

# NHS Digital Apps

Mark Henalla

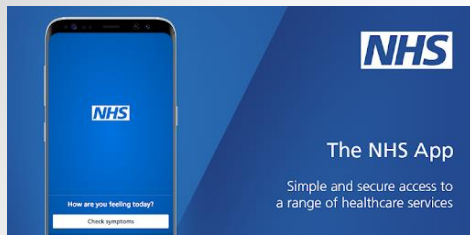
7<sup>th</sup> October 2019



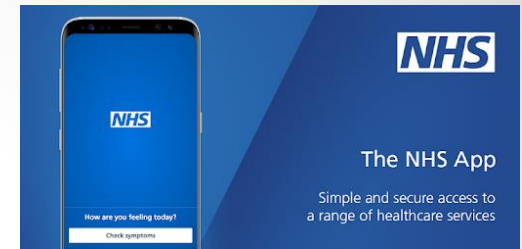
# Patient Access



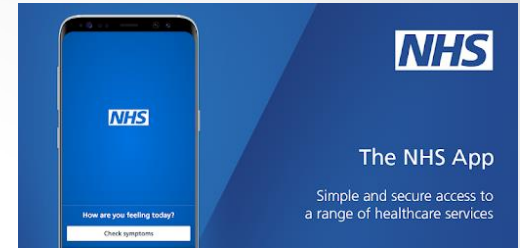
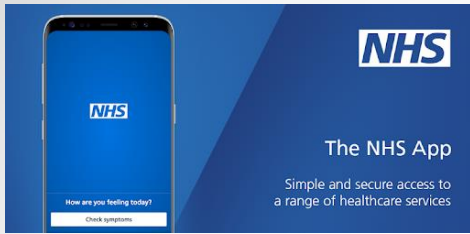
- Used by GP surgeries to give patients access to:
  - Online appointment booking
  - Cancel **any** appointment
  - Ordering repeat prescription
  - View parts of their medical record
- Also enables you to:
  - Nominate a pharmacy to send your prescriptions electronically (without the need to collect the paper from your surgery)
  - Gain health advice
- Can be accessed in the following ways:
  - [www.patientaccess.com](http://www.patientaccess.com)
  - Download the "Patient Access" app from app store



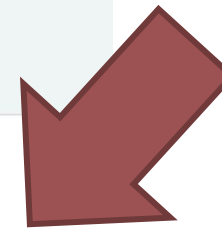
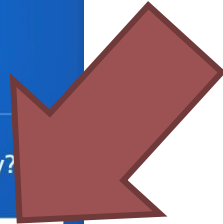
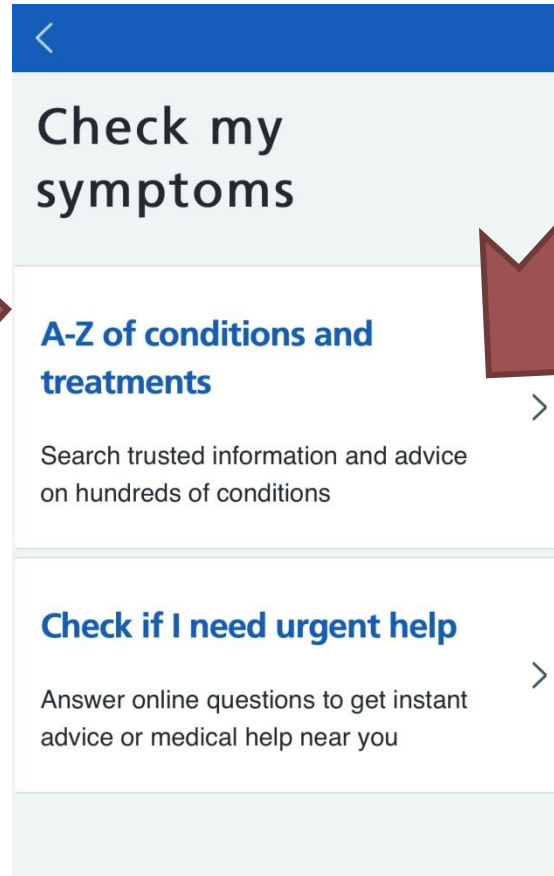
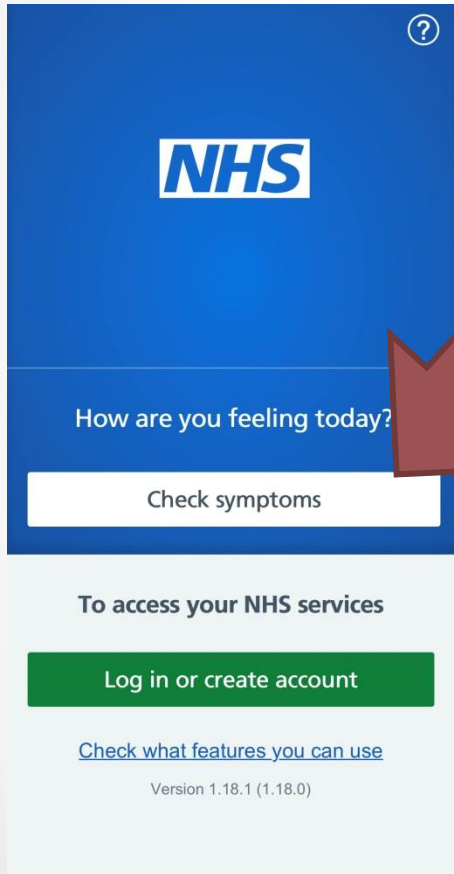
# NHS app

