 FAQ

Registration

How do I sign in to the myGP app?

To get started with the myGP app, you need to first of all download it to your Android or Apple smartphone.

After you have downloaded the app, all you need to do is:

- Enter your registered mobile number
- Enter your date of birth
- Search for your GP Surgery by name or postcode

Credentials Required


Linkage Key
ODS Code
Account ID

Your practice doesn't support our easy sign in.

Please visit your practice with a photo ID and ask for your online credentials.

You might already have these credentials if you have requested them previously.

If you need to use your NHS Online Credentials (Account Linkage Key and Account ID) then you will need to get these codes from your practice first.

Please tell them that you would like to start using their online services and need the codes to register. You can check on their website for more details on this.

I can't find my GP surgery on the map

When looking for your surgery, using the below search option, it is important to use the name of your GP surgery's main branch.
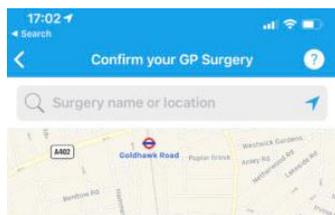
GP Surgeries can be structured with a main surgery and one or more branch surgeries.

We are only able to list the main surgery in our directory. For example, you may know your practice as William Road Health Centre. However, your practice is actually called Dr Smith and Partners.

If you are not sure what the formal name is for your surgery, we advise checking their website. This will usually be listed at the top of your practice's website.

Should you have an issue finding the name of your main surgery, you can always contact our Support team and we will do our best to assist you.

I haven't received my SMS Code

For security reasons, we need to verify you are… you. To do this, we send a 4 digit code to the mobile number registered at your GP surgery.

Usually, this code will arrive within a few seconds, or could take a couple of minutes, depending on how busy our servers or your mobile network are.

Verification codes are valid for only 20 minutes.

A small number of users don't receive this code. Below are a few steps you can take to resolve this:

My mobile number is not correct in myGP.

We are unable to change your mobile number for you. We have to send the verification code to the mobile number registered at your surgery for security reasons.

To change your mobile number, please contact your GP surgery in the usual manner.

Try getting the code again

If you have not received the code within 5 minutes and you have good mobile signal follow these steps:

Go back into myGP

 Select 'Didn't get the code?',

 Select 'Change Details' and use the same details you used before

 This will generate a new code to be sent to you.

Your mobile network may have a problem

Sometimes, we see that there are delays sending and receiving text messages within certain mobile networks.

This means that we have successfully sent your verfication code, but it's become stuck trying to get to your phone. If there is an issue with your mobile network, all codes will not be delivered to your mobile phone.

Usually, when the issue has been resolved, you will receive any verification code text messages that have been trying to get to your mobile.
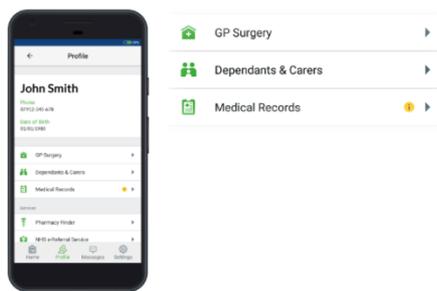
We are not able to send verification codes in any other way for security reasons.

Dependants

## Adult dependants (16 years and over) with a smartphone

You can add adult dependants to your myGP app, allowing you to book and cancel GP appointments for them.

All they have to do is download the app to their smartphone, so they can give permission to being added as a dependant.

To get started, select the Profile section from the bottom menu bar.

In the Profile section, select Dependants & Carers.
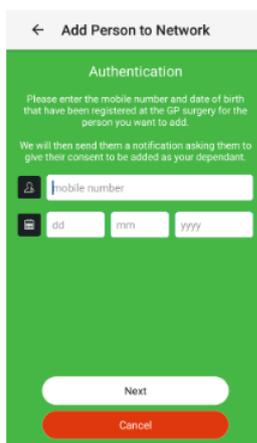
You can then select the Add Dependant button and type in their mobile number and date of birth.

