



NHS APP Frequently Asked Questions

GENERAL USE

What is the NHS App?

The NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. If you do not have access to a smartphone, you can also access the same services in a web browser by <https://www.nhs.uk/nhs-app/account/>.

The NHS App allows patients using the National Health Service in England to:

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- Book and manage appointments.
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results).
- Book and manage COVID-19 vaccinations.
- Register your organ donation decision.
- Choose how the NHS uses your data.
- View your NHS number (find out what your NHS number is)
- Use NHS 111 online to answer questions and get instant advice or medical help near you.

(Not all features are available at every GP practice.)

Who can use the NHS app?

The app is available for anyone aged 13+ who is registered with an NHS GP surgery in England.

If you're a member of the armed forces or are a veteran, service leaver or non-mobilised reservist, you may not be able to use the app (the Ministry of Defence is responsible for providing general healthcare and some areas of specialist healthcare for most serving personnel and mobilised reservists).

If you're registered at a surgery provided by Defence Medical Services, you cannot currently use the NHS App.

Can the NHS App be used outside of the UK?

If you are registered with a GP surgery in England, you can use the app anywhere outside of the UK.

Helpful to know

- Aged 13+
- Must be registered with GP surgery in England.
- Armed forces and veterans may not be able to use as the Ministry of Defence is responsible for providing their healthcare, but please check if this applies.

Find out more about <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/who-can-use-the-nhs-app/>

DOWNLOADING THE NHS APP

How do I download the NHS app?

You will need an email address to use the NHS App.

The NHS App can be downloaded on iOS and Android smartphones and tablets.

You can search the term 'NHS App' on the App Store or on Google Play. It is the app with the NHS icon next to its name (see below).



Alternatively, if you do not have access to a smartphone, you can also access the same services in a web browser by <https://www.nhs.uk/nhs-app/account/>.

Is the NHS app free?

Yes, the NHS App is completely free to download and use. However, if you order a repeat prescription via the app, you may need to pay your usual prescription costs when collecting it from the pharmacy.

Helpful to know

NHS App is free, but if you order prescriptions via the app you may need to pay your usual prescription charges.

SETTING UP AND LOGGING IN

What do I need to set up an NHS app account?

To set up your NHS App for the first time you will need:

- an email address
- NHS number
- Photo ID or linkage key (one or the other)
- a mobile phone number
- your name
- your date of birth
- your postcode

How do I set up the NHS App account?

Download the NHS App from your app store (available on IOS and Android) or you can also access the same services in a web browser by <https://www.nhs.uk/nhs-app/account/>

Open the app and follow the on-screen instructions to create an account.

Verify your identity using one of the following methods:

Upload a valid photo ID (e.g. passport or driver's license) and record a short video for verification

What should I do if I don't have a valid photo ID?

If you don't have a photo ID, you can request a linkage key from your GP practice. This is a secure code that connects your NHS App account to your NHS record.

- Contact your GP practice and ask for a linkage key.
- Once you have the linkage key, open the NHS App and select the option to verify your identity using the linkage key.
- Enter the code, along with your Account ID and ODS code (also provided by your GP practice).

What is a linkage key, and why do I need it?

A linkage key is a secure, unique code that connects your NHS App account to your medical records at your GP practice. It is an alternative to using photo ID for verification.

Helpful to know

- Biometrics are a very secure way of logging in.
- The app will first ask you to set up a login to confirm it is you.
- You will need your NHS number, email address, phone number, name, date of birth and postcode.
- Next, a six-digit security code will be sent to your email, and you should enter this in the app.

- Then, a six-digit security code will be sent to your mobile number, and you should enter this in the app.
- You can then log in normally each time, using your email address and password.
- There is the option of setting up biometrics (fingerprint, face scanning or iris scanning) which will replace the need to enter your email and password.

PROXY ACCESS

What is proxy access in the NHS App?

Proxy access allows someone to access and manage another person's NHS App account on their behalf, with the appropriate permissions. This is commonly used for parents managing their children's healthcare or carers supporting someone with additional needs.

For detailed guidance, visit the official NHS page on: <https://www.nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access/parent-and-guardian-proxy-access-for-children/>

How can I set up proxy access in the NHS App?

To set up proxy access, you need to:

- Once the GP practice approves your request, they will enable proxy access, allowing you to log in to your own NHS App and manage the other person's account under your profile.
- Speak to the GP practice of the person you want to support.
- Complete a proxy access request form, which typically includes proof of your relationship and consent from the individual, if applicable.
- To gain assistance in setting up proxy access on the NHS app, visit here <https://www.nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access/how-to-get-proxy-access/>

Does the patient need to be registered at the same GP practice

- Yes, proxy access can only be granted if both you and the patient you are supporting are registered at the same GP practice.

What can I do with proxy access?

With proxy access, you can:

- View medical records and test results (depending on permissions set by the GP practice).
- Book appointments.
- Order repeat prescriptions.

Can I manage multiple accounts using proxy access?

- Yes, you can manage multiple accounts through proxy access as long as you have been granted permission by the GP practice.

Is proxy access secure?

- Yes, proxy access is secure and only granted after verification by the GP practice. It can be removed or modified at any time if needed.

SAFETY AND DATA PROTECTION

Is the NHS App safe to use?

Yes, the NHS App is designed with high levels of security to ensure that your personal and medical information is protected. It uses encryption and secure login methods to safeguard your data. The app is developed and managed by NHS England, ensuring compliance with strict UK data protection laws.

What happens if I lose my phone or device?

