

How to ask for medical advice on the NHS App

THIS IS A NON-URGENT SERVICE

1. Log into the NHS app

Log into the app using your email and password. If you can't remember your password select 'reset password'



To download the NHS App, scan here



2. Select 'Services'

Once you have logged in, you will be led to the home page. On this page you should see on the bottom banner 'Services'.



3. Click 'Contact your GP about a health problem'

The next page will list a few options. From these options select 'contact your GP about a health problem'.

Contact your GP about a health problem

Once you have selected this it will tell who the service is provided by, for example AccuRx. Select continue.

4. Confirm it is not an emergency

On the next page you will be asked to confirm that your medical query is not urgent as it is not an urgent service. Read through, scroll to the bottom and select 'I confirm, none of these are present'.

I confirm, none are present

5. Complete your medical query

Answer all of the questions on the page, giving as much detail as possible. This will be sent to a clinician to view, so the more detail you give the better. You will also be given the option to upload an image, for example if your issue is a rash.

Next you will be asked how you want your GP to contact you, text message or phone call. Confirm which you would like, and your GP will be in contact within 2 working days.

"I can't submit a medical request"

It may be because:

- Your GP practice has reached their limit for the day
- It is outside of your practice working hours
- Your GP do not have this function switched on
- It is a bank holiday