

Quick guide to the NHS Wales App

Topics to help you answer some common questions from patients.

Who can use the App

To use the NHS Wales App, patients must:

- be registered with a GP practice in Wales
- be aged 16 or over
- be able to prove their identity
- have their own individual email address (their email address acts as their unique identifier for pairing their NHS login to the NHS Wales App, so cannot be shared between patients)
- have a mobile phone number or landline number for two-factor authentication (this phone number can be shared between patients)

Two-factor authentication (2FA) is a security method that requires two different forms of identification to verify a user's identity before giving access to resources and data.

What to use the App for

Depending on what the GP practice has made available, patients can:

- book, view or cancel appointments
- order repeat prescriptions and view current and past medicines
- access their GP health record
- discover other health and care services
- manage blood and organ donation preferences
- find links to NHS 111 Wales, Organ donation and Welsh Blood Service
- use biometrics (fingerprint, face or iris)
- find links to App help and support pages
- send feedback through the App
- register to join user research panels
- access push notifications for prescriptions

- access My Health Timeline
- access My Health Journal

Downloading the App

The App can be download from the App store and Google Play by searching for "NHS Wales App".

The recommended versions are for Apple iOS 14 and later, and Android 10 and later.

The App is also available using a web browser at <https://app.nhs.wales> and <https://ap.gig.cymru>

Verifying patient identity

Patients who have the required photo ID, such as a passport or driving licence, can use [NHS login](#) to verify their identity.

Patients who do have the required photo ID to verify their identity, such as a passport or driving licence, will need to use the [Welsh Identity Verification Service](#) (WIVS) through NHS login.

Patients will need to have their identity verified by their practice. Once verified, they will receive an identity verification letter and can then complete the steps on NHS login.

Find more information about [accessing the NHS Wales App with NHS login and verifying your identity](#).

If patients are having problems with their NHS login, they'll need to visit the [NHS login Help Centre](#). The Help Centre has guidance and support for issues with NHS login. It also provides details of how to contact the [NHS login support team](#).

Using services within the App

Appointments

The App will show appointments made available for online booking within the next 16 weeks. The number of bookings one patient can make can be limited by the GP system.

Prescriptions

The App will only show medicines due to be ordered in the next 28 days. It does not currently support non-repeat prescription ordering. Patients can view a list of their acute, current repeat and expired repeat medicines within the My Health section, under Prescriptions.

Health record

Most practices have the summary care record (SCR) enabled for all patients as standard.

Patients can request access to their detailed coded record (DCR) through their GP practice. This needs to be approved or declined by the practice. It's the practice's responsibility to check the information before releasing it to the patient.

For more information about detailed coded records, see [Practice Resources for Detailed Coded Medical Record](#) (sharepoint.com)

For further considerations about detailed coded record and patient safeguarding, see [Access to patient records and safeguarding - Digital Health and Care Wales](#).

If a practice does not wish to make this service available, it's advisable to communicate this through the practice website to help manage patient expectations.

Managing health services on behalf of others

This is known as Authorised access and will allow patients to use the App to manage health services on behalf of another patient registered with the same practice.

A patient who has been given access by their practice will be able to:

- book a GP appointment
- order a repeat prescription
- view their GP health record

on behalf of another person.

This service is still being developed. More details will be available soon.