

GP Practice NHS App quick guide

v1.1 December 2025

How patients can access NHS App services online

Patients can download the NHS App on their smartphone or tablet, or access all NHS App services online by logging in at <https://www.nhs.uk/nhs-app/account/>.

The NHS App mirrors the same information held in your clinical system.

Connecting the NHS App to your local system

Each practice creates an online account for patients on their local clinical system. When an account is created, your system generates a PIN document containing three pieces of information. Patients can use these details to verify their identity in the NHS App:

1. Linkage Key (**EMIS**) or passphrase (**TPP**) e.g. 0dw1f1p4a/2!35
2. Account ID e.g. 0123456
3. Your ODS Code e.g. YO1234

Verifying patient identity

There are two ways for your patient to verify their identity in the App:

With ID

Patients will be asked to:

- take a photo of their ID
- record their face using their device
- enter their NHS number

Without ID

Patients should follow these steps to verify their identity without ID:

1. Select **How to prove who you are without photo ID** then follow the on-screen instructions.
2. When asked **Do you use your GP surgery's online services?** select **Yes - I use online services**
3. Select **Yes - I have all 3 details**
4. Enter the **ODS code**, **account ID** and **Linkage Key or passphrase** from your practice.
5. Then enter their **name** and **date of birth** when prompted and submit their details.

Data controller of patient information

GP surgeries are the data controller for patient information. The NHS App team and other organisations cannot amend patient records.

If you or your patients experiences any technical issues with their online account, contact your clinical system supplier in the first instance.

Manage patient accounts

Ensure patients have access

Ensure that Detailed Coded Record (DCR) or full record access is switched on for your patient is switched on in your clinical system.

The patient's access will be visible from the date set in your clinical system, i.e. the date they joined the practice or requested online access.

Resetting patient accounts

The linkage key or passphrase has an expiry date of 2 weeks from the date it is printed. This is a security feature that ensures the PIN document can only be used once.

Optum (EMIS)	TPP
<p>You will need to reset your patient's linkage key in EMIS Web:</p> <ol style="list-style-type: none"> 1. Go to the Online Services tab and select View online user 2. Select Reset linkage key, then select Identity verification 3. Verify the patient's identity, for example by checking proof of address. 4. Once the reset is complete, give the patient their new PIN document. 	<p>Your patients can reset their passphrase by visiting:</p> <p>https://systmonline.tpp-uk.com/2/RelIssuePassphrase</p> <p>They will need the PIN document with their account ID and ODS code to do this.</p>

Deleting an NHS account

Do not delete an NHS account or advise patients to delete their account unless you have been specifically advised to do so as part of a workaround.

Deleting an account can cause significant issues and may result in patients receiving error messages.

Patient personal data is incorrect

The NHS App connects to your local clinical system and also pulls information from the NHS SPINE e.g. patient name. When patients raise a demographic issue, both your local system and the central database (PDS/SPINE).

Set up a test patient

We encourage you to set up a test patient so that you can see how features appear to patients in their NHS App. This test patient's NHS number is different from previously issued test patients e.g. Minnie Mouse, as they are live on the NHS SPINE.

Features

Appointments

Practices control the number of appointments available to book online and can set the maximum number a patient can book at one time.

Ensure appointment names are clear and understandable for patients.

Appointments will only be visible in the NHS App if they were booked through an NHS account unless the GP clinical system is set up to show other appointment types.

Patients cannot view appointments within the App if:

- X the appointment was booked at the practice in person or over the phone
- X your clinical system is set up to only show appointments that were booked online

Prescriptions

Patients can request **repeat prescriptions** that have been added to your local clinical system.

Patients cannot order acute prescriptions in the App, but they can view them by:

- Going to **Your health**
- Selecting **Your GP health record**
- Then selecting **Medicines**

Repeat dispensing prescriptions will be visible to patients in the NHS App, but they cannot order them as this type of prescription requires a GP review.

The NHS App does not support **Dispense Appliance Contractor** nominations.

Pharmacy

Patients can nominate a high street pharmacy in the NHS App.

Patients must register separately for an online-only pharmacy, and cannot nominate them in the NHS App.

Patients cannot have both an online-only pharmacy and a high street pharmacy. If they wish to use a high street pharmacy, they must cancel their online-only pharmacy account first. If they do not do this, the nominated pharmacy will always revert back to the online-only pharmacy.

If you are a dispensing practice, they patients will not be able to change their nominated pharmacy.

Managing health services for others

Proxy access, also known as linked profiles, allows patients to access medical services for a child or someone else they care for through the NHS App. Once the practice has set up proxy access in the clinical system, patients can use the linked profiles feature in the NHS App

Both the patient and the person they care for must be registered at the same practice to use this feature in the NHS App.

How to create a linked profile

Example: To give a mother proxy access to online services for her young daughter

Optum (EMIS)	TPP
Create a proxy account Use Find a patient to search for the daughter Double click the result Add permissions Use Find a patient to search for the mother Double click the result	Create a proxy account Use Quick patient search to select the mother Double click the result Add permissions Use Quick patient search to select the daughter Double click the result

Notifications and messaging

The NHS App does not send text messages. Text messages can only be sent by GP practices.

Patients can choose to opt in or out of receiving NHS App notifications using the settings on their device. They cannot opt out of notifications for specific services.

If two people share one device and both use individual NHS App accounts, notifications will not distinguish which person has received a message. Both users will need to open the App to check if the message is in their inbox.

Further support

What to do if you have technical issues

The NHS App is linked to your patient's online account and displays the same information held in your clinical system. Start by checking these settings are correct. If you're still unable to resolve the problem, contact your clinical system supplier in the first instance.

- Optum (EMIS): <https://www.emisnow.com/csm>
- TPP: <https://tpp-uk.com/contact-us/>

If the issue persists, practice staff or patients can contact the NHS App team using the contact form: <https://www.nhs.uk/contact-us/nhs-app-contact-us/tell-us-what-you-need-help-with>. You can also add this link to your practice website.

For more help with the NHS App, read our troubleshooting guide:

<https://digital.nhs.uk/services/nhs-app/resources/trouble-shooting-guide/>

Help and support for using the NHS App

Patients can get help and support using the help button in the top right corner of their App or going to: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>.

Visit <https://digital.nhs.uk/services/nhs-app/toolkit> for walk-through videos and other resources.