Get online with the NHS APP

Prepared 23 March 2020

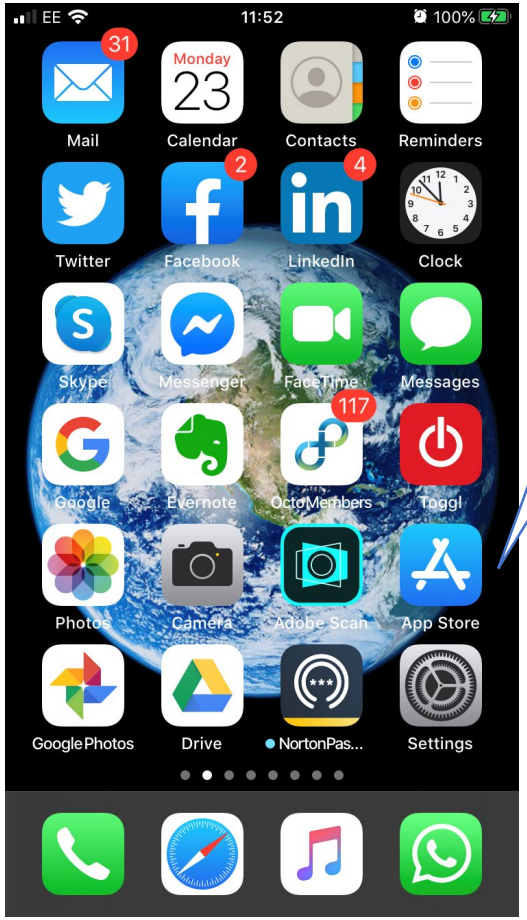
What is the NHS App?

- Owned and run by the NHS, the NHS App is the simple and secure way to access a range of NHS services on your smartphone or tablet
- The NHS App is available on Google Play or the Apple iStore
- Importantly, especially at the moment, unlike Patient Access, you do not need to present your ID to the Medical Centre to get access to the App – all the proof of ID is done through the App itself – this shows you how!
- Note that this system is NOT currently available on PC

What the NHS App does

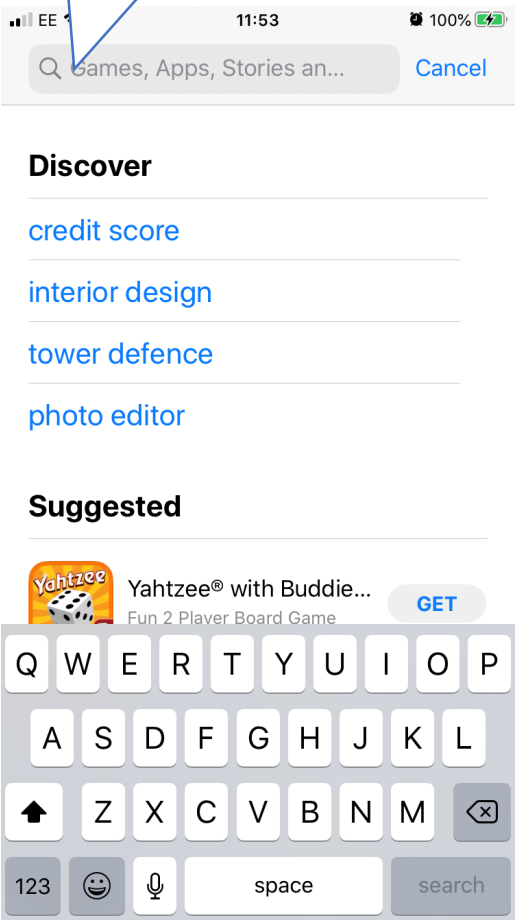
- **Book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **Order repeat prescriptions** - see your available medicines and request a new repeat prescription
- **Check your symptoms** - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
- **View your medical record** - securely access your GP medical record, to see information like your allergies and your current and past medicines
- **Register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **Find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

What do I do?

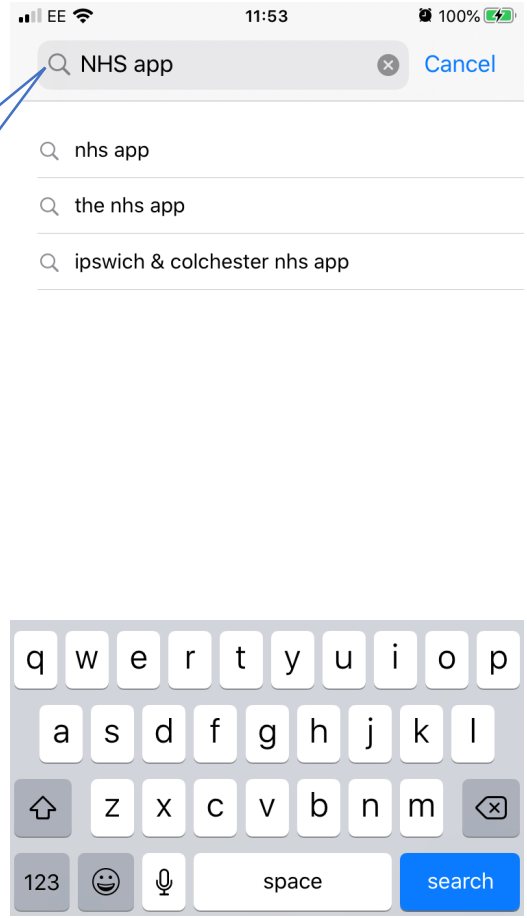


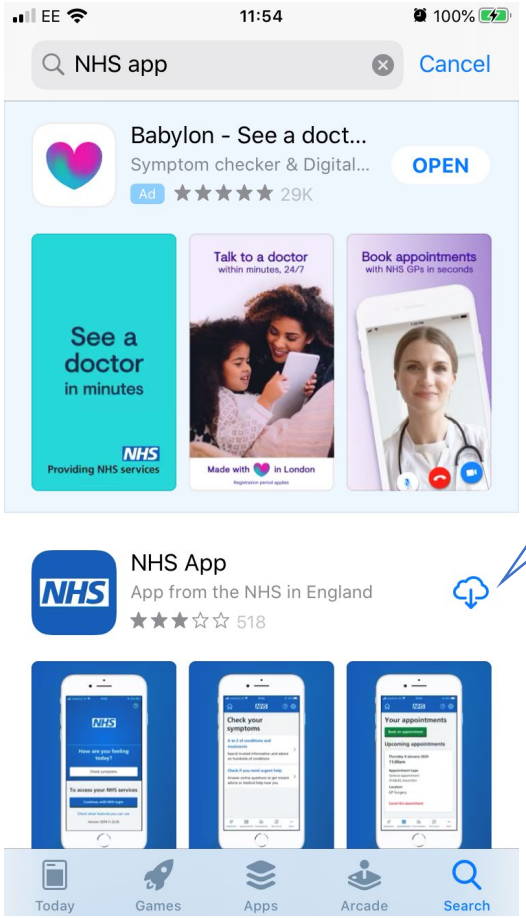
Go to the App Store (or Play Store on Android)

