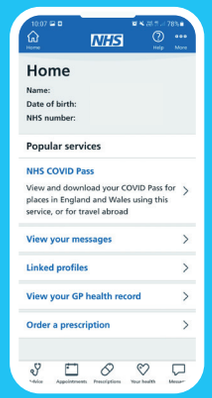
Your Health Record

To view your GP health record, you will need to select this option from the list on the main page, and you may need to give the NHS App permission to view your health records.

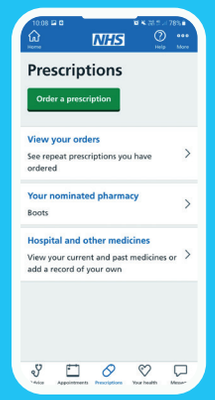


It will then display your **full name, date of birth, NHS Number, address** and a list of **your allergies and adverse reactions** along with any short-term and repeat medicines you have been prescribed, including ones you no longer need to take.

To go back to the main page of the app, choose the **'Back'** link or the Home button at the top left of the screen.

Prescriptions

To view and order prescriptions, firstly click the **'Prescriptions'** icon along the bottom of the screen.



Here you can view your orders and request a repeat prescription that can be signed off by your GP.

Using the app for repeat prescriptions saves a lot of time compared to calling or visiting your general practice.

For non-repeat prescriptions you can book an appointment, or if you have an emergency, follow the weblink to **111.nhs.uk** and you will be guided through the website from there.

Once you have learnt how to use it, the NHS App gives you fast, safe and secure digital access to important health advice, your COVID Pass, prescriptions and health records to give you the information you need at your fingertips.

Humber, Coast and Vale

How to use the NHS App

- **FREE to download**
- **Book appointments**
- **Access your health record**
- **Order repeat prescriptions**



How to use the NHS App

This guide is for people who have **already downloaded and registered** with the NHS App.



To use the NHS App and gain access to its functions, you will need to:

1. **Open the NHS App.**
2. **Choose 'Continue with NHS login'.**
3. **Gain access by typing in your email address and the password you chose when you set up your account.**

If you have any trouble logging in, and it's safe to do, you might find it easier to choose **"show"** on the password box to check you have typed it correctly. If you are still having issues choose **"Forgotten password?"** And the App will help you from there.

To gain access to certain functions of the app, you may need to provide proof of your identity.

You will be asked to:

- take a photo of your ID
- record your face using your device
- enter your NHS number if you know it

You may also be given a 4-digit number and asked to submit a video recording of yourself saying those numbers. You can also use British Sign Language or write down the numbers and show them instead.

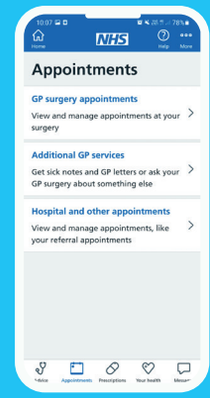
You can access the NHS App functions that your GP has enabled, such as booking appointments at your GP surgery, ordering repeat prescriptions and viewing your GP health record. You can access most of the features from the main page.

Appointments

To book or view appointments at your GP surgery, Hospital or other appointments, choose the **'Appointments'** button along the bottom of the screen.

Some general practices do not offer appointment booking through the app. If this is the case, you will need to contact your practice directly to book an appointment.

If your GP offers appointment booking through the app, you can see a list of any upcoming or past appointments with your GP surgery. You can also book a new one by selecting the green **'Book an Appointment'** button.



You can select the type of appointment you request and the location of your general practice.

Please note: *due to COVID-19 restrictions and challenges it might be that your general practice is only offering telephone appointments initially.*

If you **have a preference on the practice member you want to see,** you have the option of selecting one here, however for the earliest possible appointment you should leave this as **"no preference"**. From here, you can filter by available appointments and choose one that best suits you.

- To confirm your GP appointment check that the date, time, location work and gender the gender of the health professional you are booked in to see works for you.

- You are also asked to give a very short reason for your appointment. This is limited to 150 characters, which is about 25 words, so just a brief note will do.

- After this click the **green button** to confirm and book your appointment.

Your appointment will now be listed as upcoming on the **'Your GP appointments'** section on the NHS App.