



# Encouraging Patients To Use The NHS App For Repeat Prescriptions.

*Increasing NHS App Uptake- Toolkit For Practices –  
Version 2.3 January 2024*





# What Will This Document Help You With?

- This document is a toolkit containing resources and information to help practices increase uptake for the NHS App for repeat prescriptions.
- The starting point is for the practice team to get comfortable using the NHS App – so you'll understand the functionality better and be able to help patients.
- This toolkit covers topics such as how to start using the App, enabling the NHS App for Accurx and closing down other ways for patients to request their repeat prescriptions.
- Remember, whichever interventions you choose it is important to be consistent and sustain the promotion to see an impact.
- There are 2 other toolkits available on the NEL Portal – scroll down to the NHS App Toolkits and please do take the time to review those too:
  - [Promoting the NHS App to Patients Toolkit](#)
  - [Tracking Your NHS App Data Toolkit](#)





# About the NHS Account

An NHS account allows patients to access services through the NHS App or website. To have an NHS account, patients must be aged 13 or over and registered with an NHS GP surgery in England. Different services are available based on the patient's level of access and what has been enabled by the practice.

| With Full Access (Default)   | With Full Access (if enabled)   | Without Full Access  |
|--|---|--|
| <ul style="list-style-type: none"><li>• Order Repeat Prescriptions</li><li>• Book Appointments</li><li>• View Health Record</li><li>• Get/View Covid Pass</li><li>• Register Organ Donation Decision</li><li>• Choose Data Sharing Preferences</li><li>• View NHS Number</li></ul> | <ul style="list-style-type: none"><li>• Online Consultation</li><li>• Patient Messaging</li><li>• Linked Access</li><li>• View Hospital/ Other Healthcare Appointments</li><li>• View links shared by Dr</li><li>• View and Manage Care Plans</li></ul> | <ul style="list-style-type: none"><li>• Get Advice About Coronavirus</li><li>• Get Health Advice (self help or 111 online)</li></ul> |

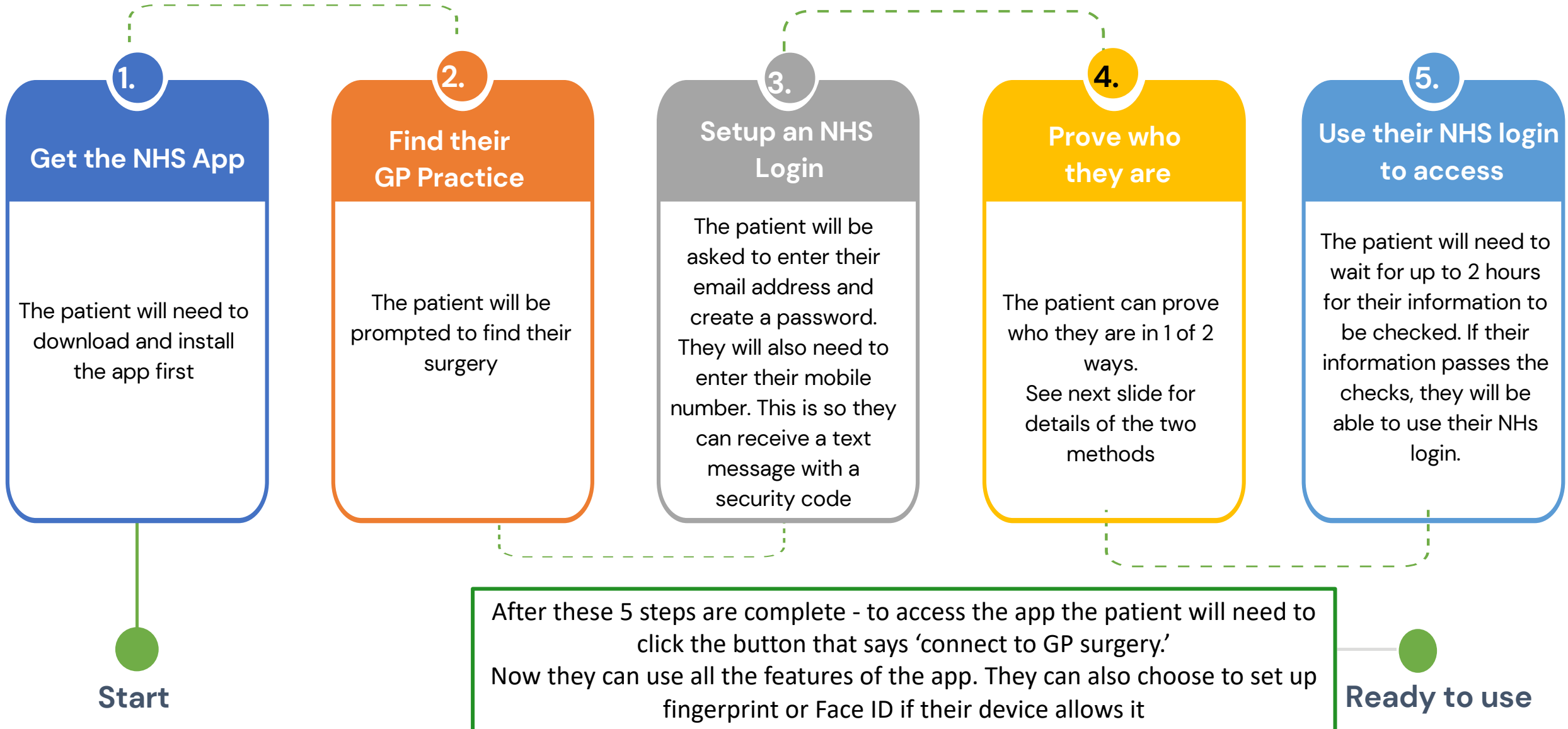
The following slides describe how a patient can get full access