Use the search bar to search for NHS App

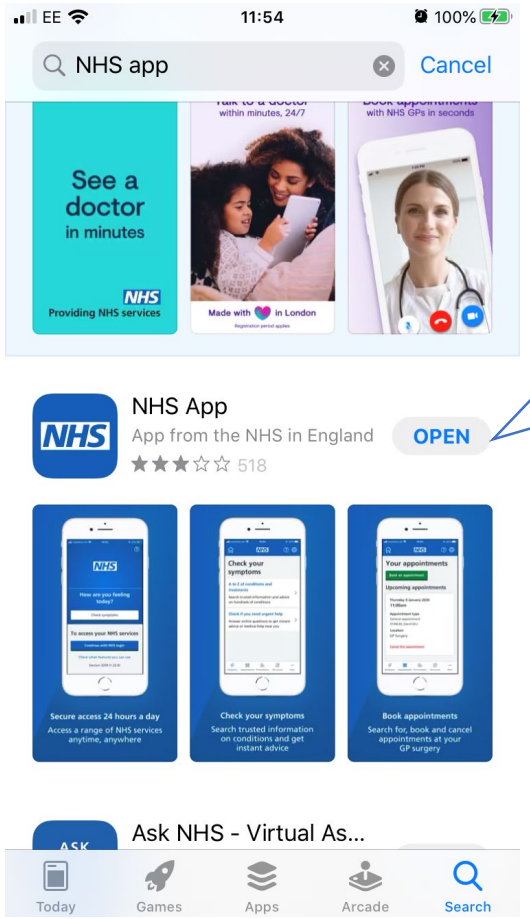


Type in “NHS App”



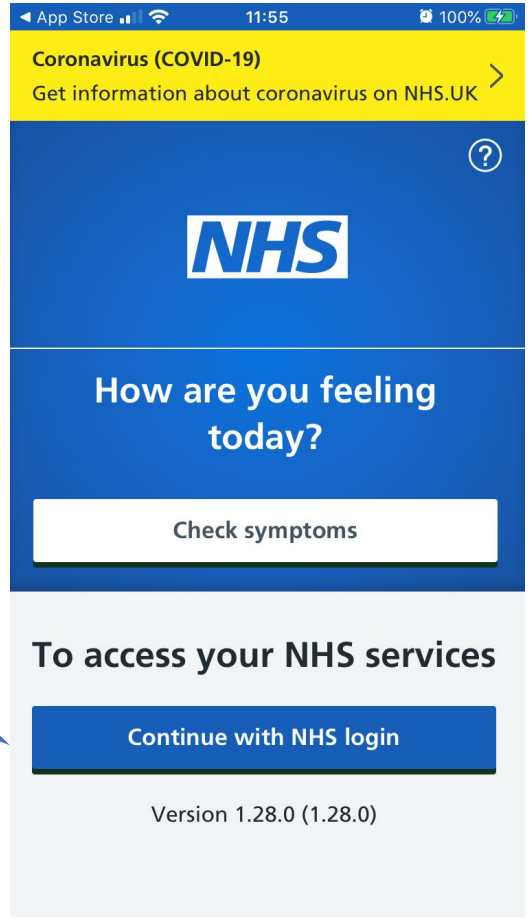


You may see other apps listed first – select here to start downloading the App



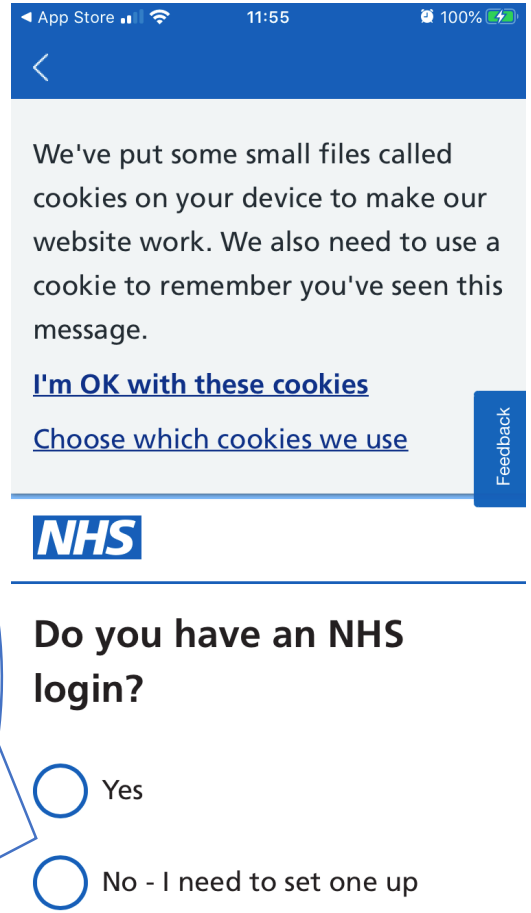
When the App has finished downloading you can select here to open it, or choose the icon which will be on your phone screen – both will do the same thing

To start the sign-up process select here

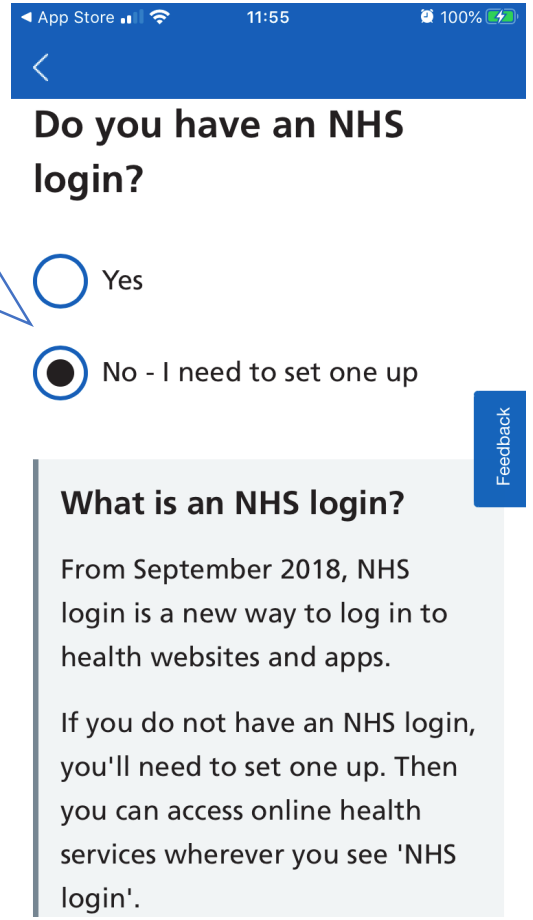


Click to agree to cookies which will make this message disappear!

