



Lichfield and Burntwood  
GP Networks

# About the NHS App



Easy  
Read



# Easy Read



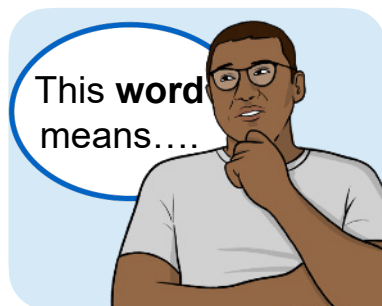
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

# What is in this booklet

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You can fill in a quick survey to say what you think about this Easy Read booklet:

[www.easy-read-online.co.uk/easy-read-feedback-survey](http://www.easy-read-online.co.uk/easy-read-feedback-survey)



# What is the NHS App?



The NHS App will help you to use health services and get information.

It can be used by anyone who is:



- Aged 13 or over.

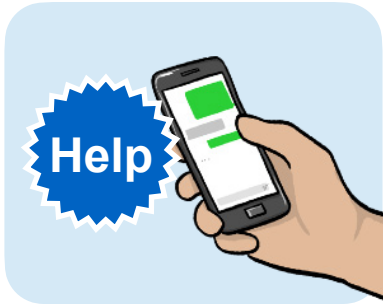


- Registered with an NHS GP practice in England or the Isle of Man.



You can still contact your GP practice in the usual ways, like by phone.

# How to use the NHS App



You can use the NHS App to help you with lots of different things.



You can also do the same things on a computer by logging into the NHS website: [www.nhs.uk](http://www.nhs.uk)

## Using services

You can use the NHS App to:



- Get a **repeat prescription**. A **repeat prescription** is a list of medicines you need to keep taking.



- Check to see if your GP practice has any appointments, without having to phone them.



You can use the NHS App to:



- Use the 111 service to check if you need urgent health care. **Page 6 of 20**



- Find information about illnesses and medicines.



- Find NHS services near you.

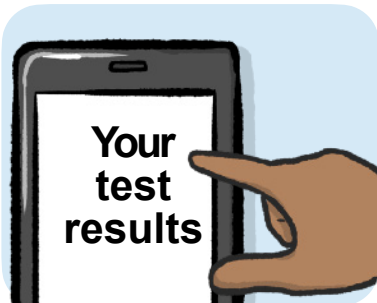


- Ask your GP practice for information or for help.

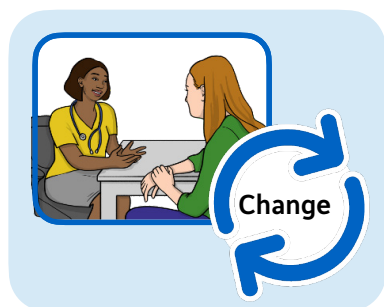


# Managing your health

You can use the NHS App to:



- See information about your medical treatments, test results and the medicines you have taken.



- Change your GP or hospital appointment.



- Check if your doctor has agreed to the repeat prescription you asked for and to see if it is ready.
- Register for **organ donation**.



**Organ donation** is when you say that after you die, parts of your body can be given to someone else to save their life.



# Sending messages

You can use the NHS App to:



- Look at the messages from your GP practice. **Page 8 of 20**



- Find out when you have a new message by getting a notification on your phone.



- Send or reply to some messages if your GP practice has set up this service.



# Helping someone else



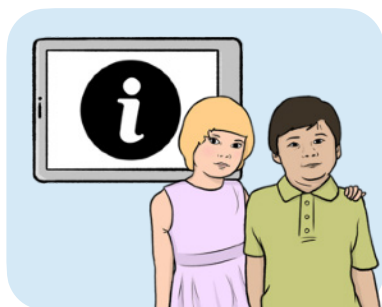
You can use the NHS App to help someone else.



You can change the account you are using on the app to the person you are caring for.



You can then see their appointments and prescriptions.



You can use the app to see information about the children you care for.



# How to get the NHS App on your phone



To get the NHS App on your phone, you will need to:

1. Open the App Store or Google Play on your phone.



You can also scan this QR code with your phone to find where to get the app.

