



"I use the NHS App to book GP surgery appointments and order repeat prescriptions to help manage my condition."

Lauren Pickup, Midwife, Leeds



# The NHS App

A simple and secure way to access a range of NHS services on your smartphone or tablet

## The NHS App gives you more control over your health and care.

Use it wherever you are, at any time of the day or night.

It puts information about your health and treatments at your fingertips. This means you can see it when speaking to a health and care professional, for example.

## Owned and run by the NHS

The app is designed and operated by the NHS in England to give you access to a range of services.

We will carefully check your identity when you register for the app, which is secure and easy to use.

The NHS App will not replace existing services. You can still contact your GP surgery in the usual ways if you prefer.



[www.nhs.uk/app](http://www.nhs.uk/app)



Your NHS, your way  
Download the NHS App 😊



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# Getting started with the NHS App

## You can download and register for the NHS App on a mobile device

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.
4. Enter your email address and select 'Continue'.
5. Select 'Continue' to set up a new NHS login.
6. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information.
7. Create a password and select 'Continue'.
8. A code will be sent to your email address to confirm who you are.
9. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
10. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

Do more with the NHS App by verifying your identity. You can use photo ID or your registration details for your GP surgery's online services. For more information visit

[help.login.nhs.uk/provewhoyouare](https://help.login.nhs.uk/provewhoyouare)



**“Using the NHS App makes it easier to order repeat prescriptions, check symptoms, and book appointments.”**

**Dr Abu Mohammed, GP, Portsmouth**

# What you can do

**The NHS App gives you 24/7 access to a range of NHS services.**

**Use the app to:**

- **book and cancel appointments**  
book, view and cancel appointments at your GP surgery
- **view your record**  
access your GP medical record securely
- **order repeat prescriptions**  
see your available medicines and place an order
- **check your symptoms**  
find trusted NHS information on hundreds of conditions and treatments and get instant advice
- **register your organ donation decision**  
choose to donate some or all of your organs and check your registered decision
- **get an NHS COVID Pass**  
demonstrate your COVID 19 status
- **message your GP surgery**  
fill in an online form about your health issue and get advice on what to do next
- **find out how the NHS uses your data**  
choose if data from your health records can be shared for research and planning

You may need to speak to your GP surgery about accessing some of these services.

[www.nhs.uk/app](https://www.nhs.uk/app)

You can also access these services at [www.nhs.uk/app](https://www.nhs.uk/app) on your desktop and laptop