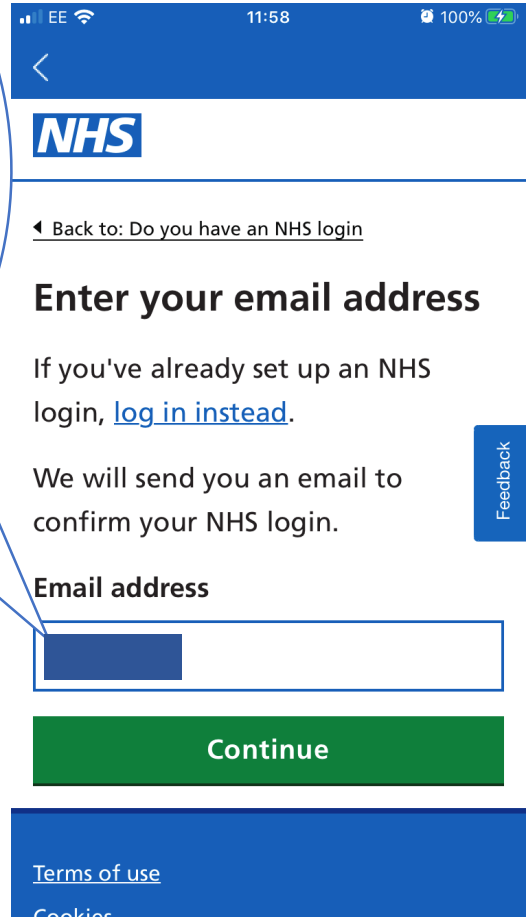
If this is the first time you have downloaded the App the answer will be no – but the system checks and lets you know if you already have a login – in which case follow the process for “Forgotten Password”!



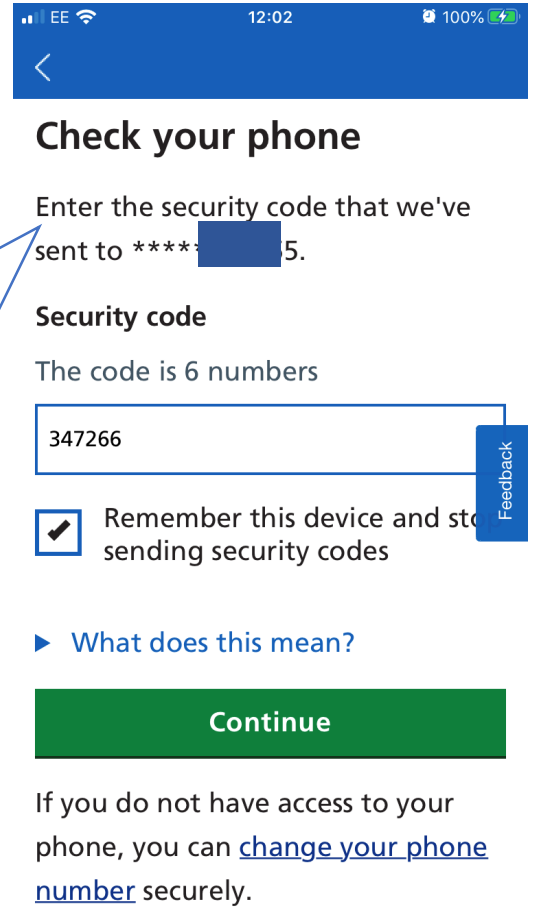
Note this is different to the number and letter codes you will have been given if you’ve previously registered for Patient Access

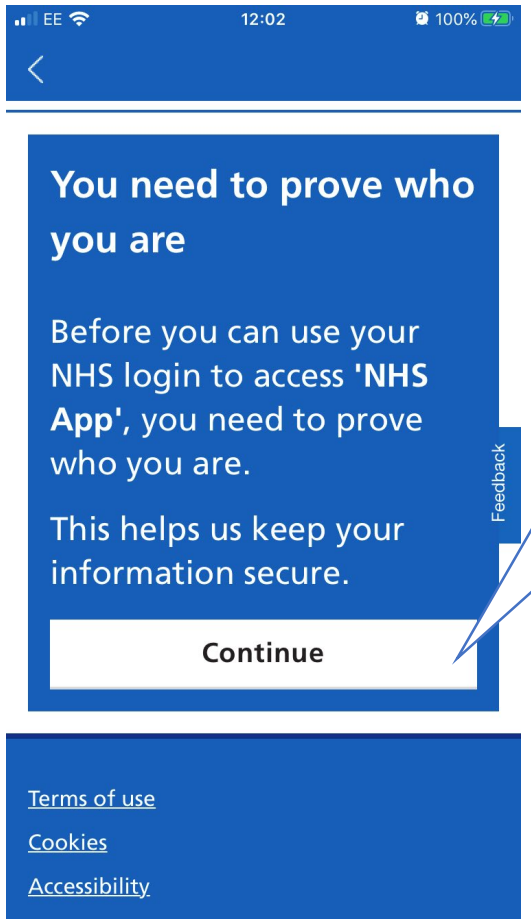


Enter your email address here – it MUST be unique to you, so you can't use a shared account and must have your own personal address – it's for information security



