

Ordering repeat prescriptions with the NHS App

You can easily choose where your prescriptions are sent and order at a time that suits you with the NHS App.

First, you will need to download and register on the app. Ask a member of your GP surgery's team for the 'Getting started with the NHS App' leaflet or visit: <http://nhs.uk/helpmeapp>

Viewing your orders:

1. Select the '**Prescriptions**' icon at the bottom of the screen.
2. Select '**View your orders**'.
3. Your old and current repeat prescription orders are shown in a list.

Ordering repeat prescriptions:

Once you have logged into the app:

1. Select the '**Prescriptions**' icon in the bar at the bottom of the screen.
2. Choose which pharmacy your prescriptions will be sent to. This is called your 'nominated pharmacy'. Look at the 'Choosing your pharmacy' section of this guide to choose or change your pharmacy.
3. Select the green '**Order a prescription**' button at the top of the prescriptions page.
4. The next page asks: 'What type of prescription do you want to order?' You can only order repeat prescription items on the NHS App. So, if you have one, choose '**A repeat prescription**' and select '**Continue**'.
5. Check the prescription is going to the right pharmacy. If not, look at the 'Choosing your pharmacy' section of this guide. If the pharmacy is the right one, select '**Continue**'.
6. The next screen shows the medicines available for you to request. Choose the medicines you need and select '**Continue**'.
7. Check your order and nominated pharmacy are correct. Then select '**Confirm and order prescriptions**'.
8. You are finished. Your request is sent to the GP surgery for approval and then sent to your nominated pharmacy for collection.

Choosing your pharmacy:

The pharmacy you choose your prescriptions to be sent to is called your 'nominated pharmacy'. Here's how to change it:

1. Select the '**Prescriptions**' icon at the bottom of the screen.
2. Select the '**Your nominated pharmacy**' option.
3. Select the green '**Change your nominated pharmacy**' button.
4. Select '**High street pharmacies**'. It is not possible to nominate an online-only pharmacy in the NHS App.
5. Search using your postcode.
6. Select a pharmacy. Future prescriptions will be sent to this pharmacy.