

NHS APP INFORMATION PACK FOR CANBURY MEDICAL CENTRE

Canbury Medical Centre recommends the NHS App!

On the NHS App you can:

- See test results, and GP comments on them.
- Request repeat medication.
- See details of your upcoming appointments, with us or local hospitals/clinics.
- Track (most) referrals.



What do I need to access the NHS app?

To access the NHS App patients need to have an email address and mobile number linked to their medical record. If you would like the app, you will need a smart phone. If you don't have a smart phone, you can access all the same services via www.NHSONline.com from any web browser.

Who can have the NHS App?

We offer online access to most of our patients. The only exception is children aged 11 - 16.

Can I book appointments using the app?

Canbury Medical Centre has decided that our patients will be unable to book appointments through the NHS App. This is because we use a triage system to ensure all appointments are booked in with the correct clinician and in the most appropriate time frame.

Is the NHS App safe?

Yes. To access the NHS App, you will need to set up an NHS login and prove who you are. If your device supports fingerprint detection or facial recognition, you can use it to log in or use a password and security code. If you think someone may have access to your account, we can disable it and you can make a new account.

Can I use the NHS app to help family members?

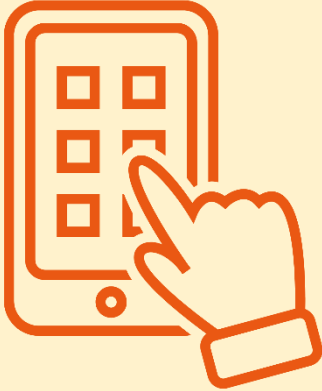
If you would like the NHS App to support a family member or dependant with their medical requests, (and have their consent to do so) just ask a member of the reception team to provide you with some information on 'Proxy' online access.



When registering on the NHS App please use the same email address and mobile telephone number as those recorded on your GP practice record. You may want to check this with the practice first to avoid any issues or delay.

If you would like the NHS App but need help getting set up,
we are running NHS App drop-in class on:
Wednesday 21st of February 2024 between 12pm - 2pm
on site at Canbury Medical Centre.

HOW TO DOWNLOAD THE APP



How to download the NHS App on a mobile device:

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.

How to register with the NHS App on a mobile device:

1. Enter your email address* and select 'Continue'.
2. Select 'Continue' to set up a new NHS login.
3. To create an account, you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information.
4. Create a password and select 'Continue'.
5. A code will be sent to your email address a code for ID conformation.
6. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
7. Once your registration is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App – choose 'Yes' or 'No' and select 'Continue'.



* When registering on the NHS App please use the same email address and mobile telephone number as those recorded on your GP practice record. You may want to check this with the practice first to avoid any issues or delay.



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