

Working together effectively to enhance the health and wellbeing of our communities
NHS APP FAQ

NHS App video:

<https://youtu.be/l-ublmf5wJs>

How do I get the NHS APP?

<https://www.nhsapp.service.nhs.uk/login>

What is on the NHS app?

<https://www.nhs.uk/nhs-app/about-the-nhs-app/>

Who can have the NHS APP?

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/who-can-use-the-nhs-app/>

What do I do if my details appear incorrect on the NHS app:

If these details are incorrect or out of date, contact your GP surgery and ask them to update your details. They will then update your NHS record. Any changes made there will appear in your NHS account when you log in. If the problem continues you will need to contact NHS digital by calling 119 or using the contact form <https://www.nhs.uk/contact-us/nhs-app-contact-us/>

How do I verify my ID on the NHS app:

<https://help.login.nhs.uk/provewhoyouare/>

How do I verify my ID at the surgery?

If you are unable to load your ID onto the NHS App you can provide the surgery with your ID. We require to see a photo ID and proof of address. For example, a passport and utility bill. We will then give you ODS, Linkage Key and Account number which the app will ask you for.

What is proxy access on the NHS App?

Proxy access was developed to allow someone other than the patient to access and manage parts of their GP online services account. The proxy is given their own online access account (rather than using the patient's login details).

For more information please follow: <https://www.england.nhs.uk/ourwork/clinical-policy/proxy-access-to-gp-online-services-by-care-home-staff-guidance-for-care-homes-and-gp-practices/how-proxy-access-works/#:~:text=Proxy%20access%20was%20developed%20to,using%20the%20patient's%20login%20details>

Lodge Surgery, Normandy Road, St Albans, Hertfordshire AL3 5NP
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