

# Frequently used Health Apps / Websites in Buckinghamshire



## What app or website do I need if I want to:

	NHS App & Website	askFirst App & Weblink	111 Helpline & Online	Patient Access App & Website
• <b>check my symptoms</b> (symptom checker)	✓	✓	✓	✓
• <b>register as an organ donor</b>	✓	✗	✗	✗
• <b>order repeat prescriptions</b>	✓	✗	✗	✓
• <b>order one off prescriptions for an already prescribed medication</b>	✗	✓	✗	✗
• <b>how to get an emergency prescription</b>	✗	✗	✓	✗
• <b>view or change your nominated pharmacy</b>	✓	✗	✗	✓
• <b>view GP medical record securely inc. test results</b>	✓	✗	✗	✓
• <b>check COVID-19 vaccination status</b> (NHS Covid Passport)	✓	✗	✗	✗
• <b>send a non-urgent request to your GP surgery including sick note/travel advice</b>	✗	✓	✗	✓
• <b>view useful self-care health information</b>	✓	✓	✗	✓
• <b>book online appointments directly</b>	✓	✗	✗	✓
• <b>book appointments through online assessment</b> (triage) (Dependant on symptom checker outcome)	✗	✓	✓	✗
• <b>view and/or cancel appointments</b>	✓	✗	✗	✓
• <b>self-refer to free NHS services</b> (without needing an appointment with your GP)	✗	✓	✗	✓
• <b>register as a Proxy</b> (request to act on behalf of a children, relatives, and dependants that you care for)	✓	✗	✗	✓
• <b>update your personal information</b>	✗	✓	✗	✓

## Health Apps and Website Information Sheet

This information sheet is designed to provide a clearer understanding of the available apps/websites to access online services in Buckinghamshire. It outlines the benefits and features, which can assist practices and other organisations to help patients who want to use digital solutions with confidence. These apps and websites help patients take ownership and control of their health and provide them with another route to access GPs and other clinical services. As technology and healthcare services evolve to meet patients' needs, this information sheet will be revised on a regular basis.



### **NHS App & Website ([nhs.uk](https://www.nhs.uk))**

Simply register and create an NHS Login using your digital device from the comfort of your home, doing so will give you access to the following and more:

- view/share your COVID-19 vaccination status
- order repeat prescriptions
- book and manage appointments
- get health information and advice
- view your health record securely
- access these services on behalf of someone you care for
- register to be an organ donor

**I use the NHS App because** it is owned and run by the NHS, is a simple and secure way to access a range of NHS services on your smartphone or tablet. For more info visit [Why I use the NHS App | NHS Digital](#)



### **askFIRST App & Weblink ([askFirst - Sensely](#))**

askFIRST is a free app available for iOS and Android phones and devices. It contains a symptom checker, hosted by one of askFIRST's virtual assistants. They will ask you questions about whatever it is you're feeling. It will help direct you to the most appropriate care that is nearby. This might be by suggesting self-care, directing you to the NHS 111 service or by making you an appointment at your GP practice.

*NOTE: Ask NHS App is being rebranded to 'askFIRST App'.*

**I use the askFIRST app because** I have a medical problem and I am not sure what to do. For more info visit [Using Ask NHS App - Patient Demo](#)



### **Patient Access App & Website ([Patient Access](#))**

Patient Access connects you to local health services which include:

- book and manage appointments
- order repeat prescriptions
- view/share your medical health record
- message your practice (if this has been activated by your practice)
- self-refer to NHS services ie. pharmacy, antenatal counselling, addiction services
- access these services on behalf of someone you care for

**I use the Patient Access App or Website because** I can register remotely and manage my healthcare on my digital device. For more info visit [Patient Access introduction – GP services at your fingertips](#)



### **NHS 111 Online & Helpline ([NHS 111 online](#))**

111 is a free-to-call, non-emergency, medical phone helpline and website. It will allow you to:

- access the right advice or treatment via online assessment or live chat
- access assistance to book patients into local services e.g. A&E / emergency department or an urgent treatment centre, emergency dental services, pharmacy, or another more appropriate local service

**I use the NHS 111 when** I have a medical problem and I am not sure what to do. For more info visit [Transforming NHS 111 into Integrated Urgent Care](#)