

An Easy Guide To Using



Leasowe Medical Practice

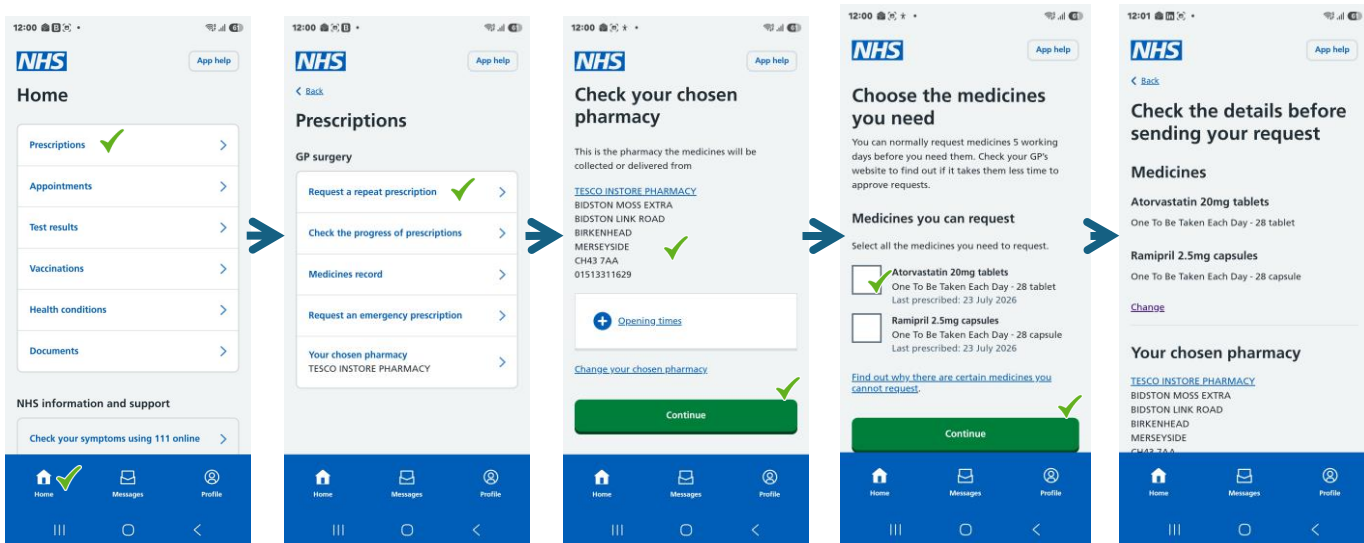
THE NHS APP



- Ordering repeat prescriptions
- View your prescriptions
- View your GP health records documents and test results
- Make and manage GP appointments
- View and manage hospital appointments and referrals
- Allow you to access 111 online

