

How to ask an admin query 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 surgery about a document or update'

The next page will list a few options. From these options select 'contact your GP surgery for a document or update'.

Contact your GP surgery for a document or update

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 admin query

Select which option is most valid from the list you are presented with. If none of the options match what you want to ask, select 'Something else'. Complete any questions it asks you with as much detail as possible.

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 an admin 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