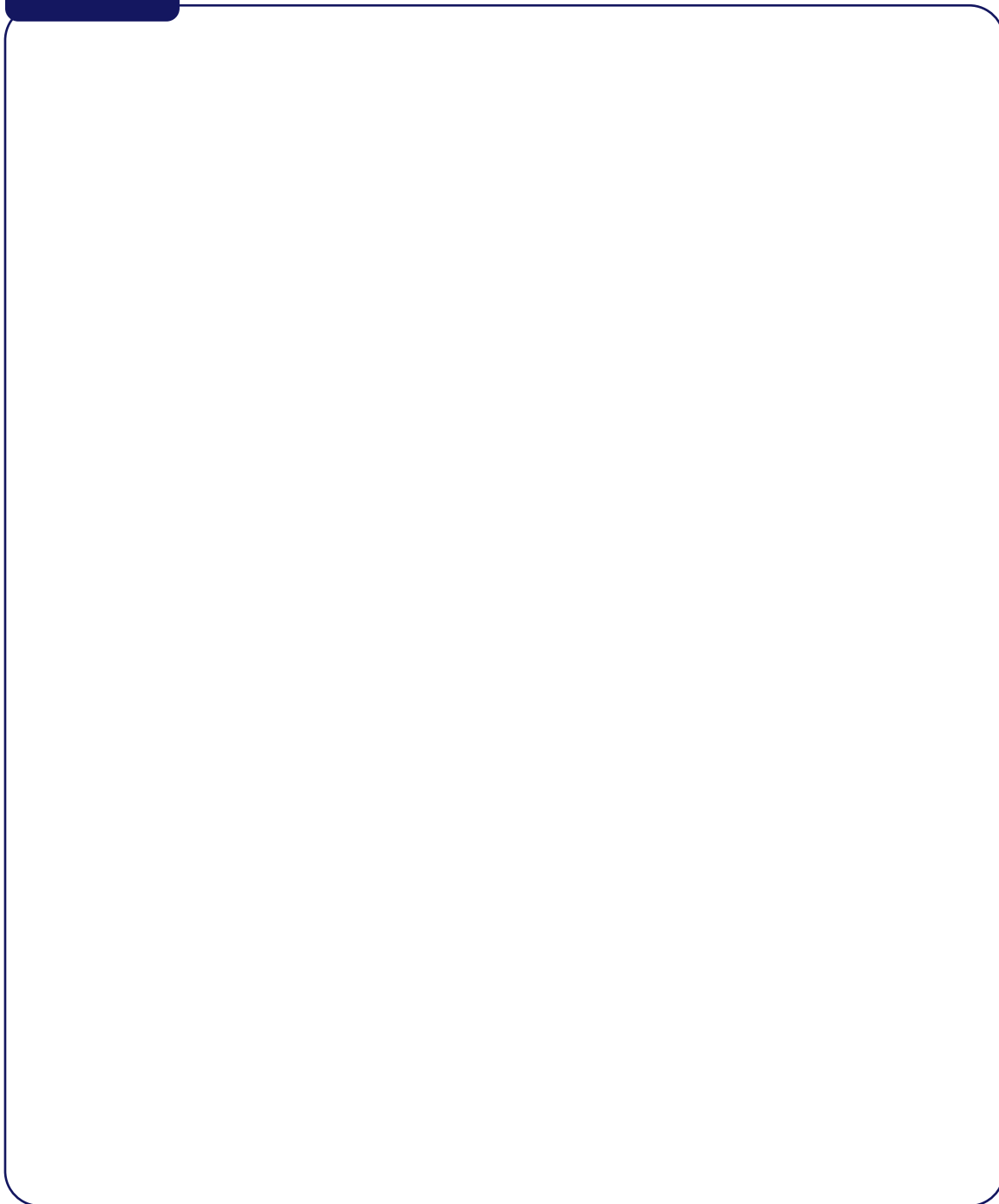
- your name
- details of your registered GP
- email address
- date of birth
- age
- sex
- gender
- physical description
- your NHS number
- home phone number
- online identification such as your IP address
- website cookies
- mobile phone number
- medical record information
- messages from health and care providers.

Keeping your personal information safe

You might have questions about how your personal information is kept safe.

NHS accounts are secure and safe. They have been independently tested against standards set by the National Cyber Security Centre. This is a government body that provides support to help make the UK a safe place to live and work on the internet.

Notes



Next Steps

We hope you've enjoyed getting to grips with the NHS App for England using this guide. Once you feel comfortable using the app, you might want to read some of our other guides. These include: guides for video calling, doing online shopping, and accessing entertainment and hobbies.

We provide advice and information for people in later life through our Age UK Advice line, publications and online. Age UK Advice: **0800 678 1602** Lines are open seven days a week from 8am to 7pm. You can find more information at www.ageuk.org.uk