# 5 Steps To Start Using The NHS App

There are 5-steps that users have to complete



# How Patients Prove Identity To Access The App

The patient can prove who they are in 1 of 2 ways.

Set up and NHS login

## 1. Send a photo of their ID

Send a photo of their ID (UK/EU driving license or passport or European national ID card)

They will also need to record a video of their face while they say the 4 random numbers shown to them. They may be asked to scan their face instead. They can do all this with their phone's camera, without leaving the app. They do not need their NHS number, but it helps connect them to their NHS record if they do have it.

## 2. Use registration details for GP online services

The name of these registration details is different for different practices

Your patient might ask you to give them these details:

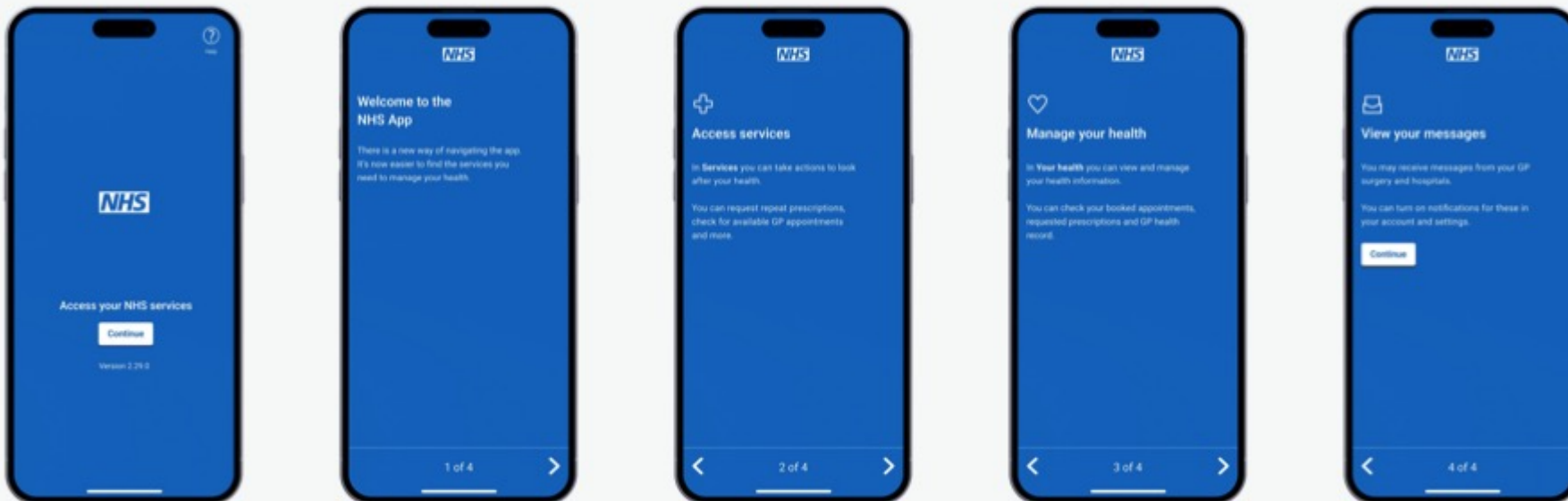
- Linkage Key (sometimes called a Passphrase)
- ODS Code (some practices call this an organization code or practice ID)
- Account ID



