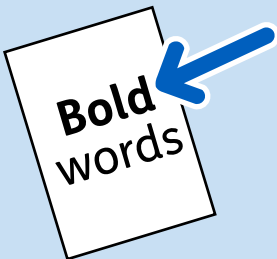# Using the NHS app

Easy Read

Easy Read

This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.

This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.

Some words are in **bold** – this means the writing is thicker and darker. These are important words in the booklet.
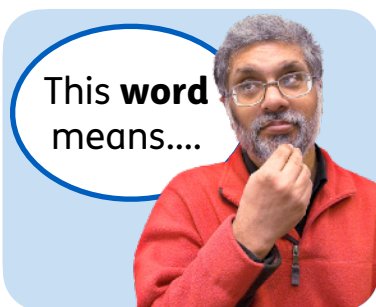
Sometimes if a bold word is hard to understand, we will explain what it means.
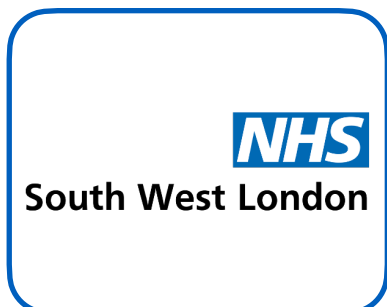
[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.
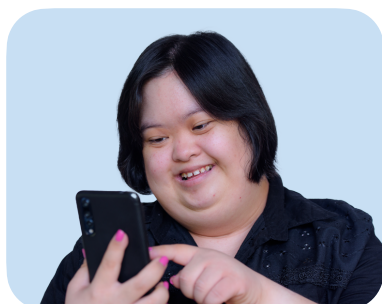
What is in this booklet

About this booklet

This booklet is from NHS South West London.

It is about using the NHS **app**.

An **app** is a computer programme for your phone or tablet.

This booklet will tell you what you can use the app for and how to get it on your phone.

About the NHS app

You can use the NHS app to:

- Order more of the medicines that you usually take.
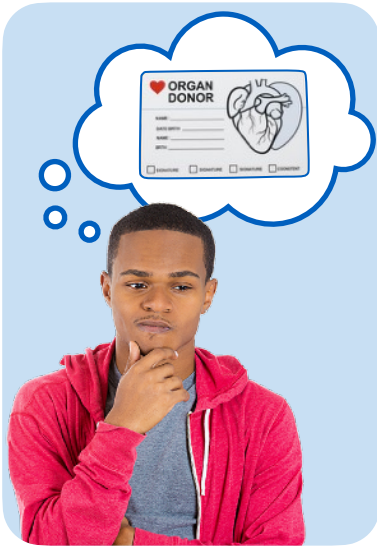
- Book a doctor's appointment.

- Look at your health records to see information about your health and care.

- Book a **vaccine** appointment.

  Vaccines are injections or jabs that help to stop you from being ill with a certain illness.

You can also use the NHS app to:

- Tell the NHS whether you are okay with **donating your organs**.

  Donating your organs allows doctors to give some of your body parts to others who need them when you die.

  You do not have to allow this, it is your choice.

- Make choices about how the NHS uses your information.

- Use some NHS services, like NHS 111 online.

Booking an appointment

If you cannot find where to book a doctor's appointment on the NHS app, check the 'services' page.

There may be a button that says 'contact your GP surgery about a health problem'.

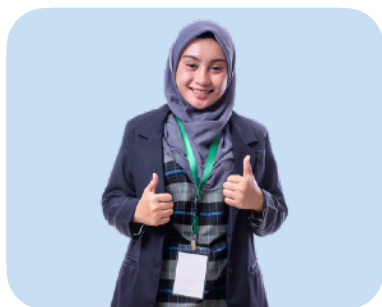This should tell you how to book a doctor's appointment.

Some GP surgeries may not allow patients to book doctor's appointments using the NHS app.

This means you will still need to contact your GP surgery to book a doctor's appointment.
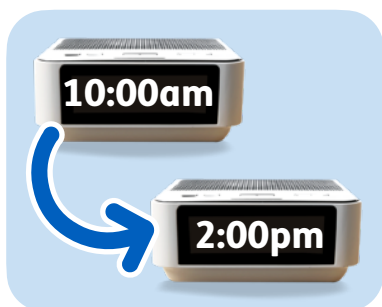
Help with using the NHS app

We have staff members who can help you with using the NHS app.

We call them **Digital Coordinators**.

If you live in Sutton or Merton, your Digital Coordinator is Tanuja.

You can contact them by calling 020 3922 1554.

You can only call them between 10:00am and 2:00pm on Tuesday, Wednesday or Thursday.

If you live in Croydon, your Digital Coordinator is Elhadi.

You can contact them by calling 0203 922 2558.

If you live in Wandsworth, your Digital Coordinator is Andraya.

You can contact them by either:
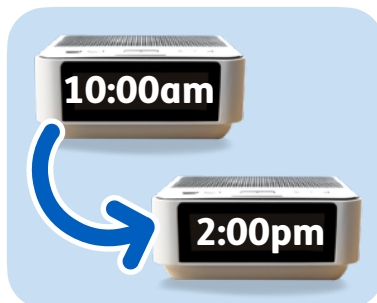
- Calling 0203 923 9593, or

- Emailing: andraya.catlyn@nhs.net

If you live in Kingston or Richmond, your Digital Coordinator is Philippa.

You can contact them by calling 020 3923 9532.

You can only call them between 10:00am and 2:00pm on Tuesday, Wednesday or Thursday.

How to get the NHS app

To get the NHS app, you need to download it onto your phone or tablet.

For information about how to download the NHS app, you can go to:

www.nhs.uk/nhs-app/about-the-nhs-app/

For information about how to get started on the NHS app once you have downloaded it, you can go to:

www.nhs.uk/nhs-app/nhs-app-help-and-support/