

From the 1st of June 2022: St Andrews Health Centre will no longer take prescription orders over the phone.

Patients can use the NHS app:

NHS App is available now and is FREE to download on Google Play and the Apple App stores. Setting up the NHS App login is simple and the app will guide you. It takes around 15 minutes to complete registration and around 2 – 4 hours before authorisation is complete, however due to increased demand during COVID-19 crisis it may take up to 4 days.



Most patients can register and verify their identity through the app, rather than visiting the practice

Once they are registered, patients can book appointments and ask for repeat prescriptions without needing to call or visit the practice

With the NHS App you can:

- check your symptoms
- book appointments – search for, book and cancel appointments at your GP surgery
- order repeat prescriptions – see your available medications and request a new repeat prescription
- register to be an organ donor
- view your medical record – get secure access to your GP medical record
- choose how the NHS uses your data
- view, set and change their electronic prescription service (EPS) pharmacy nomination

Please remind patients:

- To only order the medicines they need and
- Not re-order until one week before they are due, this minimises stockpiling of medicines but gives the GP practice and the pharmacy time to process and dispense the prescription

What you need:

You need one of the following documents:

- a passport
- a UK driving licence (full or provisional)
- a European driving licence (full)
- a European national identity card
- An email address and phone number.

Then

- Download the app and create an account by entering the details requested
- Verify the e-mail address by the link sent to you
- Verify the phone number using the code they send you (mobile and land line work)
- Take a photo of your passport or driver's license as per the instruction
- Take a short video of yourself saying the code they give you on the screen
- Submit and wait until it is verified – the DVLA and passport office do this.

Patients who cannot use the NHS app or online ordering:

Your pharmacy may be able to assist by ordering on behalf of the patient directly with the GP practice, please speak to your pharmacy. You can still order your prescription via paper request or email or at the Reception counter.

For more information, please visit: www.nhs.uk/nhsapp