

How to Set-up and use the NHS App to Order Repeat Prescriptions

The NHS app is the safest and most secure way to order repeat prescriptions, 24 hours a day, 7 days a week – no need to call the surgery or wait on the phone!

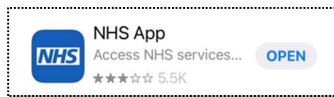
The app also gives you access to your Covid passport as well as your blood test results and other information in your health care record.

Once you have it set up, it is very quick and easy to use. Simply log in using your password, fingerprint, or face recognition.

Setting up your account will take between **10-15** minutes. It is time well spent.

You can also request medications for family members or others that you care by setting up a linked profile.

Visit the App or Play store and download the NHS App onto your mobile phone or tablet device.



Ensure you select the NHS App as shown here
(not the NHS Covid-19 App)

Once downloaded, you begin the set-up process.

We suggest avoiding the option to register using a linkage key or code from your GP Practice – you do not need this.

Instead, you will need your:

- 10-digit NHS number (found on prescriptions paperwork or hospital letter)
- Date of Birth
- Postcode
- ID (Driving Licence or Passport)
-and you will need to take a short video of yourself in a quiet place.

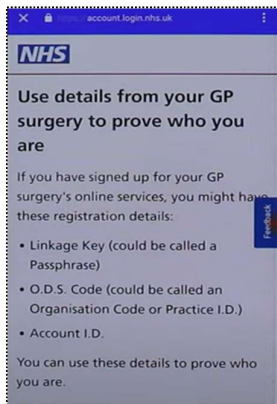
See our simple 'how to' guide below:



Enter your personal email address and create a password to set up your account. An email will be sent to you with a 6-digit code, you will be asked to enter this on the next screen



Repeat the process with your mobile number.



We suggest avoiding the option to register using a linkage key or code from your GP Practice – you do not need this.



To confirm your identity, you will have to submit a photo of either your driving licence or passport. Follow the instructions to take a photo of your ID to upload.



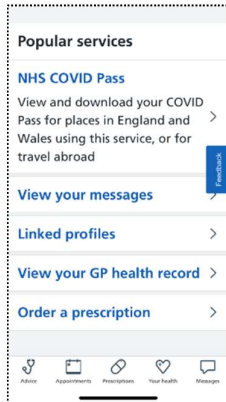
Record a video either saying the 4 numbers the app shows you on screen or write these numbers down, whilst showing your face you will also need to show the paper with the 4 numbers.

Upload this video to the app.

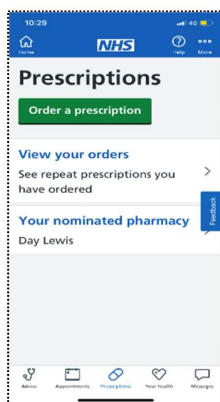
You will then be notified by email within 2 hours whether the set-up has been successful or not.

Once you have received this email you can log back into the app using your email address and password created at the beginning.

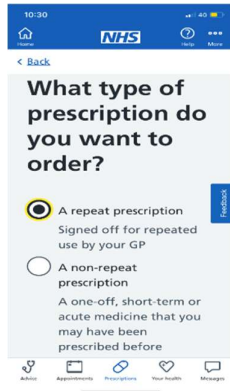
To request your repeat prescription...



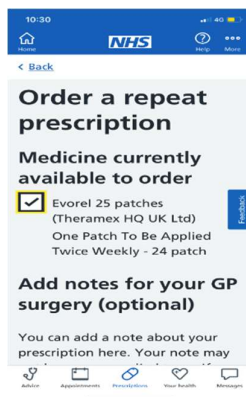
Log in and select the 'order a prescription' tab along the bottom of the screen.



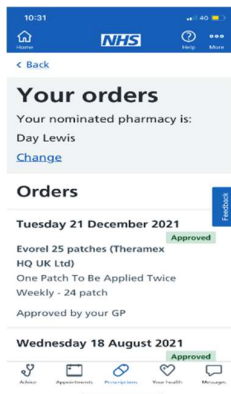
Select 'order a prescription'



Select the repeat prescription option.



Select the medication(s) you require, and press submit to confirm your order.



You will be able to see your orders and when your request has been approved.

We hope you found this guide useful.