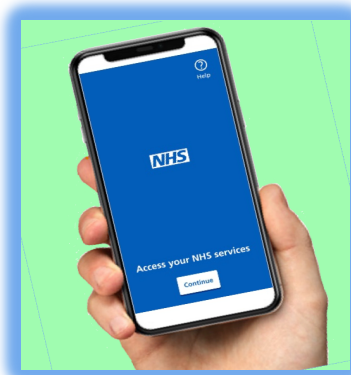


The NHS App



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: Summer 2026

Download the App to your device.



What you can do with the NHS App

You need to have your own 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 your own 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.

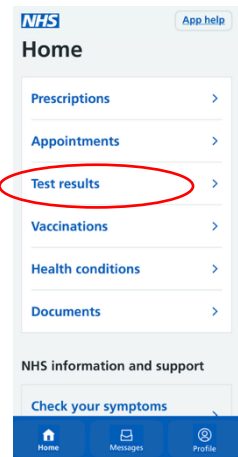
Come to the Digital Café at the Health Centre, 1st Friday each month 2pm to 4pm.

Digital Helper sessions at Bicester Library

Monday and Tuesday 11-1. Time slots (30 mins or 1 hour) must be booked at the library desk or by phone on 01865 816011.

Finding your TEST RESULTS on the NHS App

On the Home page, select “Test Results”.



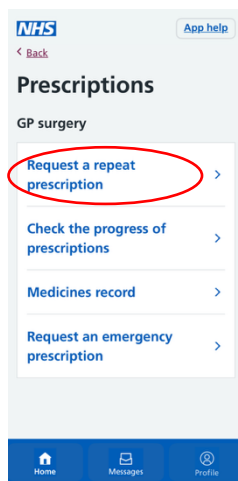
Your results will be displayed on the next page with the most recent at the top.

You may receive a warning that the pages you are about to see contain sensitive material. Press “Continue” if you are happy to do so after reading the warnings.

NOTE: If you cannot see your result, check back in a few days. If your result is not yet displayed on the App, the GP surgery is unlikely to have the result either.

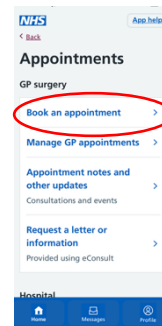
Ordering your Prescription

Click on the first item on the home tab “Prescriptions” (see diagram above) then click on “Request a repeat prescription” The next page shows 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 the Health Centre if Urgent.

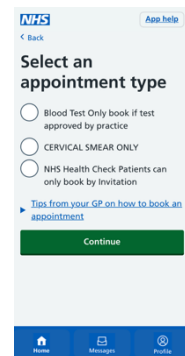


Contacting the GP Surgery on the NHS App using eConsult

Once logged into the App, select “Appointments” on the Home screen, then click on “Book an appointment”. Click on “Ask about a health problem”. This will open the eConsult page of the app.



Using the NHS App to make an Appointment



Only Blood test , Cervical smear test or Health Check appointments can be made online. All other appointments must be made via eConsult (see above).

Click “Appointments”, then “Book an appointment” then “Check for Available GP Appointments” then “Book a GP appointment.” Then” **Start**”

However, you cannot book a GP appointment with this tab, only those listed above.

On the next screen, choose the type of appointment you need, then click in the “Health Centre” box. “Continue” then choose clinician(s) then dates as suitable for you.

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.