

## Technical Help with the NHS App

If you are a new patient at Long Buckby Practice and previously used The NHS App, you may need to ask us for some information before you can use it again.

### Step by step guide to the NHS App

<https://digital.nhs.uk/services/nhs-app/toolkit/step-by-step-guide>

### For information on The NHS App and how to start:

<https://www.nhs.uk/nhs-app/>

### For any problems:

<https://www.nhs.uk/contact-us/nhs-app-contact-us/>

### If you no longer have access to the email address linked to your account or there is a technical issue stopping you from logging in:

You will need to set up a new NHS login account. You can do this at [nhs.uk/nhs-app/account](https://nhs.uk/nhs-app/account)

You will need:

a personal email address (not a work, school or university one)

a mobile or landline number

your NHS number or full name

your date of birth

your postcode

You will be checked to see if you already have an NHS account and asked if you want to replace it.

To do this you'll need to prove your identity by:

taking a photo of your ID

recording your face with your device

If you do not have photo ID, please contact us for log in details.

Once your identity is confirmed and you've logged into your new account, your old account will be deleted.

### You will not be able to replace your NHS account if you have:

accessed it within the last 30 days  
tried to replace your account before more than 5 NHS accounts

### Troubleshooting Guide:

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

**For further information on any of the above or if you need any help with accessing the NHS App or SystmOnline, please contact our NHS Ambassador by pressing option 5 on our telephone menu.**



[www.longbuckbypractice.nhs.uk](http://www.longbuckbypractice.nhs.uk)

Tel: 01327 842360

## Our Online Services

**Long Bucky Practice offers a wide range of online services available from the NHS App or other online service provider.**



**The easiest way to access this information is to download the NHS from the App Store (Apple devices) or Play Store (Android Devices).**

**You can also access the NHS App from a laptop or desktop computer at**

**<https://www.nhs.uk/nhs-app/account/>**



You can also access an online service called SystmOnline. To access this, go to:

<https://systmonline.tpp-uk.com/2/Login?Redir=1>

You will need a password from us to access online services via this method. Please come to reception with some I.D. to obtain a password.

This provider offers less information than the NHS App.



### **What you can do online**

- Order repeat prescriptions.
- Request an emergency prescription.
- Book appointments when we send you a link.
- Book a blood test.
- Request a Fit Note (sick note) or check if one has been issued.
- View your GP health records including your test results to see the next action.
- View hospital and specialist documents and questionnaires.
- Message us with non-urgent administration or medical queries

and receive a reply within one working day.

- See if your prescription has been issued, and if you use a pharmacy, see if it has been dispensed.
- View useful links we have shared with you.
- Register your organ donation decision
- Use NHS 111 and get instant advice or medical help.
- Search trusted NHS information and advice on hundreds of conditions, treatments and medicines.
- Find NHS services near you
- Access health services on behalf of children under 13 years of age or a person over 13 (with their written consent), providing you are both registered at Long Buckby Practice.