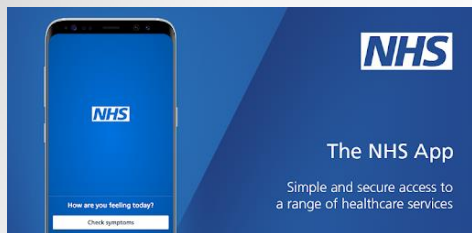


- [www.nhs.uk](http://www.nhs.uk) in “app form” – download from app store
- Health advice - including what to do and when to get help
- Medicines advice – how your medicine works, side effects and answers to common questions
- Find your nearest service – GP Surgery, pharmacy, dentist, A & E, other urgent care services
- GP online services – appointment booking/cancelling, ordering repeat medication and view parts of medical record

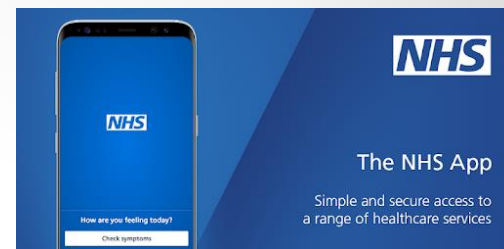


# NHS app





# NHS app



- **E.g. knee pain**

[← Back to Health A to Z](#)

## Knee pain

Knee pain can often be treated at home. You should start to feel better in a few days. See a GP if the pain is very bad or lasts a long time.

### How to ease knee pain and swelling

Try these things at first:

- put as little weight as possible on the knee – for example, avoid standing for a long time
- use an ice pack (or bag of frozen peas wrapped in a tea towel) on your knee for up to 20 minutes every 2 to 3 hours

**See a GP if:**

- it does not improve within a few weeks
- you cannot move your knee or put any weight on it
- your knee locks, painfully clicks or gives way – painless clicking is normal

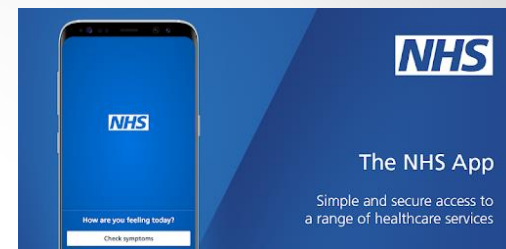
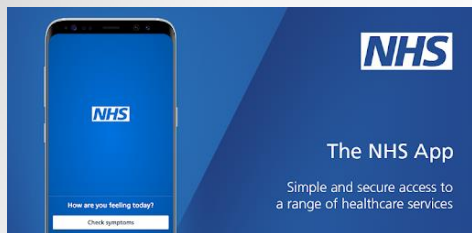
**Get advice from 111 now if:**