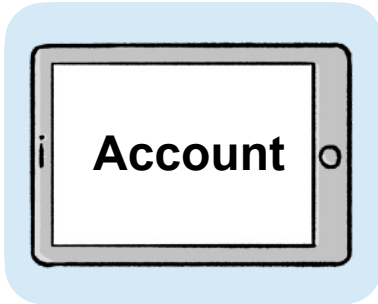


2. Type NHS App in the search bar to find the app.

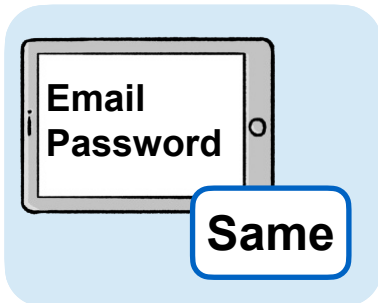


3. Click on **Install** to get the app on your phone.

# How to make an account



To use the NHS App, you will need an account.



If you already use other NHS apps and websites, you can use the same email address and password to log into the NHS App.

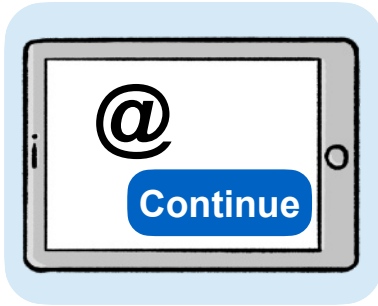


If you do not have an NHS login account, you can make a new one.

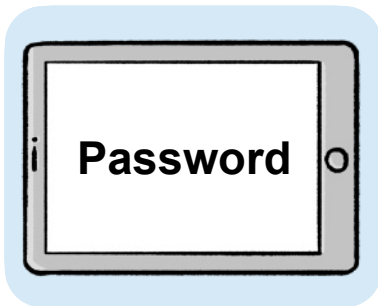


You will need to be aged 13 or over and have an email address and phone number.

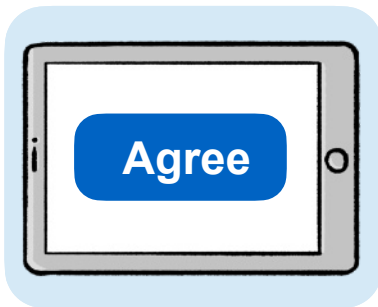
To make an account, you will need to go to the NHS App and:



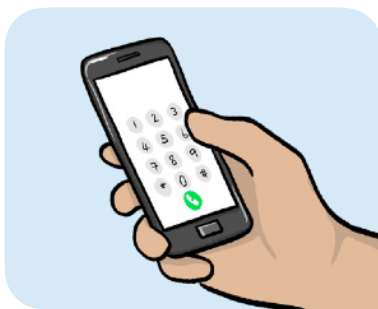
1. Type in your email address and click **Continue**.



2. Choose a password to use.



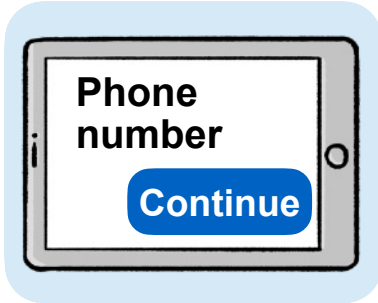
3. Agree to the NHS login terms and conditions. You will then get an email with a security code.



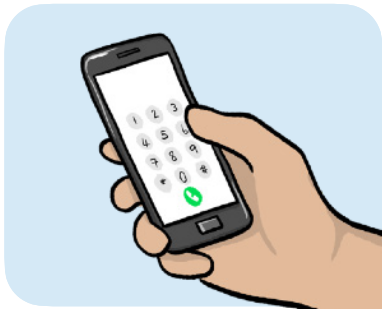
4. Type in the security code in the NHS App to show your email address is working. There are more steps on the next page.



To make an account, you will also need to:



5. Type in your mobile phone number and click **Continue**. You will then get a text message with a security code.



6. Type the security code into the NHS App to show your phone number is working.



If the codes you typed in are correct, you will now have an NHS login. You can now use the NHS App.

# How to prove who you are



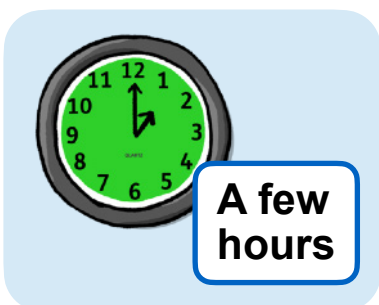
To see your health information on the app, you will need to show that you are who you say you are.



