

# **Make Ordering your prescription as easy as possible with the NHS App**

## **How to Guide**

As you can imagine, throughout the pandemic, we have been extremely busy trying to help as many members of the community as we can, **but now, we are asking for your support.**

**To help us increase the amount of time we have to get medicines ready and attend to every patient's healthcare needs, we kindly request you to try and use the NHS App to request your prescriptions directly from your GP Surgery.**

This will work in the exact same way as if the pharmacy requested it on your behalf, but it means that you can place the order from **anywhere at anytime within less than a minute.**

**Here's a little "how to" guide to show you how you are able to do this:**

### **STEP 1:**

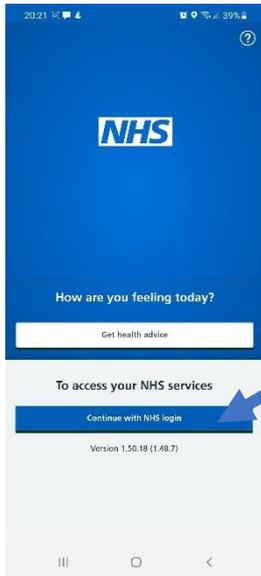
Download the NHS App (**NOT NHS Covid-19 App**). You can do this for free from your smartphone or tablet.

### **STEP 2:**

Please follow the on-screen instructions to register yourself on the app. This could take a few days and will ask you to upload a photo of some identification. This is to make sure that your medical records are only accessible by you and will need to be approved so that you can access NHS Online Services.

### **STEP 3:**

Once you have downloaded the app. Open it up. It will look similar to the picture below:

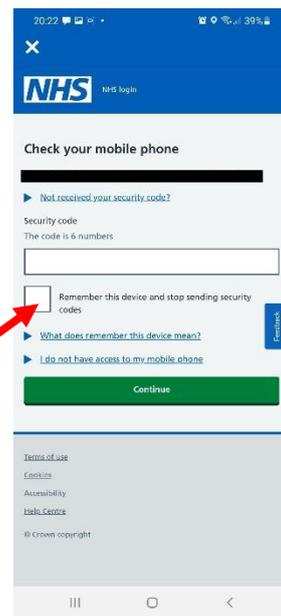


**STEP 4:**

To log in and access your services, please click “Continue with your NHS Login”

**STEP 5:**

Next, please enter your e-mail address and the password you created when you registered on the app. You may also be asked to enter a code which you have been text to your registered phone number. This is to make sure that the app is only accessed by you. The screens will look as follows:

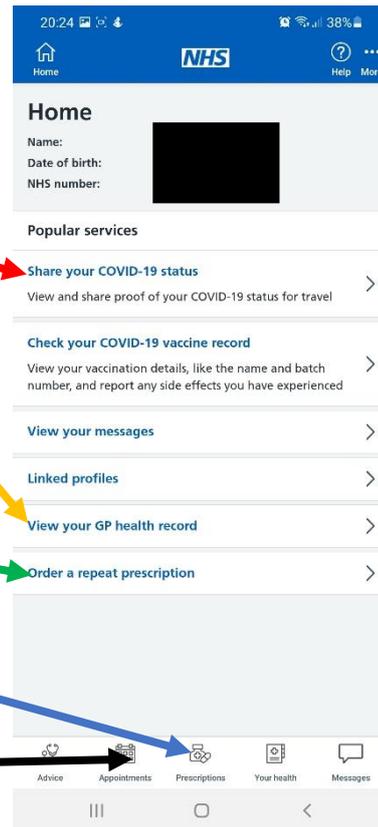


If you are using your own mobile phone and do not want a text every time, you can tick this box and it will prevent this happening again.

