

COVID-19 Apps to support access to online services






Guidance for patients

The Covid-19 situation continues to change rapidly. To support patients with booking appointments and ordering repeat prescriptions at this time we would like to recommend the use of patient online services.

Patient Online Services allow patients to book appointments, order repeat prescriptions and view a summary of their medical record. Patient Online Services can be accessed through a number of different apps that can be downloaded for android & iOS smart phones.

Please note that during this time of uncertainty any appointments booked online will be telephone triage appointments rather than face to face appointments. Practices are encouraged to make 25% of their appointments bookable online to relieve pressures on telephone lines but please note that the number of appointments bookable online will differ from practice to practice.

The apps that you choose to download will depend on your individual circumstances and on your personal preferences. The table below should help you to identify the apps that best suit your needs:

	Patient Access	This app can be used to book appointments, order repeat prescriptions and view medical record summary.	A linkage key is needed from your GP if you have not used online services before.
	Evergreen Life	This app can be used to book appointments, order repeat prescriptions and view medical record summary. You can also discover your Wellness Score.	Photo ID can be used to verify identify if you have not used online services before.
	NHS App	This app can be used to book appointments, order repeat prescriptions and view medical record summary.	Photo ID can be used to verify identify if you have not used online services before.
	MyGP	This app can be used to book appointments, order repeat prescriptions and view medical record summary. It is also used to receive important text messages from GP Practice.	A linkage key is needed from your GP if you have not used online services before.
	CoOp Health	This app can be used to book appointments, order repeat prescriptions and view medical record summary.	A linkage key is needed from your GP if you have not used online services before.

Patients already using online services

Patients already using online services can continue to book appointments & order repeat prescriptions using their app of choice, for example Patient Access, Evergreen Life, NHS App, MyGP, CoOp Health. **Patients are also encouraged to download the MyGP app to receive important text message updates from their practice.**

Patients who don't currently use online services (requires photo id)

Patients who don't currently use online services to book appointments and order repeat prescriptions can download the NHS App or the Evergreen Life app. Both of these apps allow the patient to verify their identity using photographic id (driver's license or passport) from the comfort of their own homes. **Patients are also encouraged to download the MyGP app to receive important text message updates from their practice.**

Patients who don't currently use online services (no photo id)

Patients who don't currently use online services and don't have photographic ID (driver's license or passport) are encouraged contact their practice by phone to request a linkage key. The practice may ask you a number of questions to verify your identity before e-mailing the linkage key to you or in extreme circumstances printing the linkage key document for collection from the practice (please do not visit your practice if you are displaying any of the symptoms associated with COVID-19). Once issued by the practice the patient can use the linkage key to access any of the patient online service apps to book their appointments and order their repeat prescriptions. **Patients are also encouraged to download the MyGP app to receive important text message updates from their practice.** Please note that MyGP can also be used for online services meaning that patients in this group only need to download the MyGP app to access patient online services and messages from their practice.