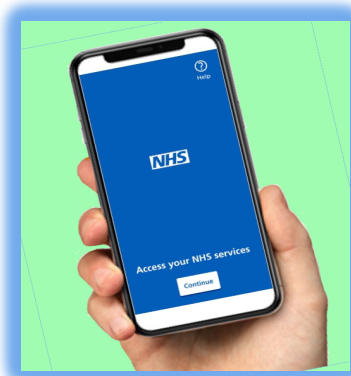


The NHS App



Use the NHS App to order repeat prescriptions, get test results, view your medical record and contact the surgery.



This is one of the projects by the **Bicester Health Centre PPG** to help patients in the Bicester area.

Edition 2: Spring 2026

Download the App to your device.



What you can do with the NHS App.

You need to have an email address (at least 6 characters) and a telephone number.

You need to [prove who you are](#) (see below) to get full access to the NHS App.

With full access you can:

- order repeat prescriptions.
- book and manage some appointments e.g. for blood tests and ‘flu vaccinations.
- view your GP health record to see information like your allergies and medicines, test results, hospital letters. Patients transferring to the practice may not have full historic data.
- manage your organ donation decision.
- find out what your NHS number is.
- use NHS 111 online to answer questions and get instant advice or medical help near you.

Before proving who you are, you can use the NHS App to:

- search trusted NHS information and advice on hundreds of conditions and treatments.
- find NHS services near you.

What you need to access the NHS App:

You need to have an email address, a phone number and you need to prove who you are. If you have not proven who you are, in the NHS App you'll see a message asking you to prove your identity to get full access. Your GP surgery controls the level of detail you will see in your health record.

How to prove who you are:

You can prove who you are [using photo ID](#) such as a Passport, Driving Licence or European National Identity Card.

1. take a photo of your ID
2. record your face using your device
3. enter your NHS number if you know it

This is a quick and safe method which provides instant full access once completed.

[If you do not have photo ID](#), you can use the 3 registration details for online services, available from the reception team:

- Linkage Key (could be called Passphrase)
- ODS Code (Organisation or Practice ID)
- Account ID.

A Linkage key will be emailed to you, but this may take 2-3 days to process and send.

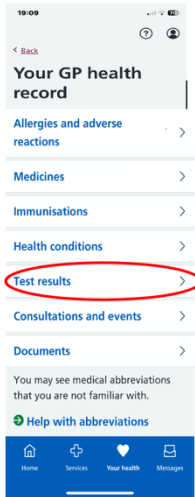
Get Help with installing and using your NHS App.

Come to the Digital Café at the Health Centre, 1st Friday each month 2pm to 4pm.

AGE UK at Bicester Library has drop-in IT sessions on the 2nd and 4th Saturday of the month. Enquire at the desk or 01865 816011. Age UK: Call on: 01235 849 434

Finding your TEST RESULTS on the NHS App.

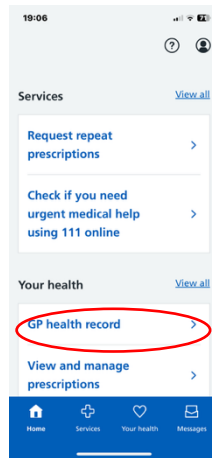
Once logged into the App, select “GP Health Record”



Click on the “Test Results” item on the “Your GP health Record” menu list.

Your results will be displayed with the most recent at the top.

If you cannot see your result, check back in a few days.

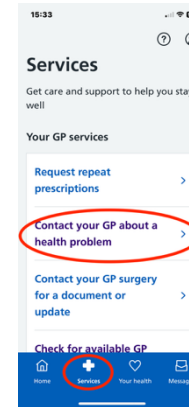


the Health Centre if Urgent. Contacting the GP Surgery on the NHS App using eConsult.

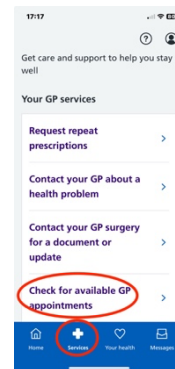
Once logged into the App, select “Services” in the blue band at the bottom of the screen.

Then click in the “Contact your GP about a health problem” box.

This will open the eConsult page of the app.



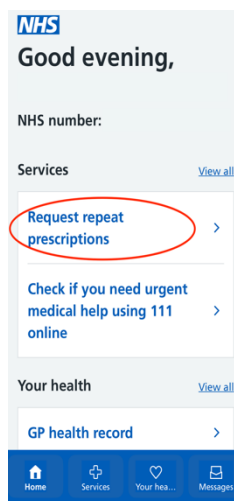
Using the NHS App to make an Appointment



Only appointments for Baby Clinic, Blood tests or Cervical smear tests can be made online. All other appointments must be made via eConsult (above). Select “Services” in the blue band at the bottom of the screen.

Click in the “Check for Available GP Appointments” box. You cannot book a GP appointment with this tab, only those listed above.

On the next screen, click on “Select Type” and use the drop-down menu. Scroll down for available dates. Click on the date of your choice, then select the time. To change the day, click on the (yellow) date bar and search again.



Ordering your Prescription

Click on the first item on the home tab “Request repeat prescriptions.” The next page will show any items on your GP record available for request. Click in the box(es) of items required. NB The Notes to surgery may not be seen. Contact

When you have a test through the hospital

Find out how long it will take to get the results.

After this time:

Results will usually be communicated to you directly from the hospital (your GP should be copied in).

If you cannot see the results on your NHS App (including in the documents section) this means your GP also will not be able to see them.

If you cannot see your hospital result well after the time expected, please contact the hospital clinic directly.

DO NOT LET TEST RESULTS GO MISSING. FOLLOW UP WITH THE SURGERY OR THE HOSPITAL DEPARTMENT WHO GAVE YOU THE TEST.



This leaflet has been prepared by the Bicester Health Centre Patient Participation Group (PPG), and images and content are to the best of our knowledge, correct at the time of preparation.

If you would like to join the PPG, please sign up on the PPG page of the BHC website.