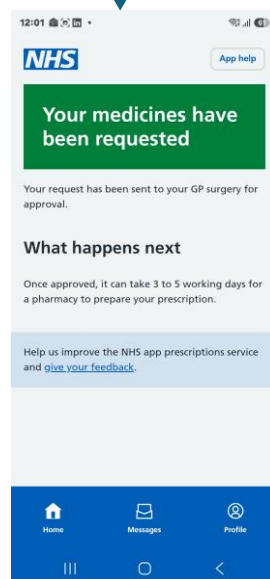


Ordering Repeat Prescriptions

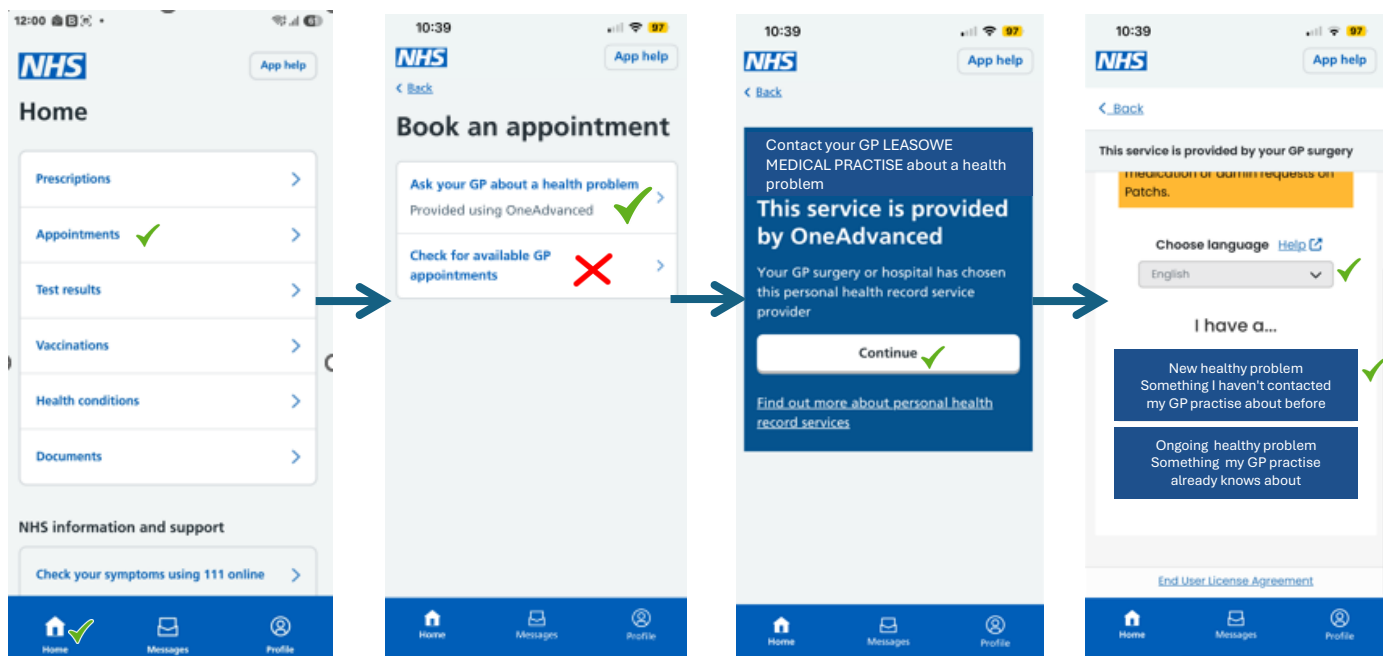


To order your repeat prescription you will first need to

1. Click Home on the blue bar at the bottom of your screen, then prescriptions
2. Click repeat prescriptions
3. Check the pharmacy name and address is correct, if not you can click 'change your nominated pharmacy' chose the pharmacy you would prefer and click continue
4. Click the white boxes to tick the medicines you would like to request, then continue
5. It will then ask again to confirm your pharmacy. Click continue at bottom of page
6. You will get a screen saying your medicine has been requested and advice on what happens next



Making a GP Appointment



To make an appointment

1. Click on the Home button in the blue bar, bottom of screen, then click appointments
2. **Click on Ask GP about a health problem** **Do not click check for available appointments**
3. Select your language and click on either blue box for a new health problem or an existing health problem. This will then take you through to the Patches system (Example below) to make a health request for a new or existing health problem.

An example of the screen when you commence your query for a **New or existing Health Problem request.**

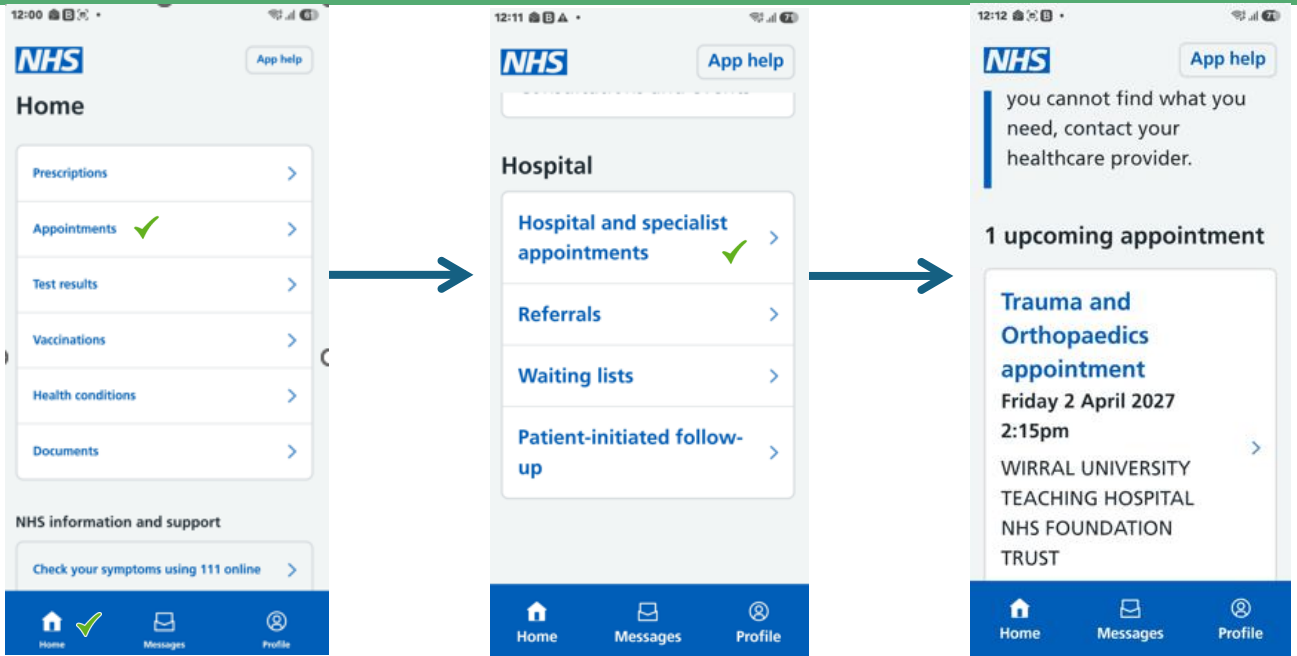
1. Please ensure you complete each question
2. Once you have answered, click next
3. Add any attachments you would like to share.
If there are times that you cannot take a call or attend the surgery, please ensure you put this in the relevant section.

