**Welsh Identity Verification Service (WIVS)**

**Reception Staff Script & Talking Points**

When a patient asks about the NHS Wales App or states they don’t have a driving licence or passport:

“You can still use the NHS Wales App, even if you don’t have a driving licence or passport. You just need to verify your identity here at the practice. It’s called the Welsh Identity Verification Service – or WIVS for short.”

**What the patient needs to bring:**

“We’ll ask to see two official documents with your details. These could be things like a bus pass, council tax letter, a bank statement, or a utility bill. If you’re not sure, we can tell you what’s accepted.”

***(Lets add ID standards here for practices when we have the final approved lists)***

**What happens next:**

“Once we’ve seen your documents and confirmed your identity,  
we’ll give you a letter with a verification code you can enter into the NHS Wales App.  
You’ll then get an email letting you complete the setup of your app.”

**If the patient asks why it’s needed:**

“By verifying your identity, it helps make sure only you can access your NHS Wales App and use the features our practice makes available on the App. It’s just a safe and secure way to protect your personal information.”

**If asked if an appointment is needed:**

We recognise that every GP practice operates differently, with varying team sizes, capacity, and ways of working. It is therefore up to each practice to decide the most suitable way to support patients through the WIVS process. This could involve booking an appointment to complete the full WIVS journey in practice, or allowing patients to collect a verification letter and complete the final steps themselves at home using the NHS Wales App.

**If you want patients to make an appointment you can say:**

**“**As part of setting up your NHS Wales App, we’ll need to verify your identity in person to make sure your information is secure. This is a one-off process, please bring two forms of ID with you to your appointment — we can explain what’s accepted if you’re unsure. Once we’ve confirmed your identity, we’ll give you a letter with the details you need to finish setting up the app at home.”

**If you want patients to pop into the practice you can say:**

“You don’t need to make an appointment to verify your identity at the practice,   
It only takes a few minutes.”

**Quick Reminders for Staff**

* Be welcoming and patient – some people may feel anxious about not having ID.
* Use plain language – avoid jargon or acronyms.

Make sure the patient understands next steps to complete the WIVS journey.

**Support if needed:**

* You and your patients can find support for the WIVS process and all related communication materials (like demo videos, printable flyers and posters and FAQs) at the DSPP Resource centre at <https://dhcw.nhs.wales/resource-centre/>
* Patients can find support for WIVS and the NHS Wales App at <https://apphelp.nhs.wales/>