If you lose your device, your NHS App account is still secure because it is protected by your password or biometric authentication. To further secure your account:

- Contact your GP practice or the <https://www.nhs.uk/contact-us/nhs-app-contact-us/> to report any concerns.
- Change your NHS App password.

Can I trust the app with my sensitive medical information?

- Yes, the NHS App adheres to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. These regulations ensure that your data is handled lawfully, transparently, and securely.

Where can I learn more about NHS App privacy and security?

You can read the NHS App's full privacy policy and data protection details on the official NHS website: <https://www.nhs.uk/nhs-app/nhs-app-legal-and-cookies/nhs-app-privacy-policy/>

FINDING YOUR NHS NUMBER

What is an NHS Number?

Your NHS number is a unique 10-digit number that identifies you within the NHS. It helps ensure that your medical records are accurately matched to you.

How can I find my NHS number?

You can find your NHS number using any of the following methods:

Complete the form with your details, and you'll receive your NHS number by email or text.

Through the NHS App:

Log in to the NHS App.

Go to your profile or medical records section, where your NHS number will be displayed.

On Official NHS Documents:

Check letters or emails you've received from the NHS, such as hospital appointment confirmations letters.

Your NHS number is often included at the top of these documents.

Through Your GP Practice:

Contact your GP practice and ask them to provide your NHS number.

They may verify your identity before giving you this information.

Using the Online NHS Service:

Visit the <https://www.nhs.uk/nhs-services/online-services/find-nhs-number/> page.

Is my NHS number the same as my National Insurance number?

No, your NHS number is different from your National Insurance number. The NHS number is specifically for healthcare purposes, while the National Insurance number is for tax and social security.

SUPPORT AND TECHNICAL ISSUES USING THE NHS APP

NHS App Help and Support

How do patients contact the NHS App support team?

If patients encounter issues while using the NHS App, they can find technical information and support here: <https://www.nhs.uk/give-feedback-about-the-nhs-website/>

Shared email addresses and account recovery

Query: Patients who previously used the Patient Access app face issues when attempting to create an NHS App login, as they receive a message that their email is already in use. Are these accounts linked?

Response: Accounts are likely linked if patients have used NHS login to use Patient Access as shown below. NHS app uses NHS Login so patient can use same ID and password to login to NHS app as well which will eliminate the need to create a new login.

If patients have created a separate login for EMIS patient access as shown in below picture in pink, then patients need to register to NHS login for NHS app i.e. creating a new login and password to login to NHS app.

Change/forgot my login details

Query: Patients who signed up to the NHS app sometimes forget the email address associated with their account or no longer have access to the email account. How do they access their NHS app account or recover their account using a different email address?

Response: NHS App support remains the primary resource for account recovery in case patients forget their registered email id. The following page: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/nhs-app-account-and-settings/managing-your-nhs-app-account/#:~:text=If%20you%20cannot%20remember%20the,contact%20the%20NHS%20App%20te>

[am.&text=You%20will%20need%20to%20enter,can%20reset%20your%20password%20online](#) is designed to help users with NHS app access and other account related queries.

Mobile phone number changes

Users will need access to their old phone number to log in. If users do not have access to their old number, they need to <https://www.nhs.uk/contact-us/nhs-app-contact-us/>.

Email address changes

If user cannot remember the email you used to set up your NHS login, they need to use the following link to: <https://www.nhs.uk/contact-us/nhs-app-contact-us/> and click the green option shown below to reach the contact page <https://www.nhs.uk/contact-us/nhs-app-contact-us/tell-us-what-you-need-help-with>.

Password changes

Users can change their password from NHS app account. They will need to enter their old password to log in to the NHS App or website and confirm the change.

If users have forgotten the password, they can use the following link to: <https://access.login.nhs.uk/enter-email>.

They need to click the forget password option and an email will be sent to their registered email address. This email will be valid for an hour as shown below:

Check your email

We have sent an email to **test.email@gmail.com** with a link to reset your password.

You need to use this code within **1 hour** or it will expire.

If you do not get an email, check your spam folder or try again.

After you reset your password, go to the website or app you were trying to access and enter your NHS login details.

Go back and enter password

Language Barriers or Lack of Translated Resources

Patients with language barrier can use the website version called <https://www.nhsapp.service.nhs.uk/login> and login using their NHS app user id and

password: <https://access.login.nhs.uk/enter-email>. Web page can be translated to their preferred language using Google translator or similar browser translator options.

Error messages and what they mean

What should patients do if they receive an error message while using the NHS App?

The NHS App support team has developed a detailed guide explaining common error messages and how to resolve them. Patients can access this resource here: <https://help.login.nhs.uk/error-messages-support>

NHS App no longer available on older devices

Patients using the following operating systems will no longer be able to access the NHS App via the app:

- iOS 12
- Android 6
- Android 7
- iOS 13 and iOS 14 – option to update device to iOS 15, which is the minimum supported version.

The NHS App is now only supported on:

- Android version 8 and above (on devices with a front-facing camera)
- Apple iOS version 15 and above
- Web browser: <https://www.nhsapp.service.nhs.uk/login>

Guidance on checking and updating devices is available on the <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/nhs-app-technical-information/technical-issues-with-the-nhs-app/>.

This change is following a recent redesign of the NHS App, which now operates as a native app, improving its functionality and structure. As part of this transition, users are being moved off the old legacy Xamarin application onto the new version. Patients using unsupported devices will no longer be able to access the NHS App via the app and will need to log in through a <https://www.nhsapp.service.nhs.uk/login> instead.