What you can do

✅ **Order repeat prescriptions** - available medicines, request a new repeat script and a pharmacy for them to be sent to

✅ **Check your symptoms** - search trusted NHS advice on hundreds of conditions and treatments

✅ **View your medical record and download documents** - securely access your GP medical record, test results, allergies and meds (from the date specified by your Surgery)

✅ **View and download test results and vaccination certificates**

✅ **Read messages from the surgery**

✅ **Initiate online consultations** - Non urgent medical advice via eConsult

✅ **Change your nominated pharmacy** - for repeat prescriptions

✅ **Help someone else** – using a linked profile (and proxy access)

✅ **Use your NHS Login for other Apps** - like BP@Home, PillTime or Airmid

What you cannot do

❌ **Booking and cancel appointments** - certain appointments can be booked via a link sent by sms or email

❌ **Update your home contact details**

❌ **Upload information to your medical record**

Getting started

For anyone aged 13 and over, registered with an NHS GP, with a mobile and email address

Scan the QR code to register or visit:
https://www.nhsapp.service.nhs.uk/login

📱 **SCAN ME**

Use your computer, tablet or mobile phone

NHS App

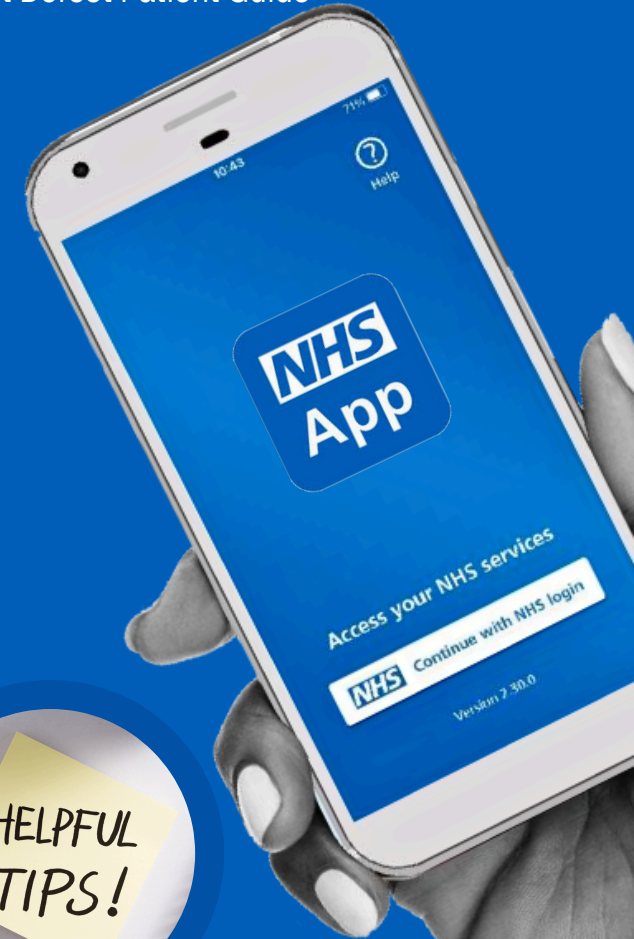The NHS App does not store any patient data, it views your health info held by your GP.

ⓘ

Help and support

If you have any **general problems** go to 'Help' in the top right corner of the app or visit https://nhs.uk/helpmeapp

For more **specific error messages** visit https://help.login.nhs.uk/error-message support

NHS Dorset

JURASSIC COAST — PRIMARY CARE NETWORK —

Your NHS Login

West Dorset Patient Guide

HELPFUL TIPS!

Working on behalf of:
Ammonite Health Partnership
Barton House Surgery
Lyme Bay Medical Practice

July 2024

Register at home

Installing the app - open the App Store or Google Play, search for 'NHS App' and install

BASIC LOGIN

Create your NHS Login on a computer, tablet or smartphone:
https://www.nhsapp.service.nhs.uk/login

- ✉ Enter your **email**, press continue, choose a **password** and accept the NHS login terms and conditions

  Enter the security code sent to your email, press continue

- ☎ Enter your **mobile**, press continue

  Enter the security code sent to your mobile phone

- ✓ **You now have a basic NHS Login**

FULL ACCESS

You need to prove who you are to access your health record, personal info and other services

- Take a photo of your ID (passport or driving license)

- Complete a **face scan** using your phone, to match your face with the ID *Option 1*

- Record a **video** of your face and say 4 randomly generated numbers (or use BSL or write and show them) *Option 2*

- Enter your **date of birth**

- Enter your **name** and **postcode** or **NHS number**

- ✓ **Your identity will be confirmed within a few hours**

NO PHOTO ID?

Visit your GP Surgery and request the details of your online account.

1. the **unique code of your GP Surgery**, known as the ODS code
   J81076 (Ammonite), J81647 (Lyme), J81074 (Barton)

2. your **account ID**
   e.g. donotusel001

3. a linkage key or a **passphrase**
   e.g. tb7RTuT

Go to the NHS Login, select **'How to prove who you are without photo ID'**, select 'Yes - I use online services', select 'Yes - I have all 3 details', enter online account details, **name** and **date of birth**

✓ **Your identity will be confirmed within a few hours**
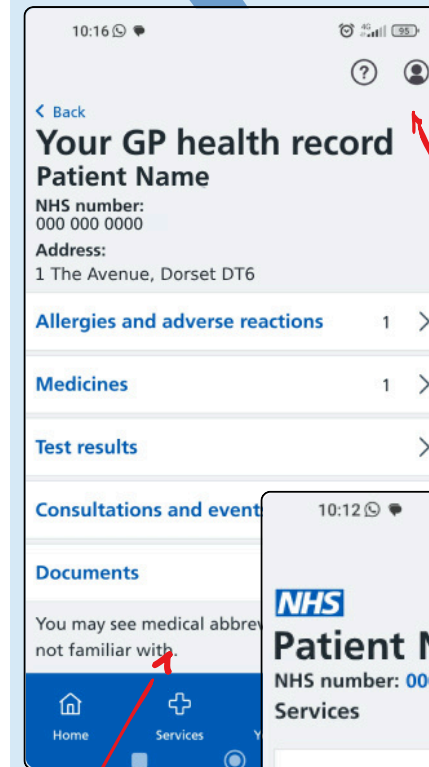

How to use the App

Your health record - view your information up to a date agreed by your GP Surgery

Your non-urgent repeat prescriptions - view your orders or request a repeat script to be signed off by your GP and sent to your preferred pharmacy.

Help someone else - if someone you are caring for has consented to your proxy access of their record

Non urgent medical advice - complete an eConsult without having to resubmit your personal info, click 'Services' then select 'Contact your GP about a health problem'

To permit someone else to access your medical record or other health services on your behalf, request & complete a PROXY ACCESS FORM

10:16

< Back

Your GP health record
Patient Name

NHS number:
000 000 0000

Address:
1 The Avenue, Dorset DT6

Allergies and adverse reactions	1 >
Medicines	1 >
Test results	>
Consultations and event	
Documents	

You may see medical abbre... not familiar with.

🏠 Home   ✚ Services

To go back to the main page of the App, choose the 'Back' link (top left) or the Home button (bottom left)

10:12

NHS
Patient Name
NHS number: 000 000 0000

Services   View all

Request repeat prescriptions	>
Check if you need urgent medical help using 111 online	>
Find NHS services near you	>

Your health   View all

GP health record	>
View and manage prescriptions	>
Upcoming and past appointments	>

Messages

| ✉ View your messages | > |

Manage services for another person

| 👥 Switch profiles | > |

🏠 Home   ✚ Services   ♥ Your health   ✉ Messages