

Viewing your orders

1. Select the **"Your Health"** icon at the bottom of the page
2. Select **'View and Manage Prescriptions'**
3. Select **'Status of your requests'** Here it will show if your request is waiting approval from your GP, has been approved or rejected.
4. Once approved, the pharmacy will need to prepare your prescription, so it may not be available immediately



Ordering repeat prescriptions with the NHS App



Step-by-step instructions for patients



Help and support

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

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



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Getting started

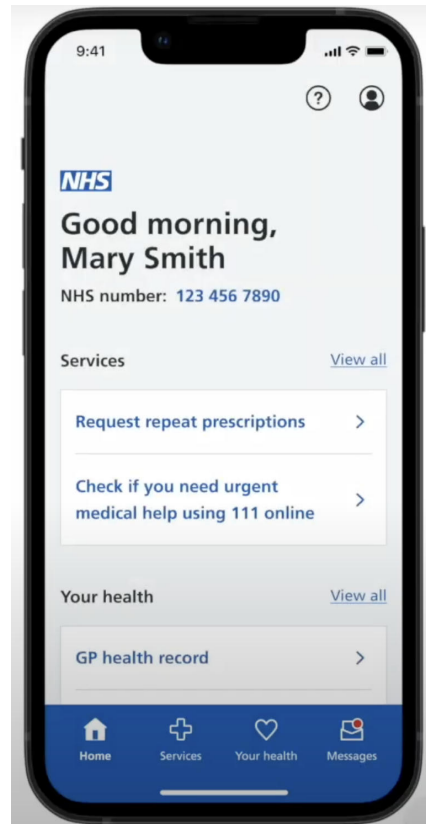
You can easily choose where your prescriptions are sent and order at a time that suits you with the NHS App.

First, you will need to download and register on the app. Ask a member of your GP surgery's team for the 'Getting started with the NHS App' leaflet or visit: [nhs.uk/helpmeapp](https://www.nhs.uk/helpmeapp)

Ordering repeat prescriptions

Once you have logged into the app:

1. From the homepage select **'Request repeat prescriptions'**
2. Check the prescription is going to the right pharmacy. If this is your first time using the app, or the pharmacy is not correct, look at the **'Choosing your pharmacy'** section of this guide. If the pharmacy is the right one, select the green **'Continue'** button



You can also access these services at www.nhs.uk/app on your desktop or laptop

3. The next screen shows the medicines available for you to request. Click the checkbox to choose the medicines you need. You can add a note to your request, but this will not be replied to by your GP. For any important requests related to your prescription, contact your GP Surgery directly. Once you are happy with the medicines chosen, select the green **'Continue'** button.
4. Check your order and nominated pharmacy are correct. Then select **'Request Prescription.'**
5. You are finished. Your request is sent to the GP surgery for approval and then sent to your nominated pharmacy for collection.

Choosing your pharmacy

The pharmacy you choose your prescriptions to be sent to is called your 'nominated pharmacy'. Here's how to change it:

1. Select the **'Your Health'** icon at the bottom of the screen.
2. Select the **'View and Manage prescriptions'** option.
3. Select the **"Your Nominated Pharmacy"** option
4. Select **'Change your nominated pharmacy'** green button.
5. You will be reminded any outstanding prescriptions will be sent to your current pharmacy. Press the green **'Continue'** button
6. Select **'High street pharmacies'** and press the green **'Continue'** button. It is not possible to nominate an online-only pharmacy in the NHS App.
6. Search using your postcode.
7. Select a pharmacy. You will be shown the address and opening times. Press the green Confirm button to choose this pharmacy. Future prescriptions will be sent to this pharmacy.