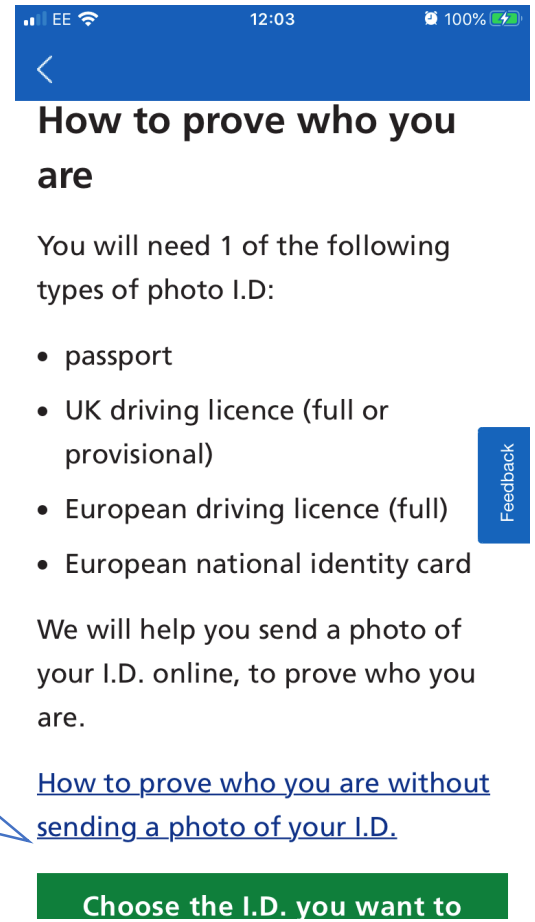
As part of the account login process you will give your mobile telephone number – make sure the number is correct and you have access to that phone – hopefully it's the one you are using now!



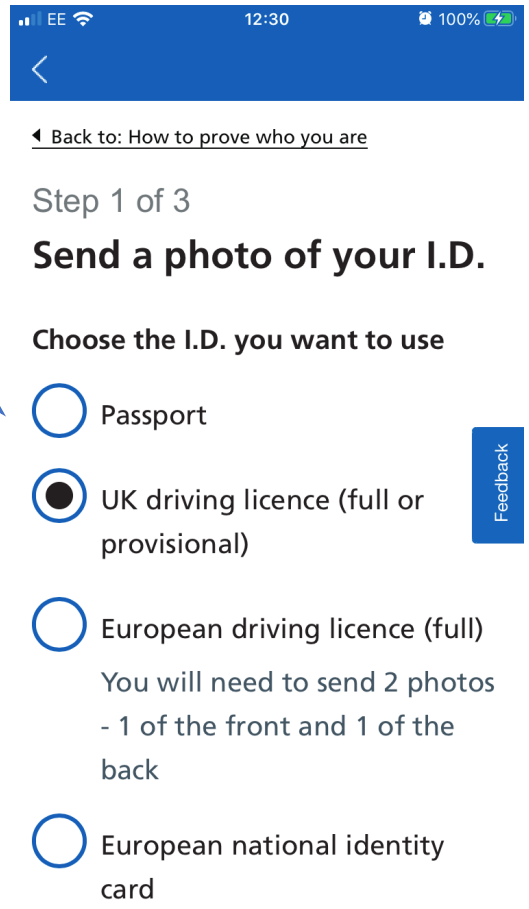


This process is different to the Patient Access process – and means you do not have to present your ID in person at the medical centre – you're going to do this online on the next few screens

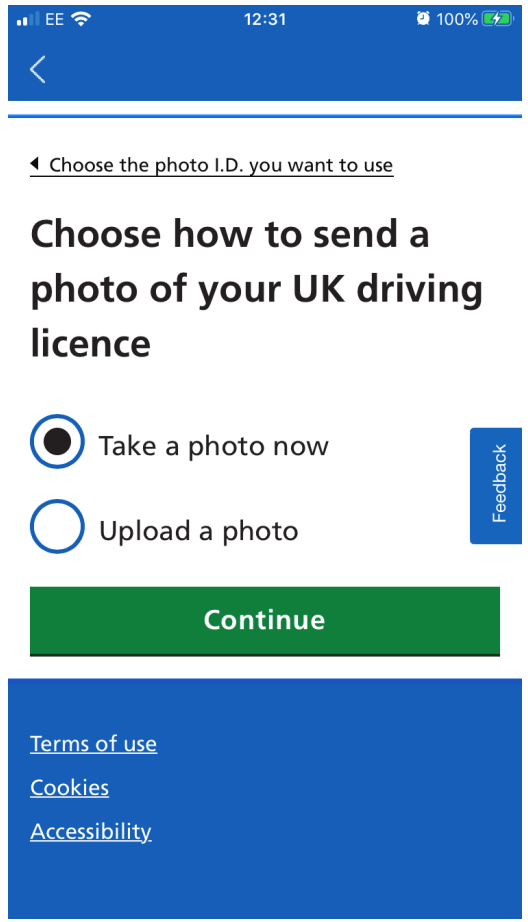
If you have neither then click on the link to find out the next steps – or select this button to continue

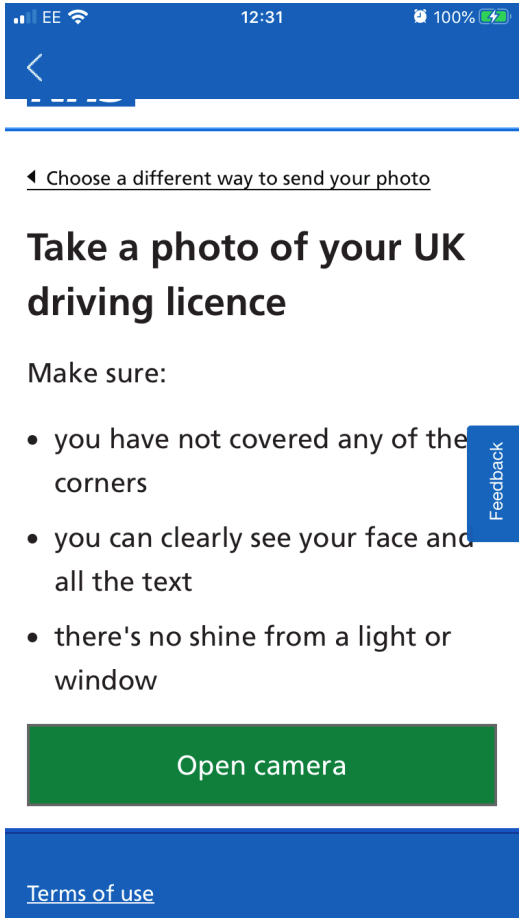


Select the option you wish to use – it's going to check your photo!