You will get a page pop up saying that your dependant has been notified through their myGP app that you would like to add them to yours.

Your dependant can then log-in to the myGP app from their smartphone and accept the permission message.

Once they have replied 'Yes' to this permission message, you will be notified and will be able to see their profile appear when booking appointments.

Adult dependants (16 years and over) without a smartphone

If your adult dependant does NOT have a smartphone and therefore cannot give permission to being added this way, then please follow this:
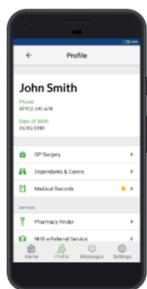
First, make sure they are registered with your mobile number at your practice.

Start by selecting the Profile section.

From here you can select the Dependants & Carers button and then select the Add Dependant button.

They will need to give permission to being added as a dependant. They can do this using myGP from your phone.
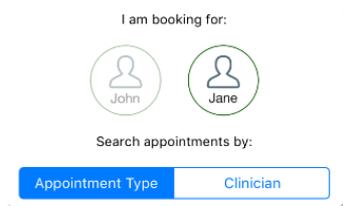

First, you will need to disconnect from the app. By going Settings and selecting Disconnect at the bottom.

Using your smartphone, they can then log-in with your mobile number and their date of birth.

Once they are logged in they can reply to the permission message, and then disconnect from the app as well, the same way through the Settings section.

You can then log back in with your details and you will be able to see your dependants' profile appear the next time you go to book an appointment.

Teenage Dependants (12 – 15 Years Old)

To add Teenage Dependants (12 – 15 years old) they need to first consent to their practice that they would like to be added as a dependant.

All the practice has to do then is search for your dependants in the online Patient Phonebook (PCM) and tick the Teenage Consent box next to their details.

Once the practice has done this, you will be able to add them to the myGP app by selecting Dependants & Carers in the Profile section of myGP.

You can then enter their date of birth and mobile number. You will be notified if you have successfully added your dependant. You will then be able to see their profile appear when selecting the Book Appointment button on the homepage. Choosing them will allow you to book appointments for them.

Child Dependants (Under 12 Years of Age)

To book appointments for your children using the myGP app, you will first of all need to have them registered with your mobile number at your practice.

If the app cannot find your children, then please make sure your practice has entered their details or your mobile number correctly.

Appointments

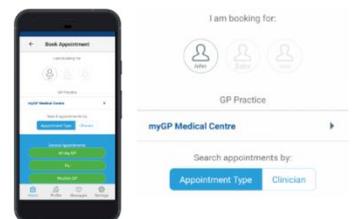## Book and cancel GP appointments with your smartphone
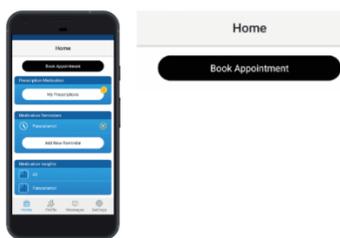
Start by selecting the Book Appointment button on the homepage.

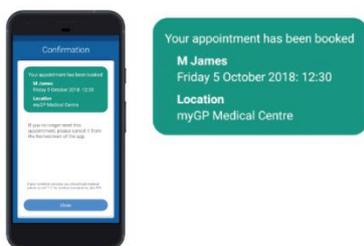First, select if you are booking an appointment for yourself or someone else.

Select the **location** of your practice, if there is more than one branch.

You can then filter by **Appointment Type** or the **Clinician** you would like to see.

Find the Date and Time that suits you.

You will then be able to type out your reason for this appointment.

You will see your confirmation screen pop-up detailing the appointment you booked.

On your homepage you will see your booked appointment.

Selecting the confirmed appointment from the homepage, will open the appointment details page. From here you can add the appointment to your calendar, get directions to your practice or cancel the appointment.

To **cancel** an appointment, select the confirmed appointment from the homepage of the app. Select the Cancel Appointment button.