# Getting Your Team Comfortable With The App

- It is extremely important that the Practice Team have experience of downloading and using the App, so that they can see the benefit of it for themselves, and understand how to support patients use it.
- The NHS App has been redesigned (January 2024) Here is some information on the new look and feel.
- Please see the NHS England App redesign page [HERE](#)

When the new design launches, users will be prompted to update their app the next time they use it. When this is complete and they log on, they will see a series of screens explaining the changes and where to find the most common services.





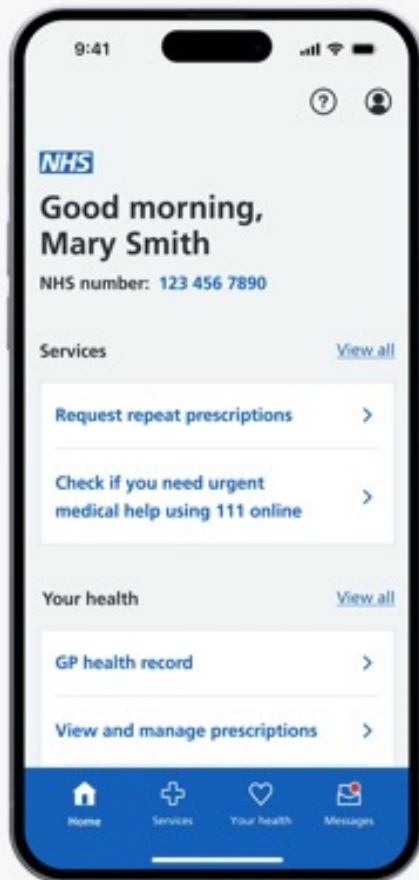
# New App Look & Feel

## New NHS App homepage

Personalised greeting

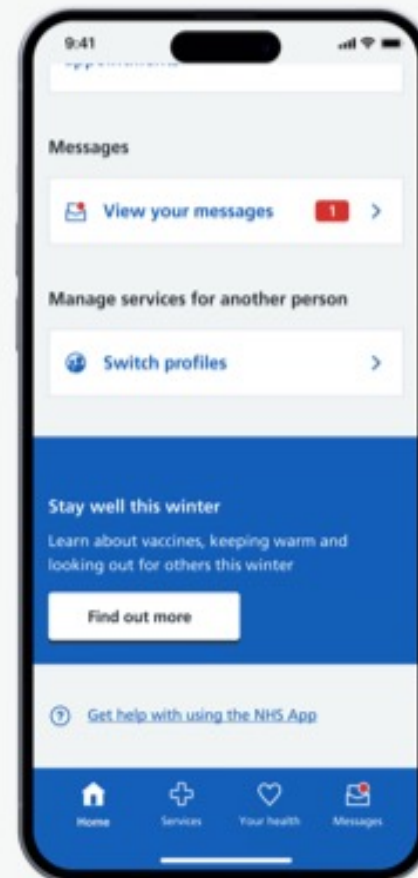
Quick links to key app features

Footer gives access to new 'hub' pages



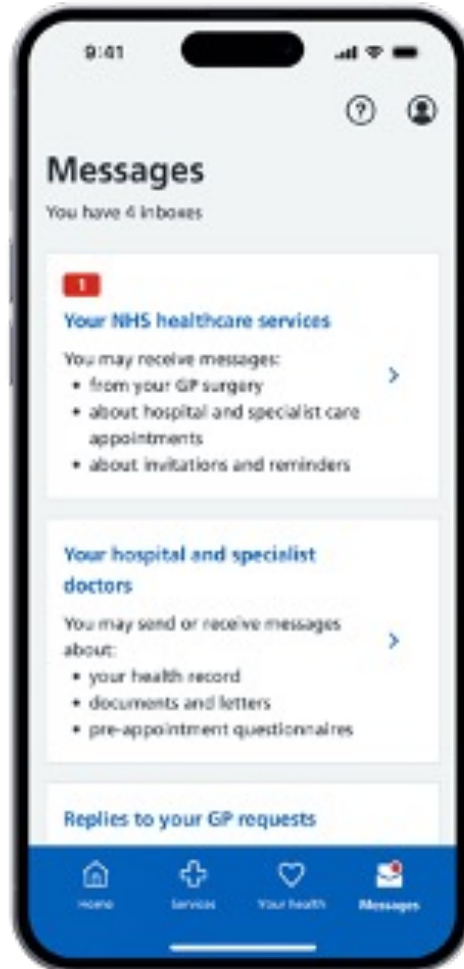
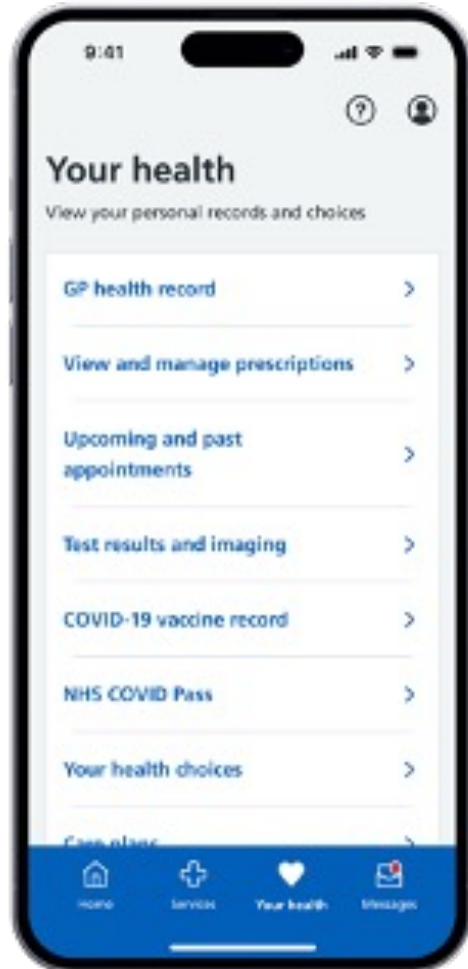
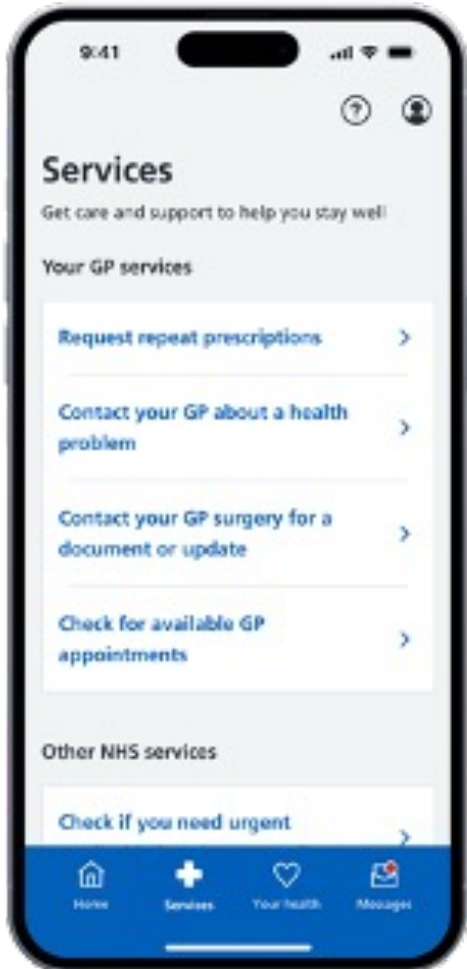
Header takes you to newly updated help & support and account settings