- your knee is very painful
- your knee is badly swollen or has changed shape
- you have a very high temperature, feel hot and shivery, and have redness or heat around the knee – this can be a sign of infection

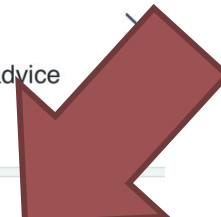
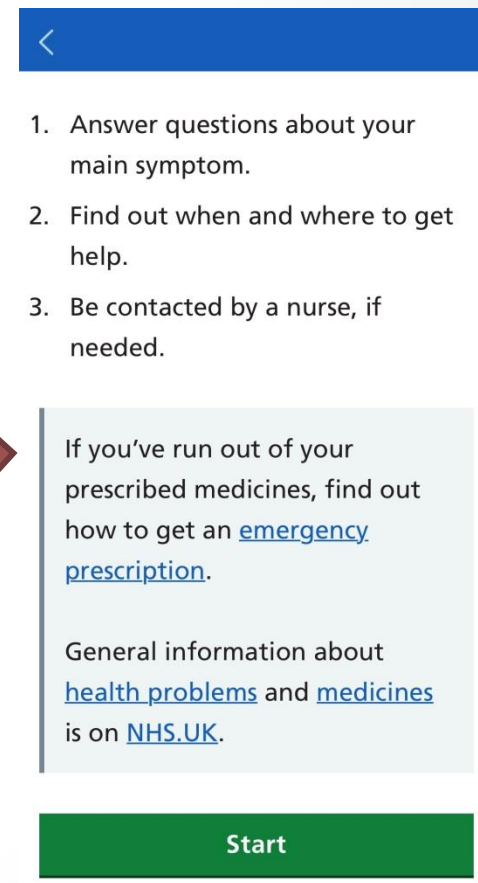
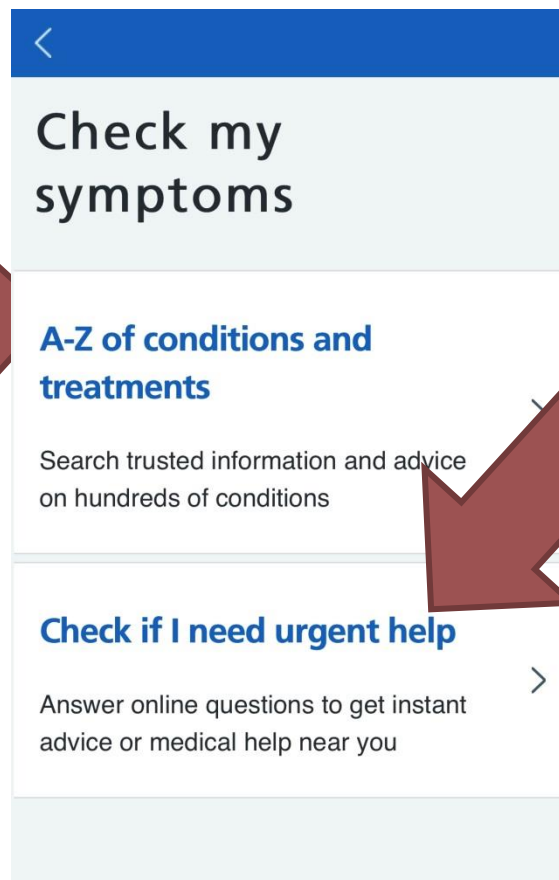
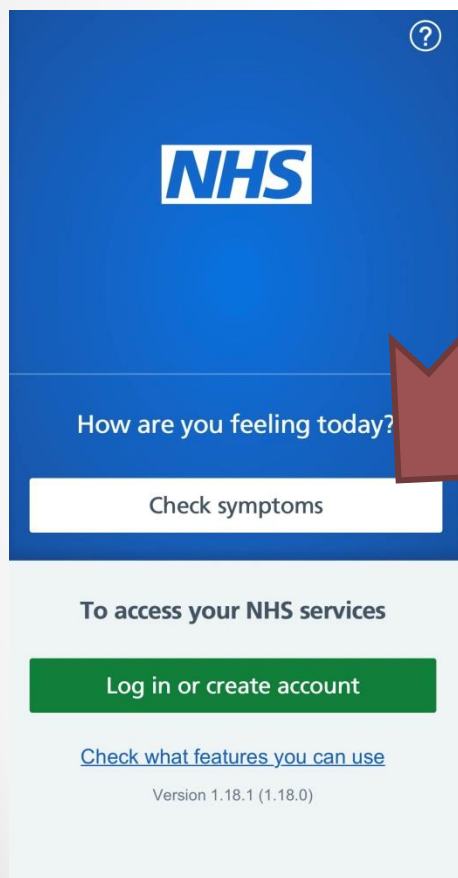
111 will tell you what to do. They can tell you the right place to get help if you need to see someone.

