DOWNLOAD TO YOUR PHONE

Download on the App Store | GET IT ON Google Play

WHAT YOU CAN DO WITH THE NHS APP

You need to prove who you are (see below) to get full access to the NHS App.

With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- book and manage some appointments.
- view your GP health record to see information like your allergies and medicines. Detailed information, including consultations and test results is now shown and may be available from up to 3 years ago. Letters, including from hospitals to your GP, are also available to view. Patients transferring to the practice may not have full historic data.
- book and manage blood test appointments, 'flu 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.

Before proving who you are, you can use the NHS App to:

- search trusted NHS information and advice on hundreds of conditions and treatments.
- find NHS services near you.

WHEN YOU HAVE A TEST THROUGH THE HOSPITAL

- Find out how long it will take to get the results.

AFTER THIS TIME:

- Results will usually be communicated to you directly from the hospital (your GP should be copied in)
- If you cannot see the results on your NHS App (including in the documents section) this means your GP also will not be able to see them.
- If you cannot see your hospital result well after the time expected, please contact the hospital clinic directly.

**DO NOT LET TEST RESULTS GO MISSING. FOLLOW UP WITH THE SURGERY OR THE HOSPITAL DEPARTMENT WHO GAVE YOU THE TEST.**

This leaflet has been prepared by the Bicester Health Centre Patient Participation Group (PPG), and images and content are to the best of our knowledge, correct at the time of preparation.

If you would like to join the PPG, please sign up on the PPG page of the BHC website.

BHC F2F PPG

THE NHS APP

NHS — Access your NHS services — Continue
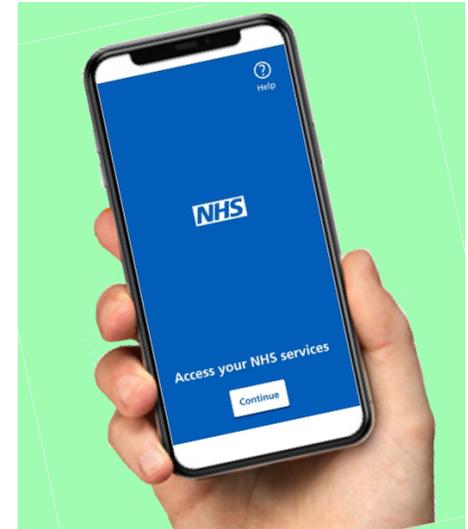
GET TEST RESULTS, VIEW YOUR MEDICAL RECORD AND CONTACT THE SURGERY WITH THE NHS APP

NHS BHC — Bicester Health Centre

PROVING WHO YOU ARE TO GET FULL ACCESS TO THE NHS APP

- If you have not proven who you are, you'll see a message after you log in to the NHS App or through the NHS website. It will ask you to prove your identity to get full access.
- If you do not see this message, you already have full access.
- Your GP surgery administers the level of detail available for you to see in your health record.

HOW TO PROVE WHO YOU ARE

You can prove who you are <u>using photo ID</u> such as a Passport, Driving Licence or European National Identity Card.

1. take a photo of your ID
2. record your face using your device
3. enter your NHS number if you know it

This is a quick and safe method of validation which provides instant full access once completed.

<u>If you do not have photo ID</u>, you can use the 3 registration details for your GP surgery's online services:

- Linkage Key (could be called Passphrase)
- ODS Code (could be called Organisation Code or Practice ID)
- Account ID.

A Linkage key can be emailed to you, but this may take 2-3 days to process and send.

GET HELP WITH INSTALLING AND USING YOUR NHS APP.

- Ask friends or family for help.
- Bicester Library has drop-in IT sessions 3 times a week. Enquire at the desk or 01865 816011.
- Age UK Oxfordshire Digital Support: Call on: 01235 849 434
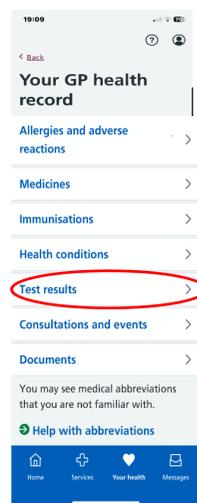
NO NEED TO RE-REGISTER

If you have an NHS login (perhaps you have created one on the NHS website), you can use those details to log in on the NHS App.

When you open the App, you will be asked to:
Enter your email address.
Click "Continue."
Enter your Password.
Click "Continue".
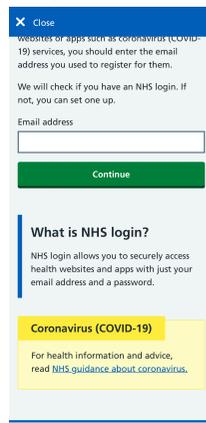
FINDING YOUR TEST RESULTS ON THE NHS APP.

Once logged into the App, select "GP Health Record"

Click on the "Test Results" item on the "Your GP health Record" menu list.
Your results will be displayed with the most recent at the top.
If you cannot see your result, check back in a few days.

CONTACTING THE GP SURGERY ON THE NHS APP USING ECONSULT.

Once logged into the App, select "Services" in the blue band at the bottom of the screen.
Then click in the "Contact your GP about a health problem" box.
This will open the eConsult page of the app.

USING THE NHS APP TO MAKE AN APPOINTMENT

Only appointment for <u>blood tests</u> or <u>smear tests</u> can be made online. All other appointments must be made via eConsult (above).
Once logged into the App, select "Services" in the blue band at the bottom of the screen.
TO MAKE AN APOINTMENT:
Click in the "Check for Available GP Appointments" box. BHC has limited the type of appointment – <u>you cannot book a GP appointment with this tab</u>.
On the next screen, click on "Select Type" and use the drop-down menu. Scroll down for available dates. Click on the date of your choice, then select the time. To change the day, click on the (yellow) date bar and search again.