

**Woolton House Medical Centre**

# **Your NHS App Guide**

Everything you need to manage your healthcare online

- Order Repeat Prescriptions
- Contact the Practice about Medical Problems
  - Check Test Results
- Receive Messages from the Practice

**Simple. Secure. Free to use.**

Download the NHS App today at: [www.nhs.uk/app](http://www.nhs.uk/app)

Or scan these with your phone's camera (left for iPhone - Right for Android)



## Using the NHS App - A Guide for Patients at Woolton House Medical Centre

The NHS App is a simple and secure way to access a range of NHS services from your smartphone, tablet or computer.

At Woolton House Medical Centre, we encourage patients to use the NHS App to manage their healthcare quickly and conveniently

### What is the NHS App?

The NHS App allows you to:

- Order repeat prescriptions
- View your test results
- Access parts of your medical record
- Check your appointment details
- Receive messages from the practice
- View your NHS number
- Access NHS 111 online

The app is free to download and use.

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### How to Download the NHS App

You can download the NHS App from:

- Apple App Store (iPhone)
- Google Play Store (Android)

Or visit:

[www.nhs.uk/app](http://www.nhs.uk/app)

Search for “**NHS App**” (not NHS COVID Pass).

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### Setting Up Your Account

To register for the NHS App, you will need:

- An email address

- A mobile phone number
- Photo ID (to verify your identity)

If you have not used NHS online services before you may need to contact the surgery to be given access to online services.

The app will guide you through the verification process.  
If you need help, our reception team can assist you.

There are four main sections of the app found on the bottom of the screen after logging in. These are

**Home**

**Services**

**Your Health**

**Messages**

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### **Ordering Repeat Prescriptions**

With the NHS App, you can:

- Request your repeat medication
- Choose or change your nominated pharmacy
- Track when your prescription has been issued
- These can be found in the **Home** → **Request Repeat Prescription**
- Please allow **2–3 working days** for prescription processing.

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### **Viewing Test Results**

You can see:

- Blood test results
- Some scan results
- Other clinical information once reviewed by a GP

These can be found in the **Your Health** → **GP health Record** → **Continue**



If your results require follow-up, the practice will contact you.

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## **Appointments**

Depending on availability, you may be able to:

- Get appointments through the app
- Be seen on the phone.

This can be done through the PATCHES system. This can be found in the section **SERVICES → Contact your GP about a Health Problem**

At this point you may need to create a PATCHES account this is a simple process that involves simply involves confirming some personal details.

When you put in a PATCHES request it will ask you a series of questions in order to best ascertain how to treat you, all of these questions are read by a real human being and not a computer so feel free to write *not applicable* if a question is not appropriate.

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## **Messaging from the Practice**

We may use the NHS App to send you:

- Appointment reminders
- Test result updates
- Health campaign invitations (e.g. flu vaccines)
- Important practice announcements

Please enable notifications to receive updates.

Messages from the practice can be found in the **MESSAGES** section of the app.

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## **Is My Information Secure?**

Yes. The NHS App is:

- Secure and confidential

- Protected by NHS login
- Compliant with UK data protection laws

Your information is only accessible to you or a nominated proxy.

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### **When Should I Not Use the NHS App?**

Do not use the app for emergencies.

For urgent medical advice:

- Visit NHS 111 online
- Call 111

For life-threatening emergencies:

- Call 999
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### **Still Unsure?**

#### **Not Confident with Technology?**

You are not alone, many of our patients are new to using apps. The NHS App is designed to be simple and we are here to help you every step of the way. You can.

- Ask a family member or friend to help
- Speak to our reception team
- Visit our IT drop-in Clinic (Mondays 11am – 2pm)

## **Proxy Access to the NHS App**

### **What is Proxy Access?**

Proxy access allows someone you trust to help manage your healthcare through the NHS App.

This could include:

- A parent or guardian managing a child's healthcare
- An adult supporting an elderly relative
- A carer helping someone with additional needs

Proxy access allows them to use NHS App services on your behalf.

## **What Can a Proxy Do?**

Depending on the level of access granted, a proxy may be able to:

- Order repeat prescriptions
- View test results
- Access parts of the medical record
- Receive messages from the practice

Access can be limited to certain services if preferred.

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## **Who Can Have Proxy Access?**

You can nominate:

- A parent or legal guardian (for children)
- A Spouse
- A family member
- A carer
- Another trusted adult

For adults, we must have the patient's consent unless they lack capacity.

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## **How to Request Proxy Access**

To set up proxy access:

1. Contact Woolton House Medical Centre.
2. Complete a proxy access request form.
3. Provide identification (for both the patient and the proxy).
4. The practice will review and confirm access.

We may need to speak directly with the patient before granting access.

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## **Important Information**

- Proxy access can be removed at any time.

- The level of access can be changed if needed.
  - All information shared remains confidential.
  - The proxy must keep login details secure.
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### **Children and Young People**

As children get older, access arrangements may change to protect confidentiality. We review proxy access in line with NHS guidance and safeguarding policies.

If you have questions about proxy access, please contact:

Woolton House Medical Centre

Telephone: [0151 829 7373](tel:01518297373)