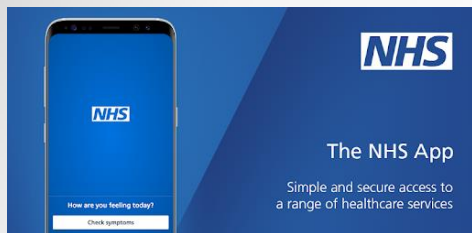
Go to [111.nhs.uk](https://111.nhs.uk) or [call 111](https://111).

- Also gives detail on:
- Common causes of knee pain
  - Knee pain after an injury
  - Knee pain with no obvious injury
  - Symptoms and causes

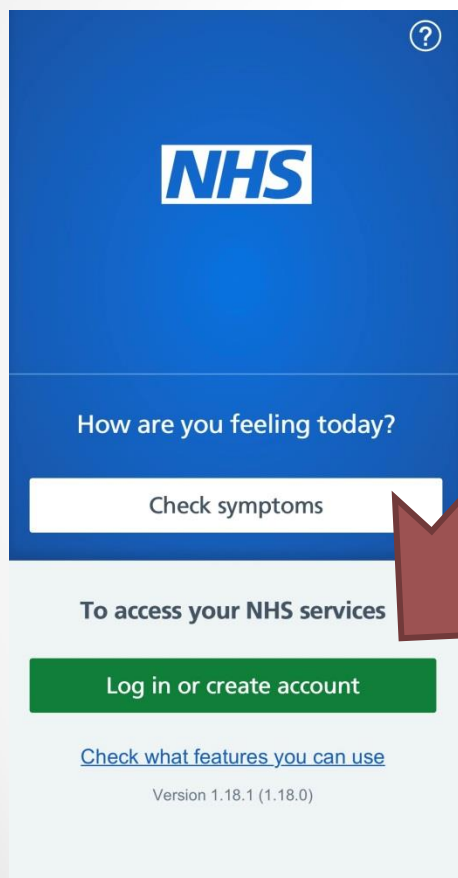
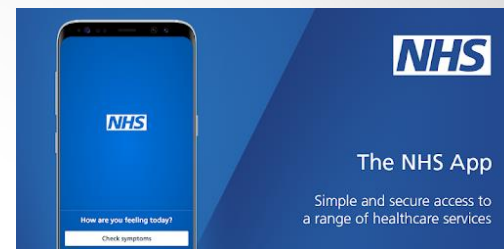


# NHS app

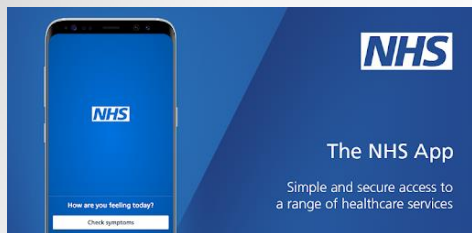




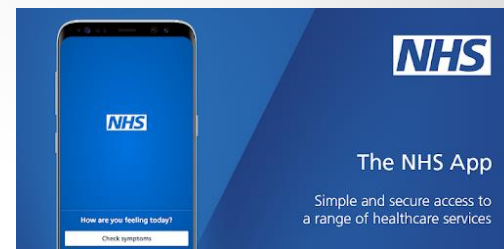
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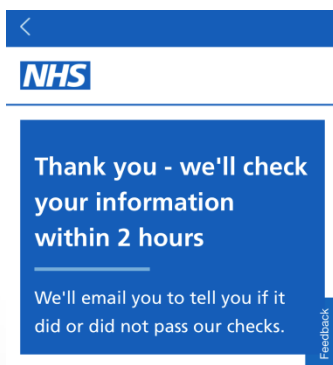
- Enter name/email address/password
- Verify email address
- For extra security, you will need a mobile number linked to your account