You will need a photo ID to do this, like a passport or driving licence.



To prove who you are, you have 2 choices.



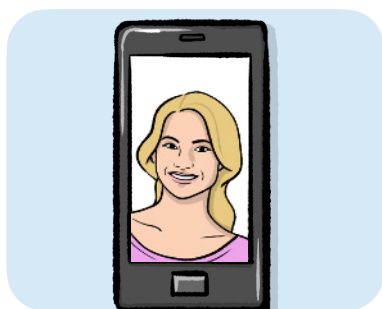
The app should be able to confirm who you are a few hours after you do 1 of the 2 choices.

## Choice 1: Doing a face scan

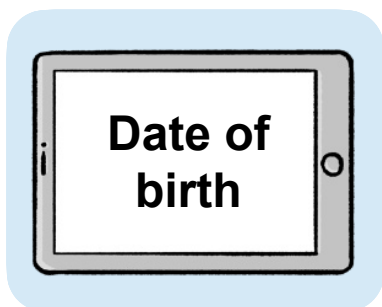
If you do this, the NHS App will show you how to:



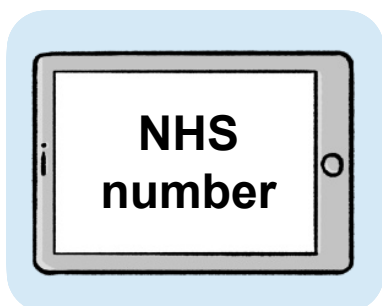
- Take a photo of your ID with your phone or tablet.



- Take a scan of your face using your phone.



- Type in your date of birth.



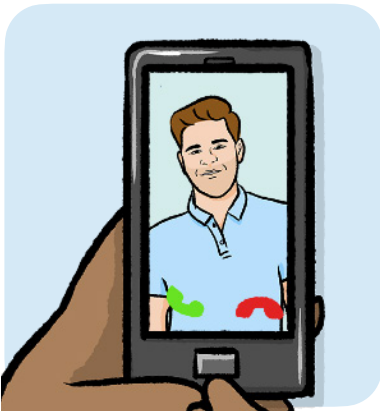
- Type in your NHS number or your name and postcode.

## Choice 2: Taking a video

If you do this, the NHS App will show you how to:

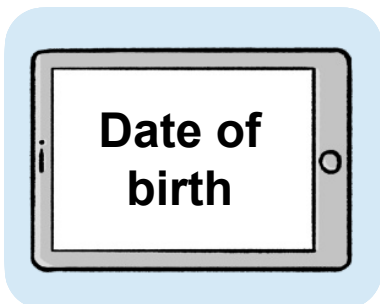


- Take a photo of your ID with your phone.

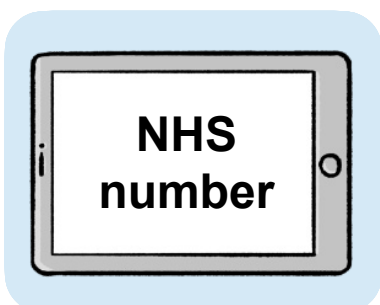


- Record a short video of your face while you say 4 numbers.

You can also say the numbers using British Sign Language or write the numbers down and show them in the video.



- Type in your date of birth.



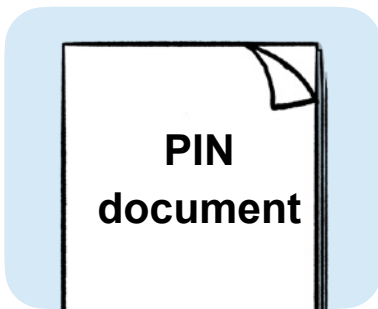
- Type in your NHS number or your name and postcode.



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## If you do not have a photo ID

If you do not have a photo ID, your GP practice can help you.



They will give you a document with 3 pieces of information in it, called a PIN document.



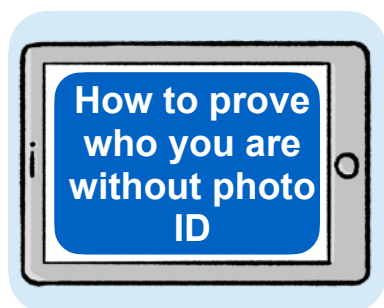
You need to use the information to prove who you are no more than 2 weeks after you get it.