New campaign box changes from time to time





# New App Look & Feel



## Services

- Repeat prescriptions
- Contact your GP (online consultation form)
- GP appointments
- 111 Online
- Find NHS services near you
- And more...

## Your Health

- GP health record
- Prescriptions
- Appointments
- Test results
- COVID-19 vaccine record
- And more...

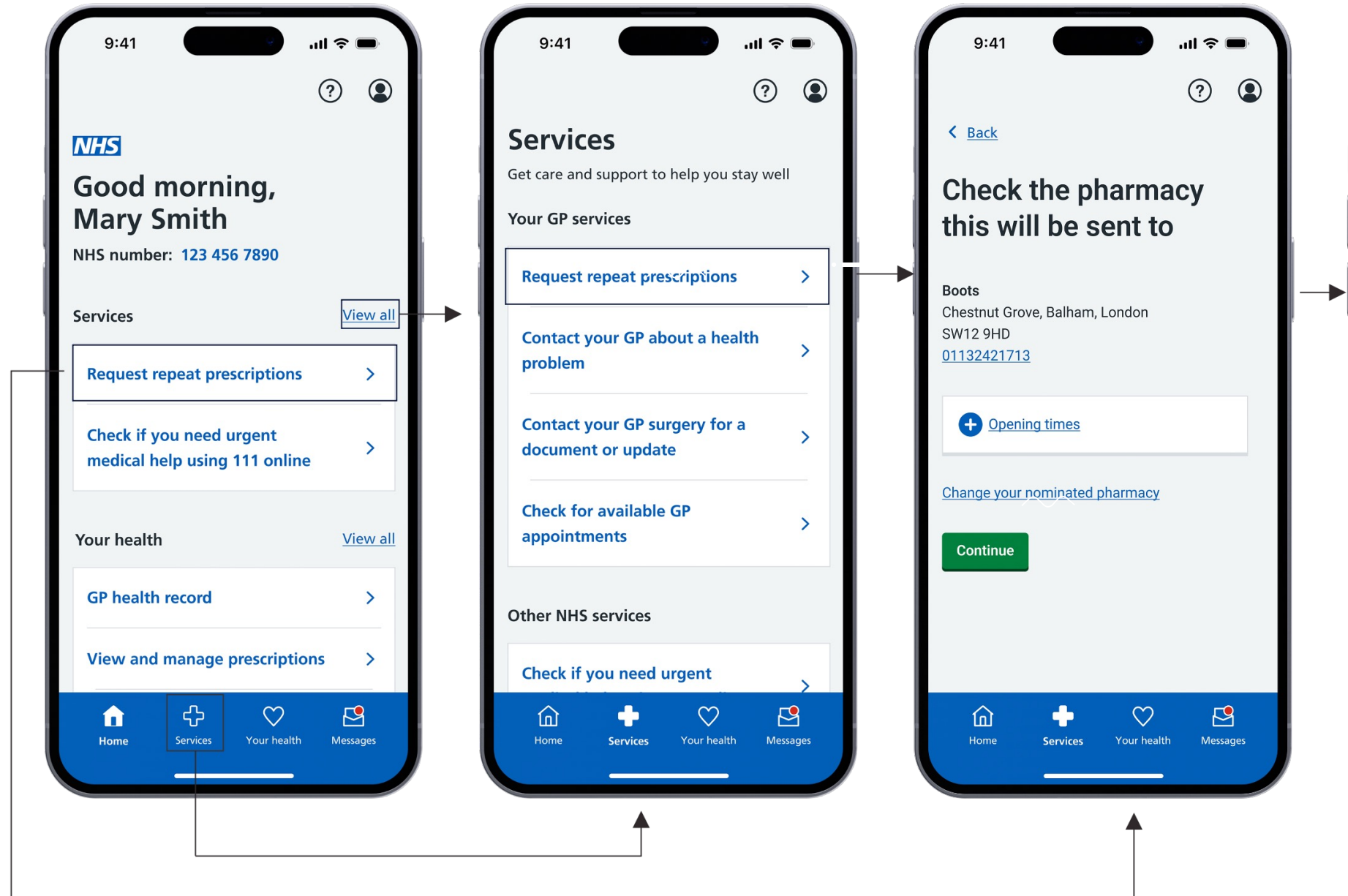






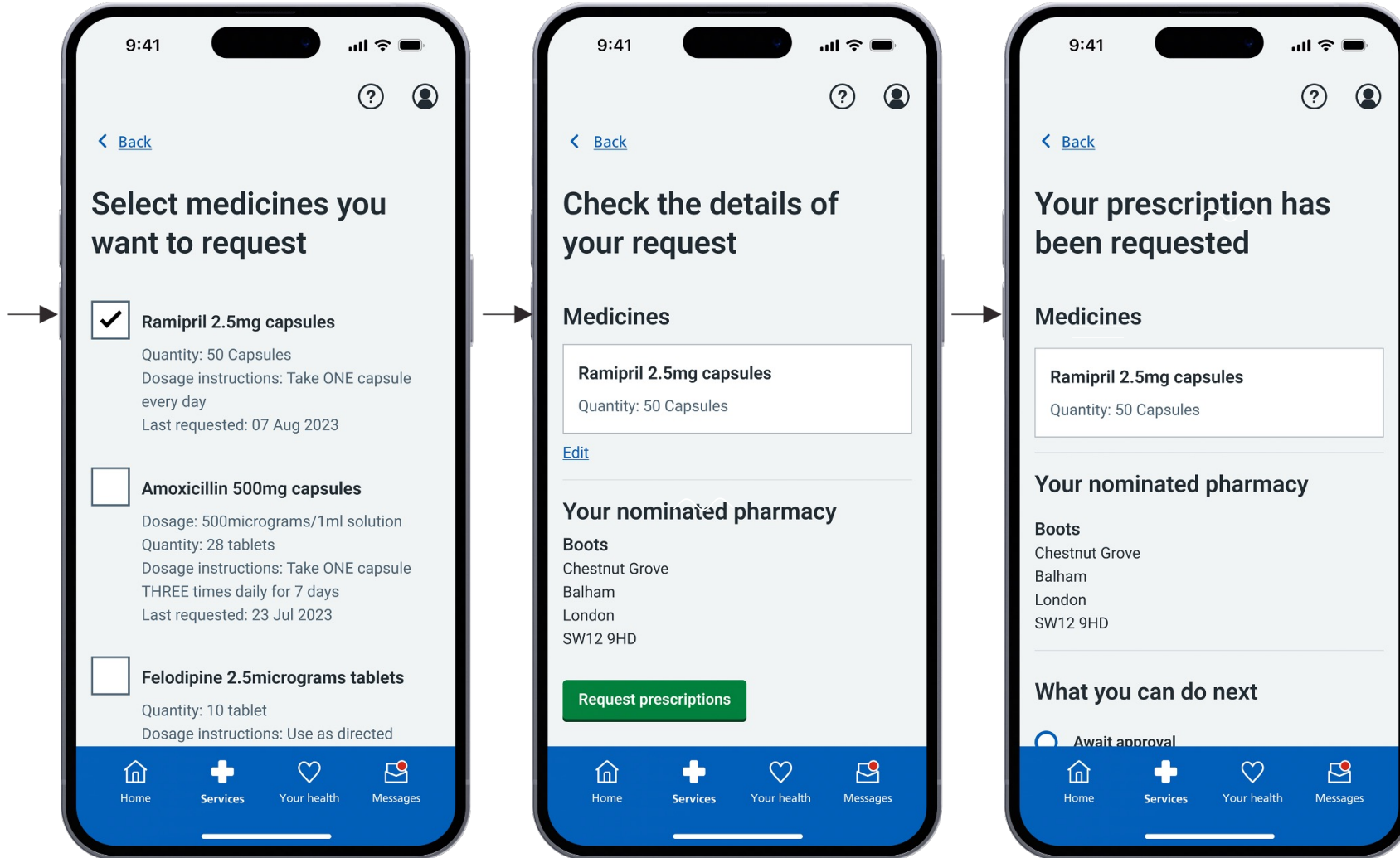
# Ordering Repeat Prescriptions Process 1