Make a request

Once your request has been received and processed you will receive either an SMS / Email or Telephone, whichever is deemed appropriate by the triaging clinician or reception team.

IT IS IMPORTANT THAT YOU KEEP CHECKING YOUR MOBILE OR EMAIL FOR YOUR REPLY OR YOU COULD MISS YOUR ALLOCATED APPOINTMENT.

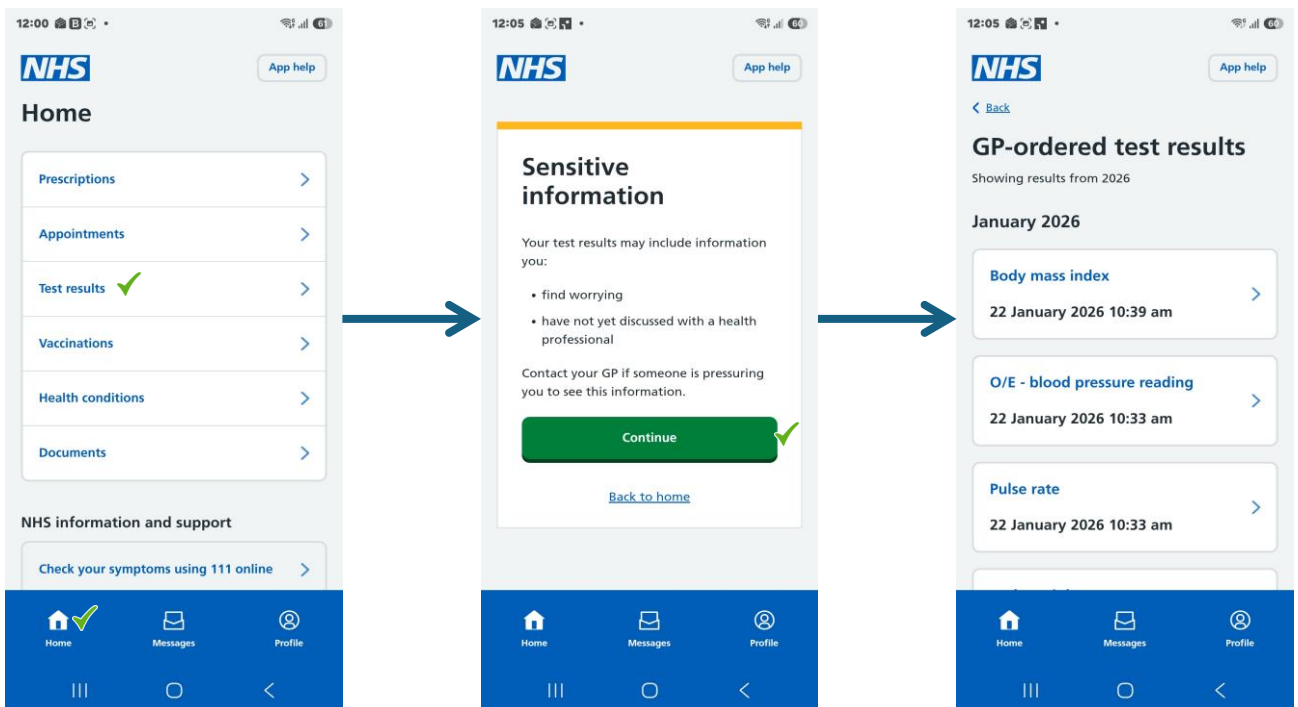
View & Manage Hospital Appointments & Referrals