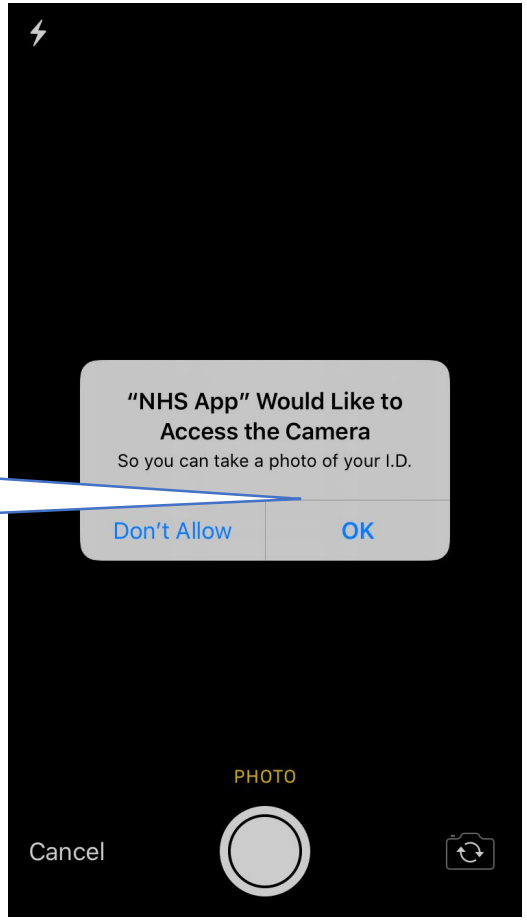
You may already have a photo taken for other purposes, in which case choose 'upload' but if not choose to take a photo now and select 'continue'





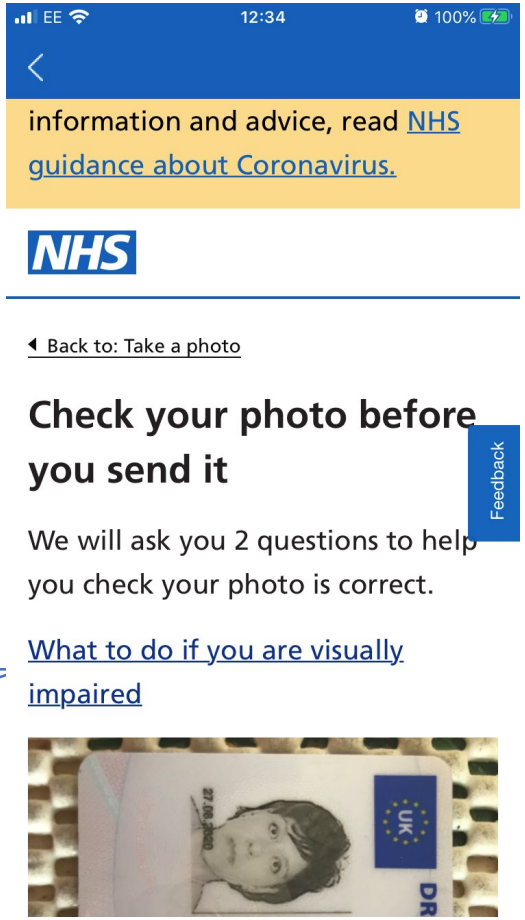
Follow the instructions – if the photo doesn't work the app will reject it and give you the option to re-take it

You must select OK to give the app permission to access the camera to take the photo of your ID

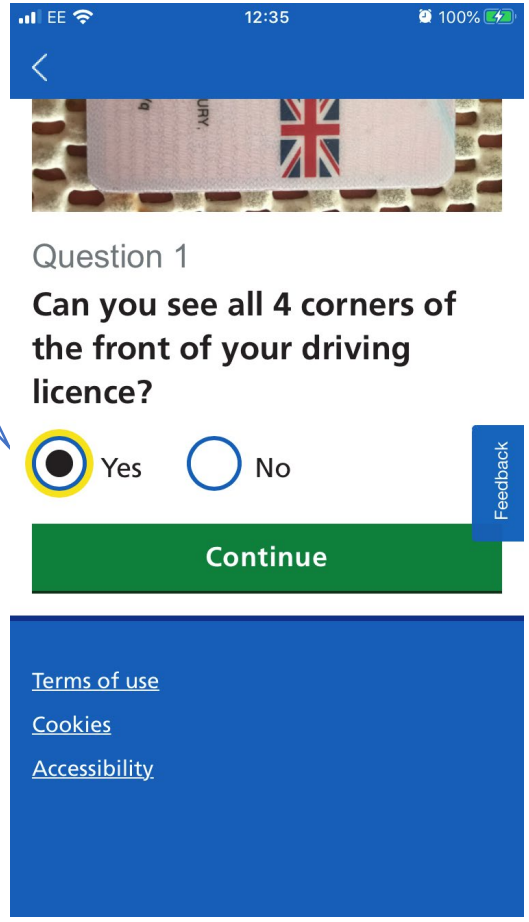


Make sure you can see all of the document and the photo is clear and not obscured by glare – if you're happy choose 'use photo' – if not choose 'retake' until you're satisfied

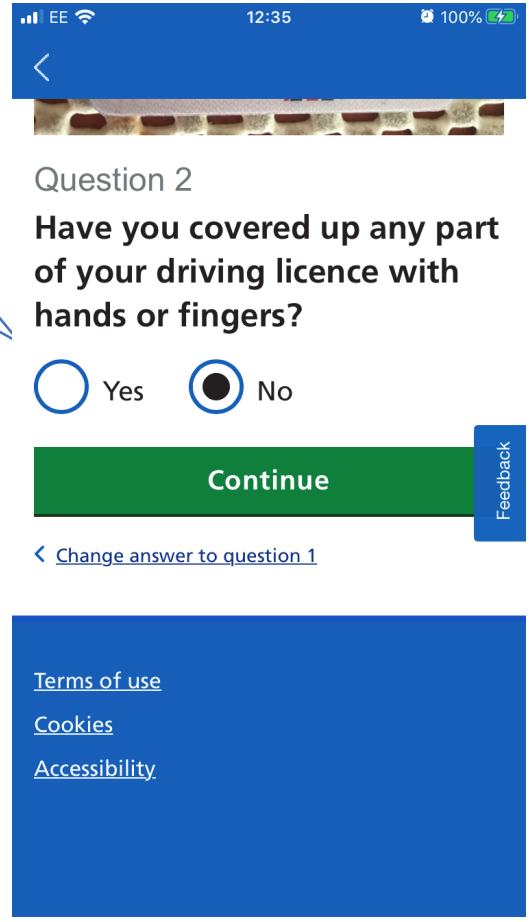
The questions are very easy! See the next page …