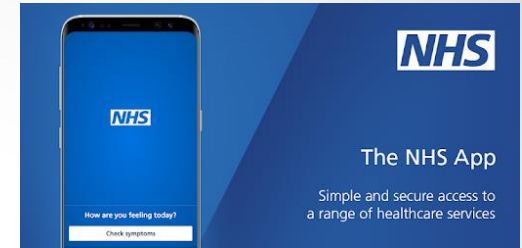
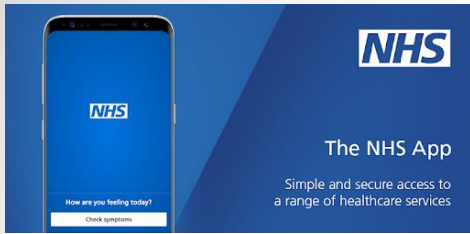
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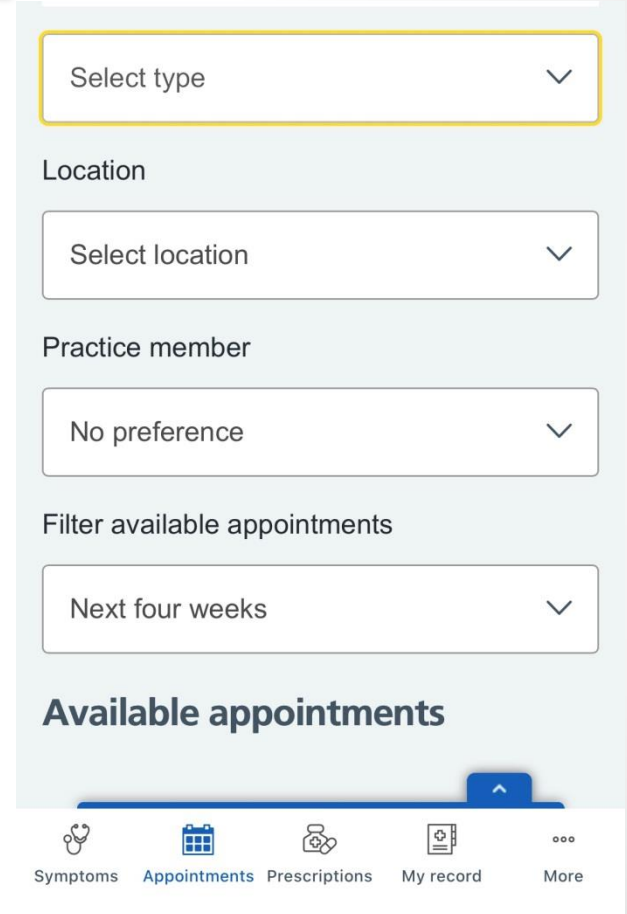
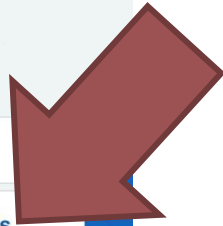
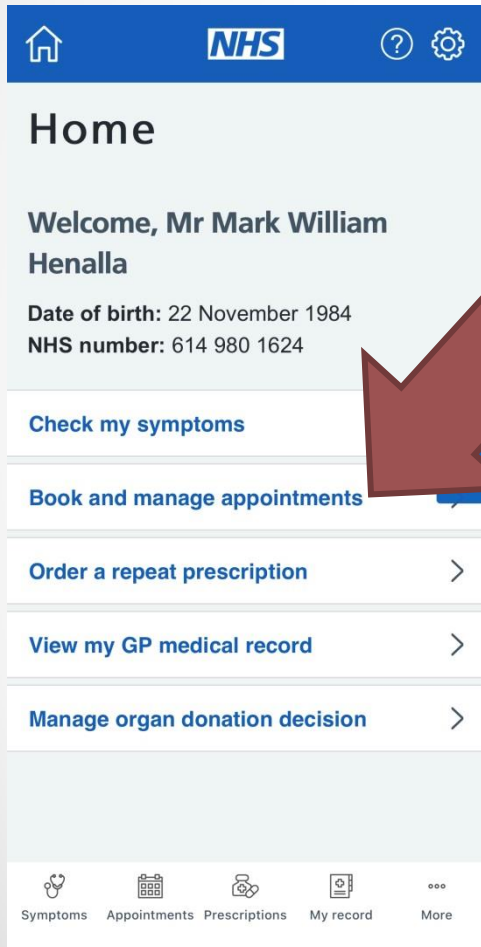
- Before you can use the GP online services, your identity needs to be verified (like with Patient Access)
  - 1. Ask your surgery to print out registration details for online services – you will need to complete a registration form and present valid ID (photo + proof of address)
  - 2. Use the NHS app to verify your identity
    - Upload a photo of your ID to the app (passport, driving licence)
    - Record a short video of your face and say four numbers as instructed
    - Provide your NHS number and date of birth so your record can be located