To access hospital appointments and referrals first you need to

1. Click on Home button in the blue bar bottom of screen, then appointments
2. Scroll down to you see hospital appointments and referrals
3. If you click 'hospital appointments or referrals you will see all past and future up and coming appointments and referrals

View Your Test Results



To view your test results

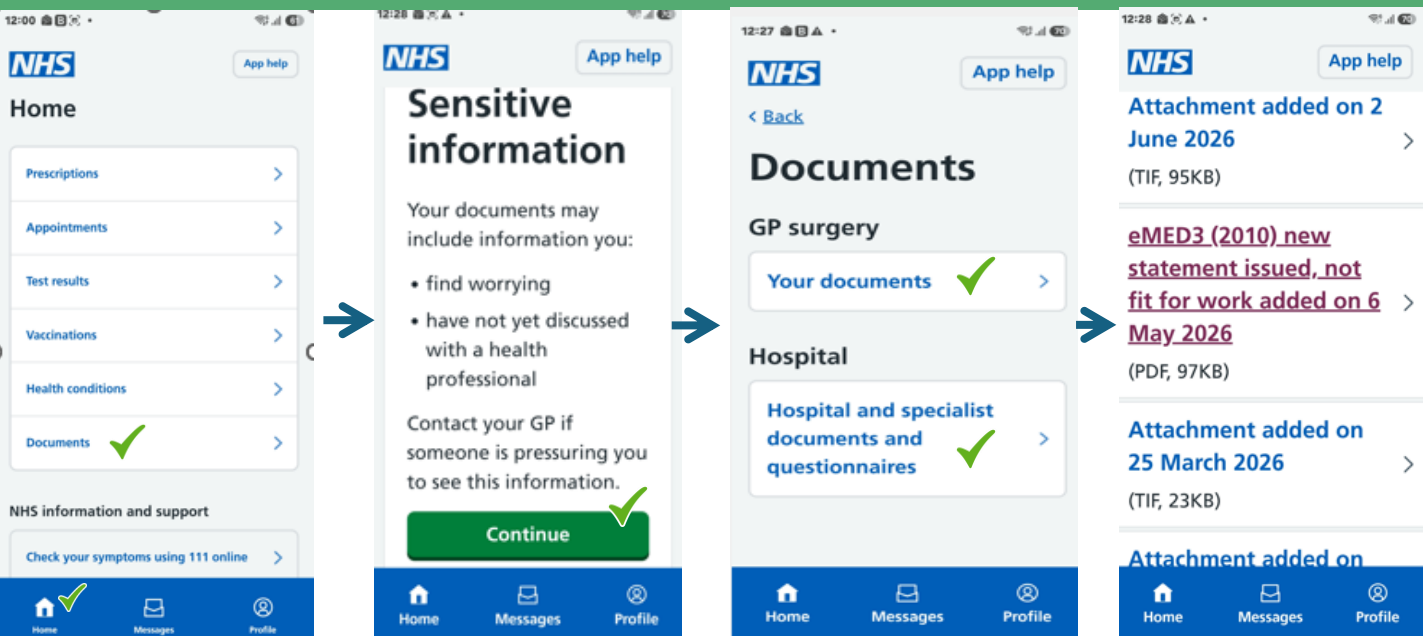
1. Click on Home button in the blue bar bottom of screen, then test results.
2. A screen warning 'sensitive information' will appear. Click continue.
3. You will now see a list of all your results; click the results you want to see.

Most patients will automatically then be given access to key information added to their records from 2023 onwards including **letters, test results and appointment**

Note:

If you cannot see any information on your health records, contact your GP practice

View your documents and messages (example: fit notes, letters)

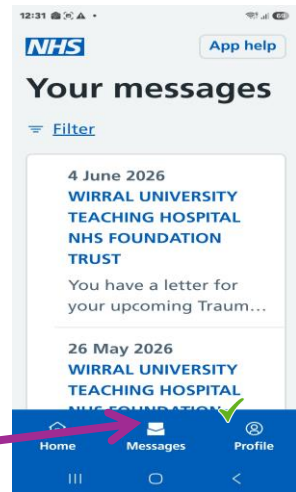


To view your documents.

