

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

Help us improve the prescriptions service in the NHS App

Help us understand what digital prescriptions are like for you by feeding back to our User Research team. This can be via a survey or interview.

If you complete a one-to-one feedback interview, we can offer you a voucher to spend at a variety of places as a thank you for your time.



Scan this QR code to register and provide feedback



Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app
- visit nhs.uk/helpmeapp



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View your prescriptions in the NHS App



How to view prescription information and use a prescription barcode in the NHS App



You can now view your prescriptions within the NHS App. The functionality is being rolled out regionally but will be available across England by early 2024.

A 'digital prescription' is an electronic version of your prescription. If you have access to your health information via the NHS App, you can now use the NHS App to view and collect any medicines prescribed electronically, including repeat and one-off prescriptions.

What prescription information can you see in the NHS App?

You can now use the NHS App to:

- easily see the details of medicines/ items healthcare professionals have confirmed for you
- use a prescription barcode to collect your medicine if you don't have a nominated pharmacy, without needing to collect a paper prescription

How does it work?

If you have access to your health information via the NHS App, you can use now use the NHS App to view and collect any medicines prescribed electronically, including repeat and one-off prescriptions.

The prescription will show the exact items prescribed, the prescription type (repeat or one-off) and who the prescribing professional is.

If you don't have a nominated pharmacy, you can view a prescription barcode in the NHS App and present this to a pharmacist to collect your medicine without having to collect a paper prescription.

You may not see a confirmed digital prescription if:

- it is prescribed but unavailable to you until a future date
- it is cancelled

- it was issued more than 6 months ago
- it was prescribed at a hospital or other secondary care centre
- your pharmacy manages their repeat medication supply on a regular basis

You can find more information about digital prescriptions here: digital.nhs.uk/digital-prescriptions

Do you have to use the NHS App to collect digital prescriptions?

No, it is completely your choice whether you want to open the prescription function in the NHS App or not. It will not affect your normal health management.

Viewing prescriptions in the NHS App

1. Navigate to **Your health** on the home screen and select **View and manage prescriptions.**

2. Select **Your confirmed prescriptions.**

3. Select the prescription you want to view.