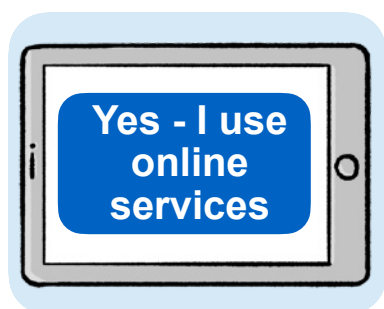
The information will not work 2 weeks after it is printed by your GP practice.



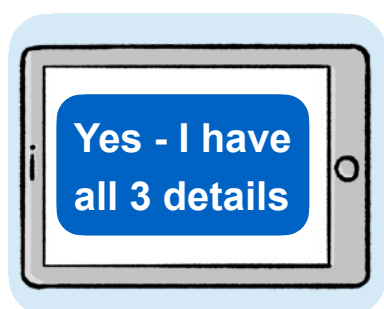
When you have the PIN document, you can go to the NHS App and then:



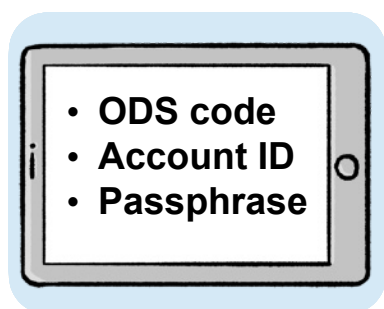
1. Click on **How to prove who you are without photo ID.**



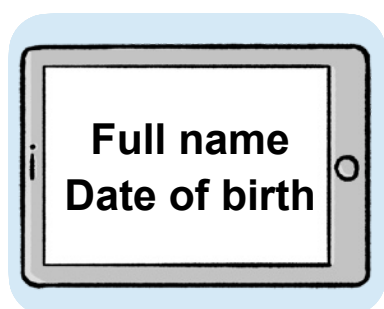
2. Click on **Yes - I use online services.**



3. Click on **Yes - I have all 3 details.**



4. Type in the 3 pieces of information in the PIN document. These are called the **ODS code**, the **account ID** and the **linkage key** or **passphrase**.

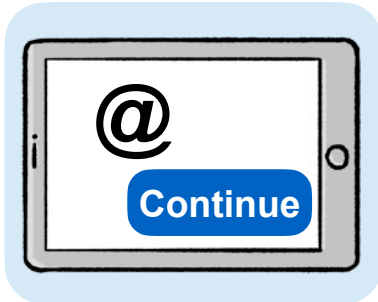


5. Type in your full name and date of birth.

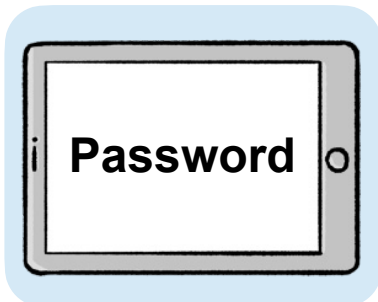


# Logging into the NHS App

To log into the app:



1. Type in your email address and click **Continue**.

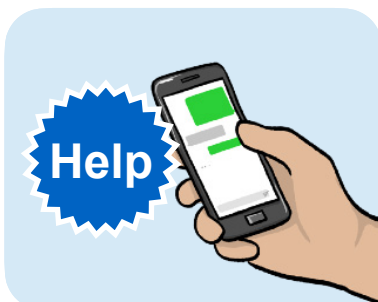


2. Type in the password you made when you set up your account.



## Help and support

If you have problems using the NHS App, you can click on the **Help question mark** in the app.



This will give you help with the page you are on in the app.



## Your information on the app

The only information stored on the app is the information your doctors keep about you.



# Getting help from your library

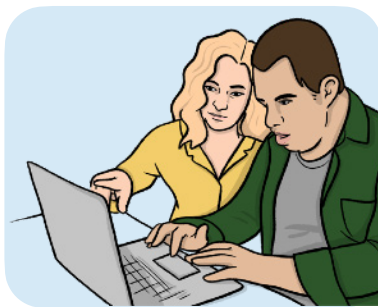


If you need help to get or use the NHS App, some libraries can help you.

You can phone the library or walk in to get help with things like:



- Getting the app on your phone.



- Making an account on the app.



- Using the app.