

Patient Online Services How to Register via the NHS App

The NHS App will help you take greater control of your health and wellbeing by increasing online access to health services and your medical records.

From the NHS App you can:-

- Order repeat prescriptions
- Book appointments
- View your GP Health Record
- Get reminders and messages
- Use NHS 111 online
- Find NHS services

To register for the NHS App, please follow the step by step instructions in the attached 'Getting started with the NHS App leaflet'. If you are using a PC web browser rather than an app on a tablet or smart phone, please visit <https://www.nhsapp.service.nhs.uk/login>

Before you register for online access to your medical records via the NHS App, there are some things we would like you to consider:-

- **Sharing your information**

It's up to you whether or not you share your information with others – perhaps family member or carers. It's your choice, but also your responsibility to keep the information safe and secure.

- **Coercion**

If you think you may be pressured into revealing details from your patient record to someone else against your will, you may wish to discuss with the Practice first the level of access you are happy with having.

- **Misunderstood Information**

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. This may cause unnecessary anxiety.

- **Abnormal results or bad news**

Results and letters will only be visible on the NHS App once a doctor has seen them and commented on them, but there may be times when you see something that concerns you before the Doctor has had the opportunity to speak to you or while the Surgery is closed and you cannot contact them.

- **Information about someone else**

If you notice something in your record that is not about you or notice any other errors, please log out of the App and contact the Practice as soon as possible.

Opting Out of Medical Record Access

If you would like to register for the NHS App so that you can order your repeat prescription and book appointments, but would prefer not to have access to your consultations, results







and letters, please complete the opt out form on our website at <https://www.arlingtonroadsurgery.nhs.uk/prospective-record-access-opt-out-form>

Unable to complete identity verification via the NHS App

If you are unable to complete the identity verification process via the NHS App, please visit our website at <https://www.arlingtonroadsurgery.nhs.uk/patient-online-services> and download the Patient Online Services Registration Form or ask at reception for a form. You will need to complete this form and bring it to reception with two forms of ID. One form of ID should be photographic, such as a driving license or passport, the other should confirm your name and address, such as bank statement, mortgage statement or student loan account.

Do more with the NHS App!



-  Order repeat prescriptions
-  Use NHS 111 online
-  Find NHS services
-  View your GP health record
-  Book appointments
-  Get reminders and messages

And much more...

Need help?

Get support in the app or visit nhs.uk/helpmeapp



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