Before requesting repeat prescriptions the patient will need to select a pharmacy. After selecting a pharmacy the patient will be able to order their repeat prescriptions. The nominated pharmacy can be changed at anytime.





# Ordering Repeat Prescriptions Process 2





# Benefits To Using The NHS App For Repeat Prescriptions

There are many benefits to using the NHS App. The more familiar your team are with the benefits, the better they will be able to encourage patients!

## For Patients

- Once patients start requesting online they can have access 24/7 to request prescriptions
- Reduces delays in patients visiting practices or a pharmacy
- They can see the status of their prescription
- Helps patients take control of their medication – it can ensure they only order what they need



## For Practices

- Frees up admin time to work on higher value tasks – no need to re-enter prescription details into the clinical system
- Reduces text messaging and postage cost by messaging in the app
- The NHS App is a priority area with much more functionality in development. As more and more services are shifted to the NHS App it will be handy to get comfortable with the App now. There is already lots of helpful services and information provided by the App, like Patient Knows Best secondary care information
- Errors are less likely to occur when prescriptions are managed through the app.
- Supports better medication reviews – more likely the prescription record reflects the medicines actually taken

## For Primary Care

- Encourages uptake of the NHS App more generally, which aims to be the front door for primary care
- Helps reduce medicines wastage in the system



# Getting Your Team Comfortable With The App

A dummy patient can be set up on the NHS App. This can be set up and shared with your practice team so they can see what it will look like for patients. This can be helpful if your team don't want to download the NHS App or don't have any active repeat prescriptions

## How to set up a dummy patient

1. You need a test NHS number to use that's present on the central NHS system, Spine. If you don't have one, you can contact [nhsapp@nhs.net](mailto:nhsapp@nhs.net) to request one. This can take a few days to come through
2. Once you have the test NHS number, set up a test patient in your clinical system with the test NHS number
3. Using the NHS App (on your Android or Apple phone or on the desktop site and follow the instructions to set up the account. Use the test patient details you recorded to link the NHS login account to the test record in your clinical system. See [Getting patients started with NHS login](#) for more details.
  - You will need the following details for your test patient: an email account (set up a free one if you don't want to use one you already have)
  - a mobile phone number, so you can get a text message even if you're using a tablet
  - the full name, postcode, linkage key and account ID of the test patient account





# Supporting Patients To Log In To The App

To help patients get started with the app, please direct them to [THIS PAGE](#) on NHS England.

