



Sign up for online services

To maintain social distancing and help prevent the spread of the coronavirus, you are still advised to stay at home as much as possible.

GP practices are now speaking with their patients by telephone, text message, video and email. You can also be seen face-to-face, if needed.

You can help your doctor to manage demand and make sure you do not have to visit the practice unnecessarily by signing up to access some services using the internet (known as online services).

Using the NHS app

If you have a smartphone you can download the NHS mobile application. A smartphone is a mobile phone that performs many of the same functions as a computer. A mobile application (or “app”) is a computer programme designed to run on a smartphone.

When you download and open the NHS mobile application, you will be told how to register. You will need documents like your passport to prove your identity. The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. Download it on the App Store or Google Play.

You may have heard of the Health Help Now app, which is closing at the end of June. We encourage you to sign up for the NHS App instead. Read more about it here: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

Using your GP practice's online services

You can also use a smartphone or your home computer to access your GP practice's online services. First you need to sign up by calling your GP practice. You will find a web link to these services by going to your practice's website.

Some mobile applications and websites can drain the battery life and mobile data on your smartphone. Make sure you have enough battery life and check your balance before your login to any online services.

Both options keep your information secure.

To contact your GP, order repeat prescriptions and manage your wellbeing without leaving your home you can also visit www.nhs.uk/health-at-home/

If you have any questions about this document contact the Hounslow CCG Engagement team by emailing HOUCCG.communications@nhs.net.