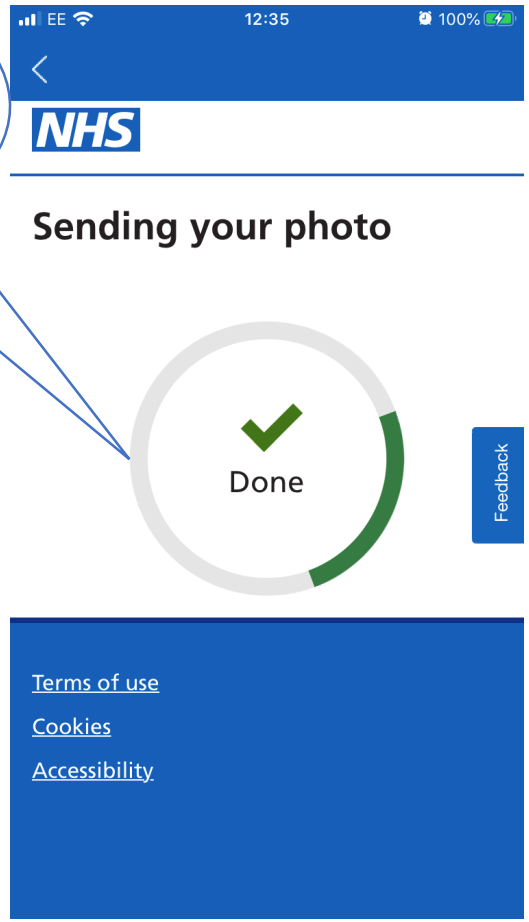
Double check you can see all the corners



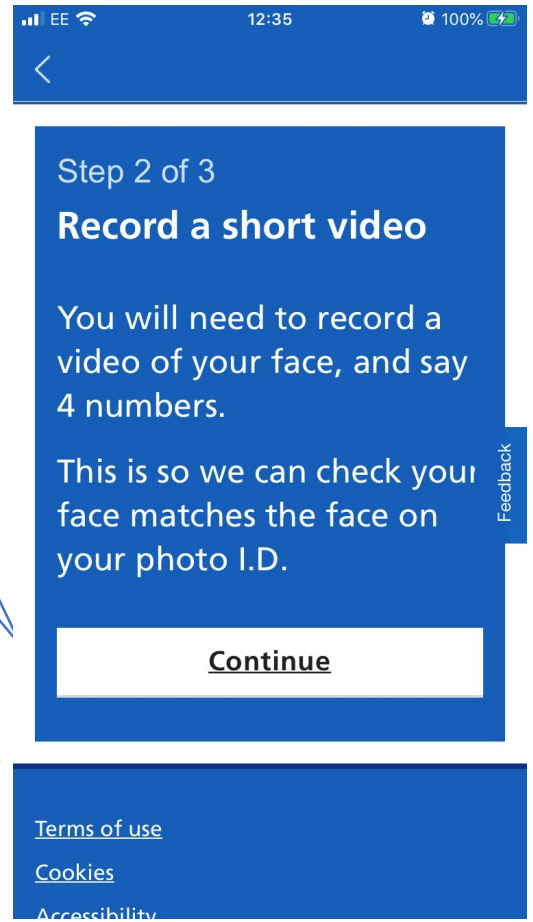
Double check that the image is clear and not obscured in any way



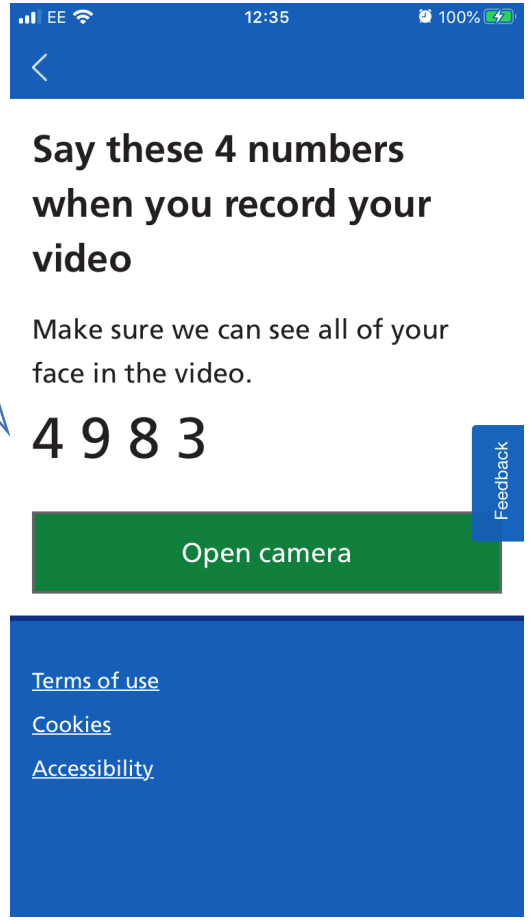
This will send the photo – wait while it uploads

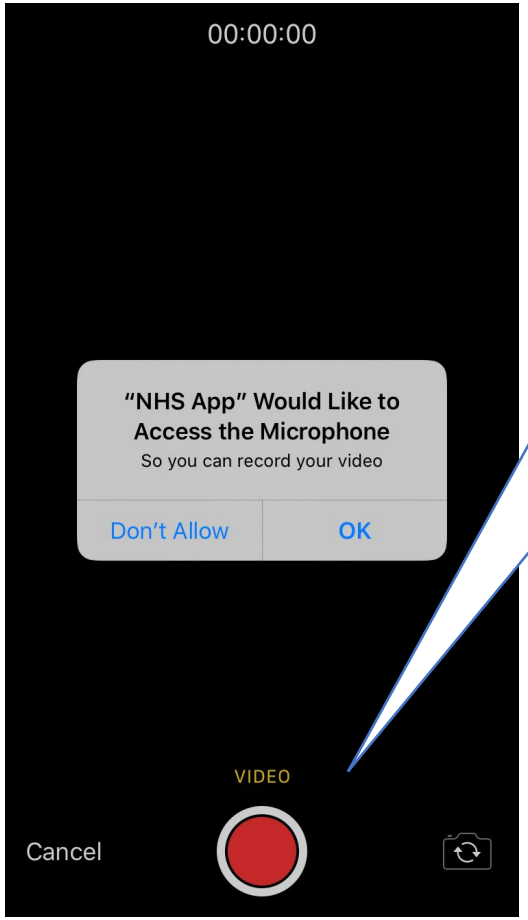


Click continue when you're ready – don't panic – instructions on taking the video will be given on the following screens!