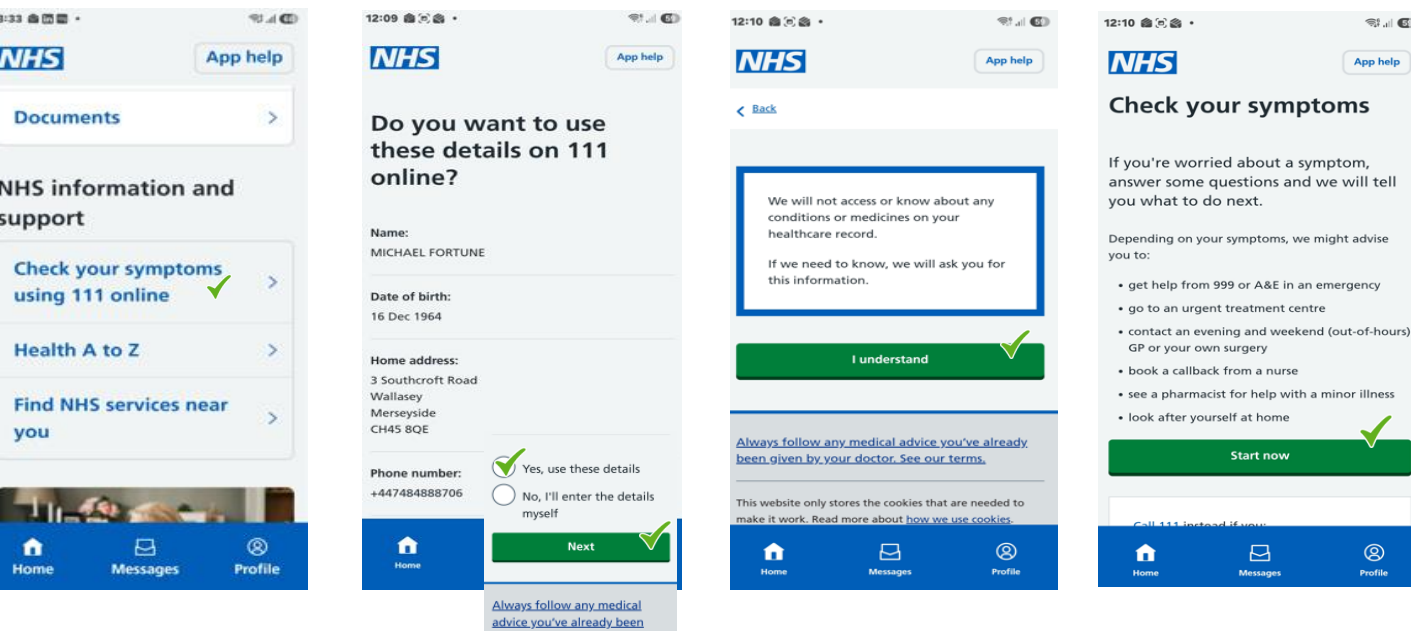
1. Click on home screen in the blue bar bottom left then click documents
2. You will get a 'sensitive' warning message; you will need to click continue to proceed
3. You will now be able to select documents from your GP or Hospital
4. Once you select either, you will be able to access and select your documents

To view your messages

1. At the bottom of the main screen click messages in the blue bar
2. You will now be able to see and select any messages you have



Use 111 online

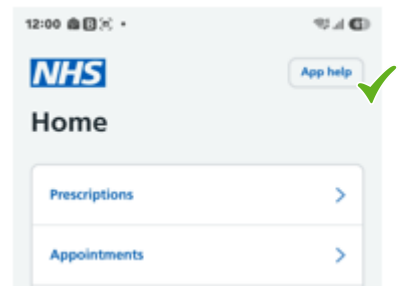


To access 111 online

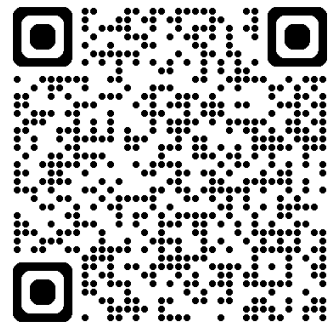
1. Click home screen then scroll down. Click on check your symptoms using 111 online
2. You will now see your details and will be asked if you want to use these. If you do, scroll down the page and tick the yes box, then click next
3. You will see another warning page about seeing your medical records and medicines click I understand to proceed
4. You will now see the check your symptoms 111 online page. Click start now to use 111 online

Help and support

For support whilst on the NHS App, you can click the APP help in the top right-hand corner on the home screen of your app.



You can also access support on the NHS APP Website (QR code)
Or via the NHS APP Help Desk: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support>



You can also ask your practice for support with any issues you are having with the app.