## Getting started with the NHS App

Find out who can use the NHS App or log in using a web browser. You can also find out how to set up your account, log in and prove who you are to get full access.

[Who can use the NHS App?](#)

[Setting up your NHS login](#)

[How to log in to the NHS App](#)

[Proving who you are to get full access to the NHS App](#)

### **North East London Digital Facilitators**

Support is available from Digital Facilitators to attend in person events and give hands on support to your patients to get them started with the NHS App.

Contact [nelondonicb.digital.facilitator@nhs.net](mailto:nelondonicb.digital.facilitator@nhs.net) for more details.





# Understanding Linked Profiles And Proxy Access

Linked profiles allow parents, family members and carers to access health services on behalf of other people.

In the NHS App, proxy access is always referred to as linked profiles. More details [here](#)

Linked profiles cannot be set up using the NHS App, but patients can access linked profiles in the app once you have set up their proxy access in your clinical system.



# How Many Ways Can Your Patients Currently Request Repeat Prescriptions?

It is important to consider all the ways patients currently request repeat prescriptions from your practice.

- *Emails?*
  - *Patients Visiting The Pharmacy?*
  - *Completing an online form?*
  - *Via an online consultation provider?*
  - *Patient Visits Practice and completes a form?*
  - *Patient orders via a different online service?*
- It is important to consider whether your practice needs all of the current options or if these can be streamlined. Often fewer options can be less confusing for patients and can reduce complexity for the practice team.
- Remember to still include options for those who may be digitally excluded. These should be limited to only those that you have identified need them.

You may want to review repeat prescribing protocols to ensure only suitable items are on repeat and available for ordering. You can also add reasons for taking the medication into the directions e.g. 'take one in the morning for blood pressure'.

***Make sure you communicate clearly with patients if you do close down any options***



# Configuring Accurx

If your practice uses Accurx for online consultations, you can configure the settings to direct patients to the NHS App for repeat prescriptions.

Whoever in your practice has Accurx admin rights will be able to make these changes. You can find out who the Admin is at your organisation by clicking on your initials icon on the Accurx toolbar and then 'Manage Organisation' and then 'Manage users'.

For comprehensive instructions on how to update your Accurx settings click help page is [HERE](#).

## How to set up your Repeat prescription service in Patient Triage

If you have a **repeat prescriptions service** already in place, you can customise Patient Triage so that patients are **signposted** to the existing service

### Repeat prescriptions

Allows patients to request repeat prescriptions from your practice or an existing prescriptions service.

Show repeat prescription option to patients

Yes

Redirect to an existing service

Yes

Repeat prescriptions redirect





# Useful Links & Further Information

If you have any queries about the information in this toolkit – please contact [martha.morris@nhs.net](mailto:martha.morris@nhs.net) from the Digital Accelerator Team.

| Resource   | Where To Go  |
|--|--|
| Support is available from Digital Facilitators to attend in person events and give hands on support to your patients to get them started with the NHS App. | <a href="mailto:nelondonicb.digital.facilitator@nhs.net">nelondonicb.digital.facilitator@nhs.net</a>       |
| For general or technical NHS App queries   | <a href="#">HERE</a>   |
| For more information on safeguarding and managing inappropriate use please review the guidance   | <a href="#">HERE</a>   |
| Please also review the RGCP guidance on GP online services   | <a href="#">HERE</a>   |
| Please ensure any clinical safety issues arising from the NHS App are reported to the NHS Digital National Service Desk                                    | <a href="mailto:SSDnationalservicesdesk@nhs.net">SSDnationalservicesdesk@nhs.net</a> or call 0300 303 5035 |
| Review the NHS digital inclusion for health and social care guide to help ensure that services delivered digitally are as inclusive as possible.           | <a href="#">HERE</a>   |
| You can access the answers to frequently asked patient questions   | <a href="#">HERE</a>   |
| You can access answers related to helping patients with NHS login and GP online services   | <a href="#">HERE</a>   |