Remember the numbers (they'll be specific to you) or jot them down in front of you

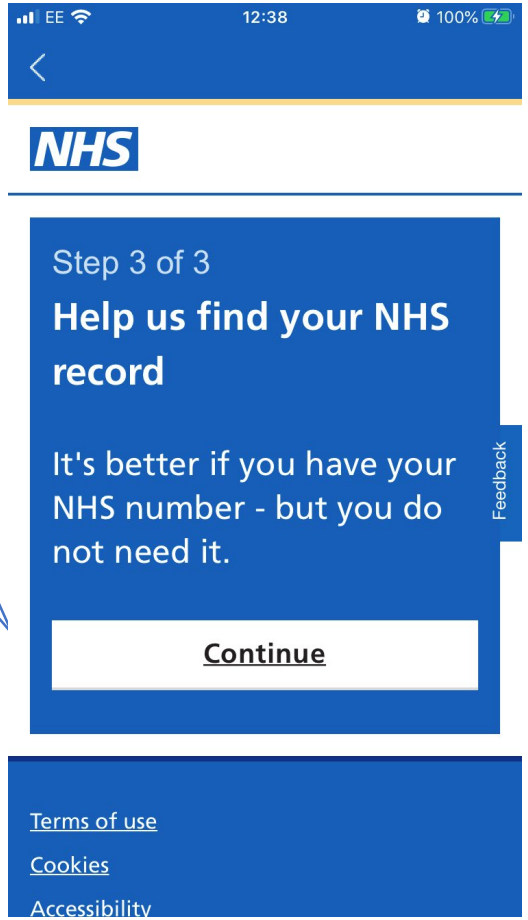




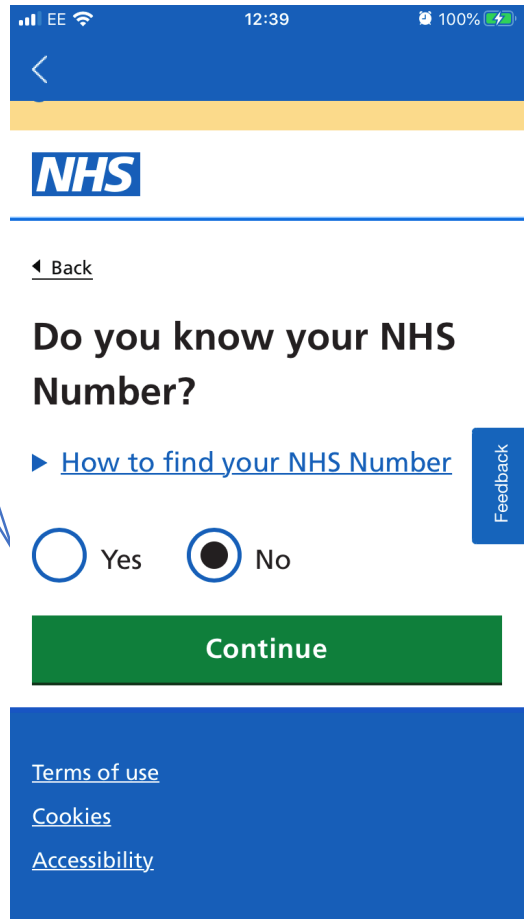
As with the camera you will need to allow the app to access the microphone – when you're ready press the red button to start the video and say your four numbers clearly

When you've finished select the red square to finish your video – the system seems to recognise when your full face hasn't been recorded or if the numbers aren't clear and gives you the option to try again

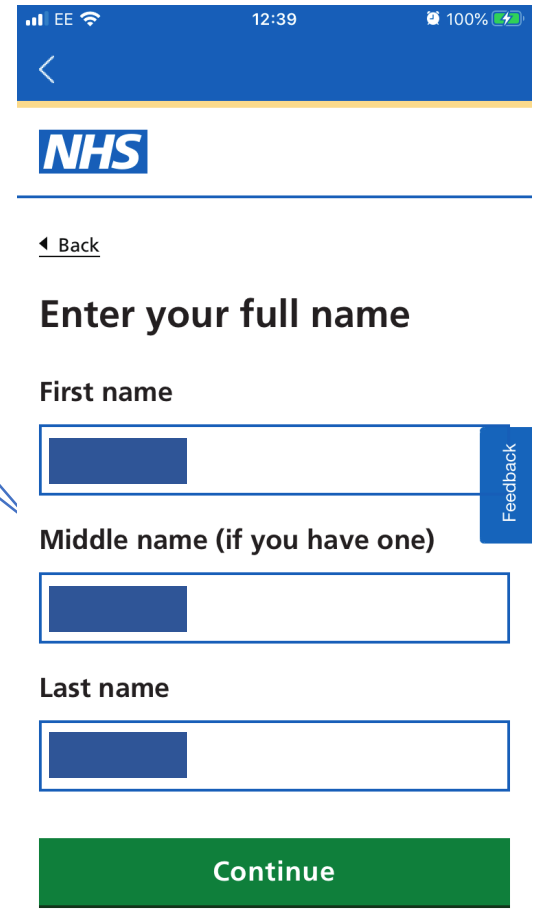
Don't worry if you don't have your NHS number – the alternative is your full name, date of birth and postcode which may be easier



