

NHS App

and Other NHS Online Services

Setting up the NHS App

We are aware that quite a few people have problems registering for, and setting up, the NHS App on their smartphone, tablet or PC. So here is a step-by-step guide. The process is tedious and rather repetitive – but bear with it!

Before you start, you will need:

- ◆ Your personal details
- ◆ Your NHS Number
- ◆ Your Passport or UK driving licence (full or provisional) or Full European driving licence.

If you do not have these forms of identity ask your GP surgery for registration codes.

Now **download the NHS App** on your smartphone or tablet:

1. Open your App Store or Play Store.
2. Search for "NHS App" and select install.
3. After installing, select the app to open it.

You now need to **register to the NHS App** on your device:

1. Select "Create Account". (If you already have an account select "Log In".)
2. You will be asked if you already have an NHS account. Select "No".
3. Then select "Set up an NHS Log In".
4. Enter your email address and select "Continue".
5. Again select "Continue" to set up the new NHS login.
6. To create an account you will need 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 now be sent to your email address to confirm who you are. Go to the email and click the link it contains.
9. Now you'll need to enter your mobile number. You will be sent a security number, via a text message, to confirm your mobile number. Go to the text and enter the code in the NHS App.
10. Once this is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App. Choose "Yes" or "No" and select "Continue".
11. You will now be asked for your photo ID (Driving Licence or Passport). Take a photo of your ID document and upload it as instructed.
12. Next you have to record a short video, "Continue", and say the 4 numbers that are shown. Click "Continue".
13. Type in your NHS number, if you know it; otherwise select "No".
14. Now input your details, including your postcode, and select "Submit".
15. You will then get a message saying "Thank you – we'll check your information within 2 hours".
16. Once you receive the confirmation email (check your spam folder if it doesn't appear), go back to the NHS App and log in using your details. If there have been problems you may be asked to resubmit your documents.
17. Say "Yes" to "Do you have an NHS login", enter your email address and password, and select "Continue".
18. Again you will receive a security code to the mobile you used when you registered.





19. Enter the security code and select "Continue".
20. You will then get a message "We need to connect to your GP surgery". Select "Continue".
21. Go through the Terms & Conditions. Once you have read them, select "Yes" to accept.
22. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional). Once again, accept them.
23. You are now registered, and you can log in using your email address and password (or face, or fingerprint recognition, depending on your device).

24. You may need to ask your GP Surgery to release your records to the NHS App, this you can do by calling your surgery.
25. You should now be able to:
 - ◆ Access your GP health records
 - ◆ Access 111 online
 - ◆ Check your upcoming appointments
 - ◆ Contact your GP surgery about a health problem
 - ◆ Order repeat prescriptions
 - ◆ Check on messages from your GP or hospital
 - ◆ Link profiles to hospitals
 - ◆ ... and much more.

This process was correct when written in late 2024, however beware as it may have changed.

NHS Online Services: Helpful Links & Videos

NHS App

You can download the NHS App from Google Play Store (Android) or App Store (Apple)

Logon to NHS APP Online

<https://www.nhsapp.service.nhs.uk/login>

Video: Quick Guide to Registering with the NHS App

https://www.youtube.com/watch?v=Q0SCcLtw8JA&ab_channel=eGPlarning

Video: How to Register with the NHS App

https://www.youtube.com/watch?v=4nRhmJ_tII4&ab_channel=eGPlarning

Video: NHS Login without using Photo ID

https://www.youtube.com/watch?v=8KY2qKcA69M&ab_channel=NHS

Videos on Using the NHS App

<https://digital.nhs.uk/services/nhs-app/toolkit/walk-through-videos>

Patients Know Best

Logon to Patients Know Best

<https://my.patientsknowbest.com>

Register on Patients Know Best

<https://patientsknowbest.com/register/>

Barnabas Medical Centre

Request Access to Online Services at Barnabas Medical Centre

<https://systmonline.tpp-uk.com/2/Login?PracticeId=E85127>

Logon to Barnabas Online Services

<https://systmonline.tpp-uk.com/2/Login?PracticeId=E85127>

NHS 111

Access NHS 111 by Phone: dial 111

Access NHS 111 Online:

<https://111.nhs.uk/>

This patient leaflet has been written and produced by **Barnabas Patient Voices**, the patient group of Barnabas Medical Centre, Northolt, Middlesex.

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