# NHS app



# Online access at Portishead Medical Group

- Appointments
  - GP appointments
  - Flu appointments (if eligible)

The screenshot shows a web interface for booking appointments. At the top, a light blue notification box contains the text: "\*\*Please note this system will only allow you to have 3 booked appointments at one time\*\*" with a close button (X). Below this is a section titled "1 Appointment type" with a question: "Which type of appointment would you like to book at your GP practice?". There are three radio button options: "\*Bookable Appointment\*", "AGE 18-64 ONLY: Flu Jab at the SURGERY (MUST HAVE RECEIVED LETTER INVITE)", and "AGE 65+ ONLY: Flu Jab at Folk Hall". At the bottom of the form, there is a note: "Please note that not all of your GP practice appointments may be made available online. If you cannot find a suitable appointment slot, you may want to contact your practice directly." The bottom of the screenshot is partially cut off, showing the start of another section.

- Order repeat prescriptions
- Patients aged 16 and over can view parts of their medical record

# If you have any problems

- Patient Access

- Go to <https://support.patientaccess.com/>
- Complete an online query form
- They normally respond and resolve within a couple of days

- NHS App

- Select the Question mark
- Scroll down and click “Contact the NHS App team”
- Complete the online form and “Send Message”

The image shows a screenshot of the NHS App support page. On the left is the NHS App interface with a blue header containing the NHS logo and a question mark icon. Below the logo is a search bar with the text 'How are you feeling today?' and a 'Check symptoms' button. Further down is a green button labeled 'Log in or create account' and a link 'Check what features you can use'. On the right is a support page with a list of links. A red arrow points from the question mark icon in the app to the top of the support page. Another red arrow points from the 'Contact the NHS App team' link in the support page to the 'What are you contacting us about?' section of the form. The form has three radio button options: 'a problem with the app' (selected), 'a way to improve the app', and 'something else'. Below the form is a text area for the message and a 'Send Message' button.

Follow the links below to find the information you're looking for:

- [Getting started with the NHS App](#)
- [Setting up your NHS login](#)
- [Logging in to the NHS App](#)
- [Managing your account](#)
- [Medical records](#)
- [Booking appointments](#)
- [Repeat prescriptions](#)
- [Security and privacy](#)
- [National data opt-out](#)
- [Organ donation](#)
- [Technical issues with the NHS App](#)
- [Contact the NHS App team](#)

Page last reviewed: 15 July 2019  
Next review due: 5 August 2019

**What are you contacting us about?**

a problem with the app  
e.g. I cannot log in

a way to improve the app  
e.g. I would like to talk to a doctor through the app

something else  
e.g. I have a query about how my data is used

**Your message for us**

Do not include confidential or medical information in your message. For example, your NHS number, date of birth, medical diagnosis or medical history. We will aim to respond within 1 working day.

NHS App