Can I book other appointment types?

The option to add different appointment types such as **nurse, on the day, diabetes** etc. is there for practices, so if you cannot see this then it was their decision not to include these types of appointment.

Why can't I find any appointments?

If you have logged into myGP and not found any appointments in the Book Appointment section, it is most likely down to two reasons:
- All available appointments have been booked
- Your practice has not selected any appointments to be available in the app

If you do not see any free appointments to book, then please contact your practice, as they are responsible for managing the appointments that you see on the app.

Why can't I see past a certain date in the appointment bookings?

If you find that you cannot see any appointments past a certain date in the **appointment booking calendar**, it would be because your practice has set up a booking window limit.

Please contact your practice if you have any questions regarding this.

Medications

How to order prescriptions online with myGP

You can order your prescriptions online using the myGP app, if your practice supports the feature.

You will first of all need to get your NHS Online Credentials from your practice. Make sure to bring ID and proof of address to verify your identity and tell them you would like to access their online services.

You may have already been sent these Credentials by your practice via Email or Letter. Specifically, it would be your **Linkage Key**, **Account ID** and **ODS Code**.

If you have already used the codes before with Patient Access, you can re-use them with myGP.

After selecting My Prescriptions from the homepage of myGP, you will need to enter the codes you received above. ODS will already be filled in for you.

NHS Online Credentials

Full Name

Account Linkage Key or PIN

Practice ODS Code or Practice ID
H18004

Account ID or Access ID

If you do not see this screen, that means your practice does not provide prescription ordering via myGP. You will however be linked to the online service that does provide this from myGP if you select the Launch GP's Online System button.

How do I set-up medication reminders?

Start by selecting Add New Reminder from the homepage of myGP.
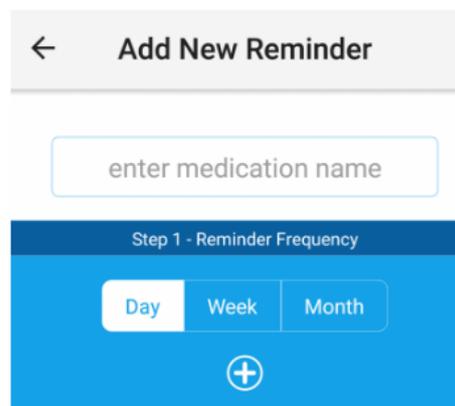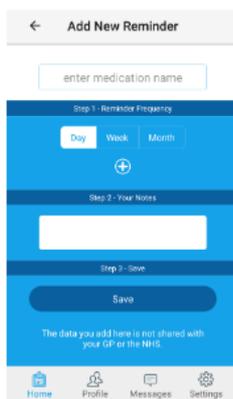
1. Type in the Name of your Medication
2. Select a Daily, Weekly or Monthly reminder and the time you want to receive the reminder
3. Type any notes to do with your Medication that might help
4. Finally, select Save and you are done

To remove medication reminders select the yellow X next to the medication name
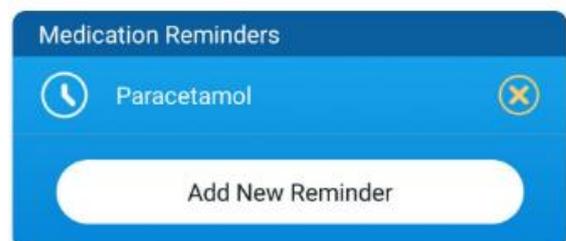
Security

How do I log out?

There is no need to log out of the app yourself, we do this for you. Just stop using the myGP app, and use another app.

You are automatically logged out of myGP after a minute of not opening the app once you have exited.

You will then need your 4 -digit Passcode that you set up during on boarding or your finger-print scanner, to log back in.

You can change your passcode any time in the myGP Settings.

You can also manually log out from the Profile section of myGP.

Tap on the Profile button at the bottom of the screen and choose log out.