## STEP 6:

Next you will be taken to the HOME PAGE.  
From here you can do several things:

1. **View your COVID-19 Vaccination Status (needed for travel)**
2. **View your GP Health Record (you may need to request access to this from your GP surgery for the first time)**
3. **Order your repeat prescription directly from your GP.**
4. **Check any previous prescriptions or manage your medicines**
5. **You can even book routine GP appointments (if your surgery allows this)**

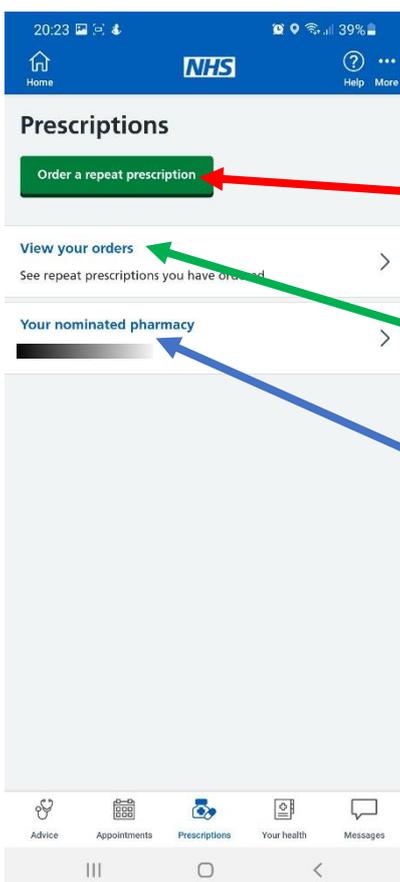


## STEP 7:

When you click on “Prescriptions” to manage your medicines, you will be shown the following screen:

From this screen you can do three things:

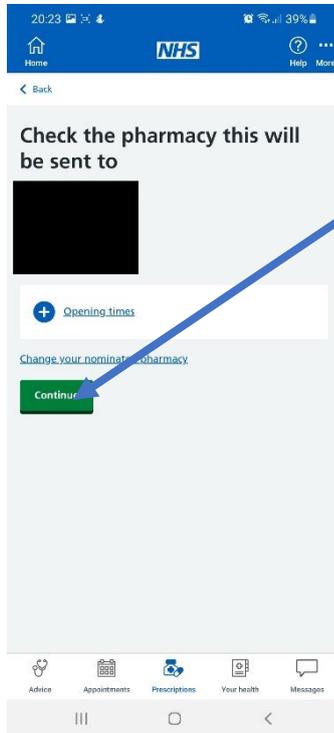
1. **Order your repeat prescription**
2. **View your previous orders**
3. **Check your nominated pharmacy (where you want to collect your medicines from)**



## **STEP 8:**

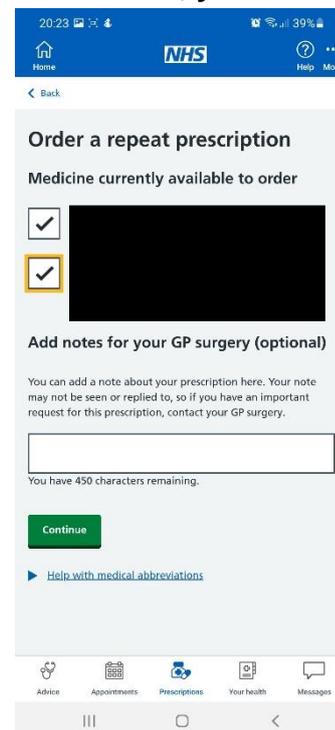
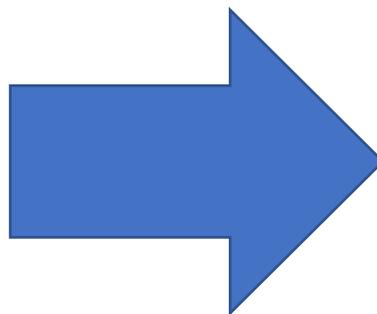
Click on “Order a repeat prescription” and the following screen will be shown:

Check your pharmacy details are correct. This is the pharmacy that your prescription will be AUTOMATICALLY SENT TO so please make sure you check the details. Once confirmed, click “continue”

