

## What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

## Help us with the digital prescription trial

Help us understand what digital prescriptions are like for you by feeding back to our User Research team. This can be via a survey or interview.

If you complete a one-to-one feedback interview, we can offer you a voucher to spend at a variety of places as a thank you for your time.



Scan this QR code to register and provide feedback



## Help and support

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

- go to 'Help' in the top right-hand corner of the app
- visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp)



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# Digital prescriptions on the NHS App



Help us trial a new digital prescriptions service



Your medical practice, Community Pharmacies, and NHS England are working together to trial a new digital prescription function available in the NHS App.

A 'digital prescription' is an electronic version of your prescription. If you have access to your health information via the NHS App, you can use a digital prescription to view and collect any medicines prescribed electronically, including repeat and one-off prescriptions.

## What is a digital prescription?

A 'digital prescription' is an electronic version of your prescription. It allows you to:

- easily see the details of medicines/ items healthcare professionals have confirmed for you
- use a prescription barcode to collect your medicine if you don't have a nominated pharmacy, without needing to collect a paper prescription

## How does it work?

If you have access to your health information via the NHS App, you can use a digital prescription to view and collect any medicines prescribed electronically, including repeat and one-off prescriptions.

The prescription will show the exact items prescribed, the prescription type (repeat or one-off) and who the prescribing professional is.

If you don't have a nominated pharmacy, you can view a prescription barcode in the NHS App and present this to a pharmacist to collect your medicine without having to collect a paper prescription. You may not see a confirmed digital prescription if:

- it is prescribed but unavailable to you until a future date
- it is cancelled

- it was issued more than 6 months ago
- it was prescribed at a hospital or other secondary care centre
- your pharmacy manages their repeat medication supply on a regular basis

You can find more information about digital prescriptions here: [digital.nhs.uk/digital-prescriptions](https://digital.nhs.uk/digital-prescriptions)

## Do you have to use the digital prescription?

No, it is completely your choice whether you want to open the prescription function in the NHS App or not. It will not affect your normal health management.

## Viewing prescriptions in the NHS App

1. Navigate to **View and manage prescriptions** on the home screen.

2. Select **Your confirmed prescriptions.**

3. Select the prescription you want to view.

