



Using NHS App services without a smartphone

Did you know?

Patients do not need a smartphone or the NHS App installed to access NHS App services. They can use the NHS website through a web browser on a computer or other suitable device.

How to access NHS services online

Patients can go to: www.nhsapp.service.nhs.uk/login

They will need to sign in using their NHS login. The online NHS App service requires JavaScript to be enabled in the web browser. It will likely already be enabled, but if it's not and you need instructions on how to do this, go to:

www.enable-javascript.com

Ordering repeat prescriptions

Patients can order repeat prescriptions online by logging into either:

- NHS App
- NHS website

More information:

www.nhs.uk/nhs-services/prescriptions/how-to-order-a-repeat-prescription/

What should we tell patients?

If a patient says "I can't use the NHS App because I don't have a smartphone", please let them know that they may still be able to access NHS App services online through a web browser on another device such as an ipad/tablet.

You'll need an NHS login to use the NHS App and some NHS online services.

If you already have an NHS login:

Sign in using the email address and password you previously used. If you've forgotten your password, select "Forgotten your password?" on the sign-in screen and follow the instructions to reset it.

If you need to create an NHS login:

Select "Create an account" and follow the steps. You'll need an email address and mobile phone number. You may also be asked to prove who you are to access certain NHS App services.

You can find help with your NHS login here:

help.login.nhs.uk