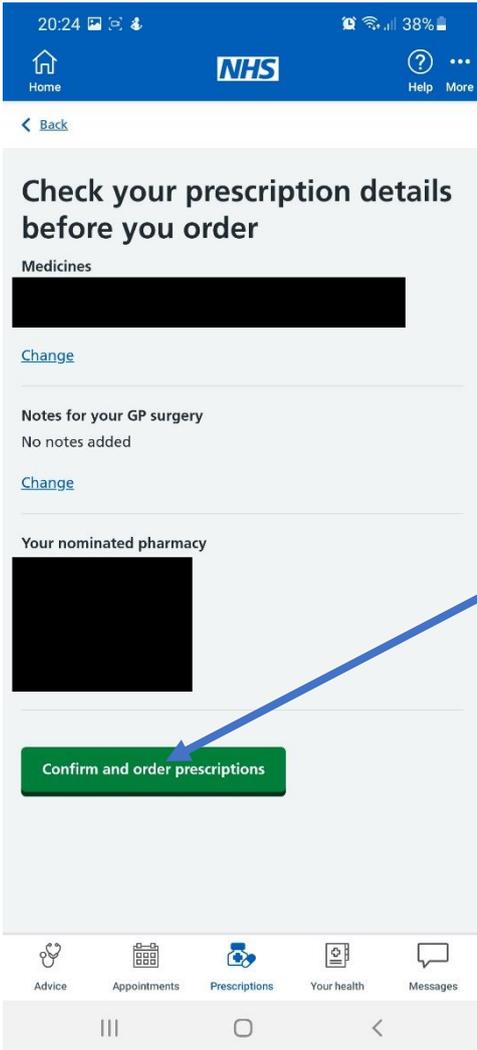


## **STEP 9**

You will next see this screen. It will tell you which medicines the DOCTOR has authorized for you to have on your repeat prescription. Here when you click on the small box next to the medicine, you can select it and a tick will appear. Once you have selected all of the medicines you wish to order, you will have a number of ticks. (Please see the next step)



## STEP 10



Next the screen will ask you to confirm the prescription details. Please be careful to check all of this information when you are ordering as this is what will be sent to your doctor for them to approve.

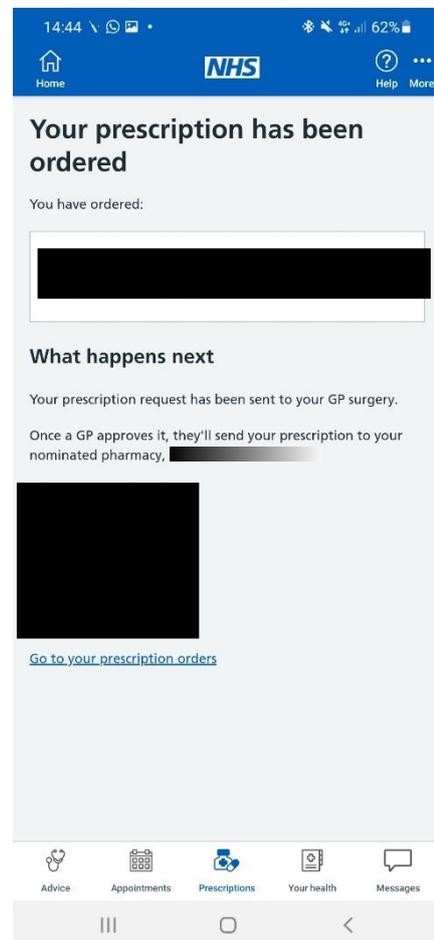
Once you are happy that you have ordered everything you need to, you can click “CONFIRM AND ORDER PRESCRIPTION”.

## STEP 11 – FINAL STEP

Once you have confirmed and ordered your prescription, you will see the following screen:

Once you have seen this screen your doctor will approve your prescription and will send it to your nominated pharmacy within 2 – 3 working days.

Please note that your pharmacy only receives this prescription once the doctor signs it off and may need another day to prepare your medicines.



**PLEASE MAKE SURE YOU LEAVE ENOUGH TIME WHEN ORDERING YOUR REPEAT MEDICINES BEFORE YOU WILL RUN OUT.**