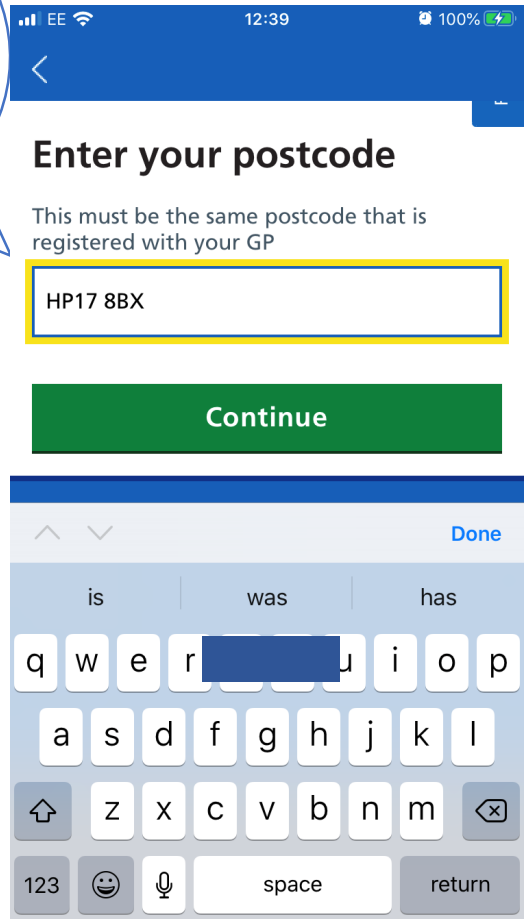
I didn’t have mine to hand but choose ‘yes’ if you already know yours!



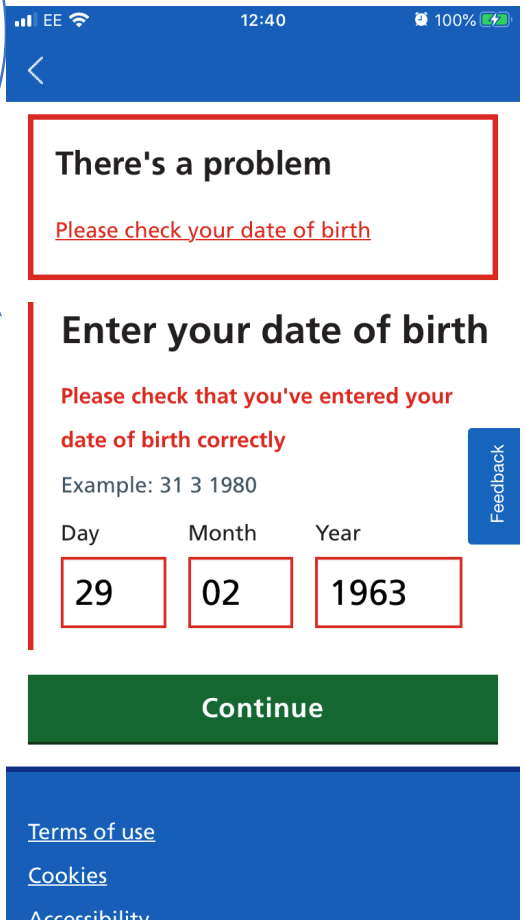
Make sure these details are exactly as they appear on your medical records



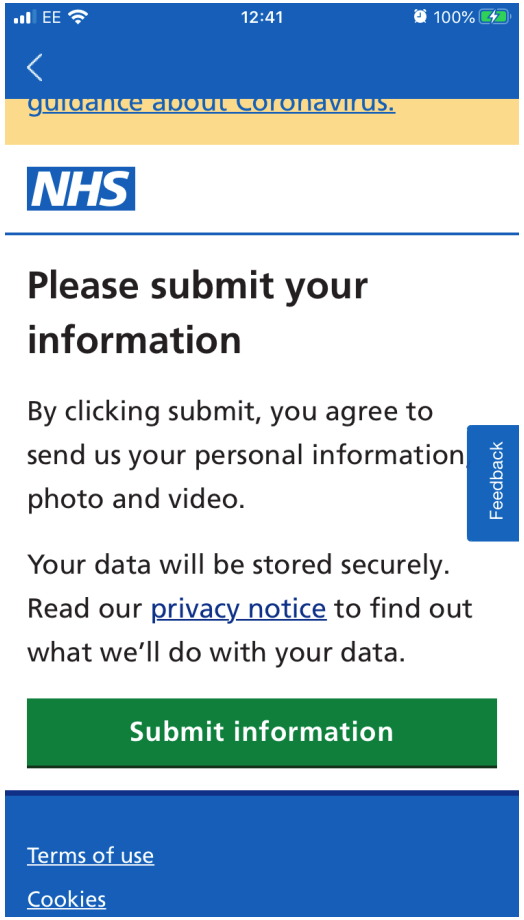
Again, this must match the postcode on your GP records



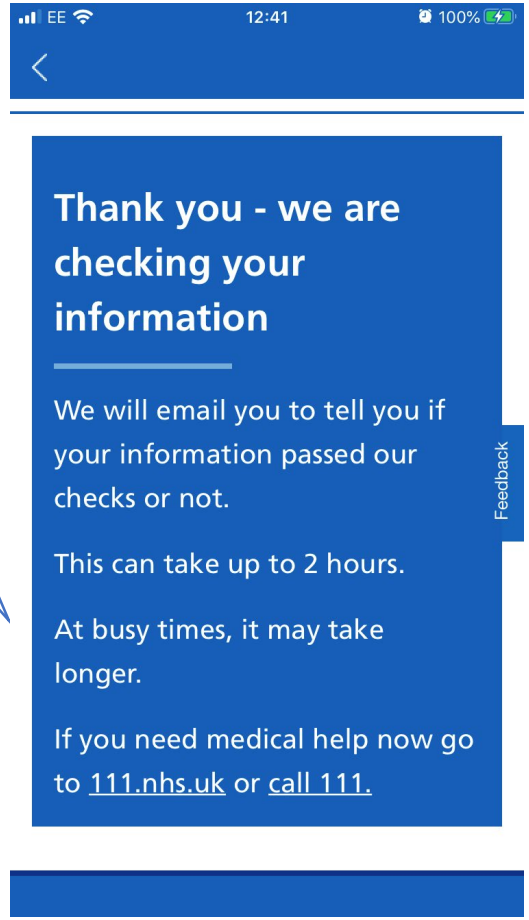
If you enter the wrong details you have the option to return to a previous screen, or to correct the data



That’s it! All done! Click submit!



If you are going through this process during the Coronavirus crisis period, the notification that you’ve been given access to the app and its facilities may take longer than usual



While you're waiting …

Download Mjog Messenger:	
On iPhone:	On Android:
MJog Messenger	MJog Messenger
This will enable you to receive occasional messages from Haddenham Medical Centre to remind you of upcoming appointments, to let you know about changes in surgery practice, revised opening times, or instructions for attendingthe surgery during the COVID-19 crisis for example.	