

A guide to using the NHS Wales App

**How to access health services and your health
information through the NHS Wales App**



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Introducing you to the NHS Wales App

Hello,

Welcome to Age UK's 'A guide to using the NHS Wales App'.

This guide will show you how to set up an NHS account and access it through the NHS Wales App.

An NHS account gives you access to health services – those provided by your GP and other NHS Wales services – and your health information online. You will need to have NHS login details to set up an NHS account and access health services and information.

As well as using the NHS Wales App to access health services and information on your smartphone or tablet, you can use a web browser version. Put <https://app.nhs.wales> or <https://ap.gig.cymru> into the address bar at the top of the search engine on your device to access the web browser of the NHS Wales App. This guide focuses on using the app on a smartphone or tablet.

You may not be able to access all GP and NHS Wales services and health information in your NHS account. This can vary in different areas of Wales. It depends on what services your GP surgery, health boards and NHS trusts in your local area choose to give patients access to. They make their own decisions on this. We recommend you speak to your GP surgery and health board if you have specific questions about the services and information you can access.

Learning at your own pace

You can work through the guide by yourself or ask someone for help. Do this at your own pace, repeating any sections you want to focus on. Reflect on what you've learned and make notes, as this will help you to become more confident to access NHS Wales services and health information.

If you've got any questions as you use the guide, you may be able to get support from your local Age Cymru. You can find your local Age Cymru at www.ageuk.org.uk/services/in-your-area/

Working with third party providers

Some NHS Wales health care services are run by external companies. Your health board may choose to use third party providers to deliver some health care services in your area. These are organisations which work with NHS Wales. The NHS Wales App provides links to these services but doesn't manage them. The app will always tell you if you're going to a service provided by a third party. If you have any questions about third party services, contact your health board.



Using this guide

This is a guide for people living in Wales who want to access their NHS account, using the NHS Wales App. An NHS account gives you access to NHS health services and your health information online. You will need NHS login details to access your NHS account. This is an email address and password.

To use this guide, you need to:

- feel comfortable using a smartphone or tablet
- understand some basic terminology. Have a look at the section called '[Key terminology in this guide](#)' on page 10 where we explain some common words and phrases
- have an internet connection.

It might help to have a pen handy to make any notes when you use this guide. You can work your way through it or dip in and out, depending on what you want to do with the NHS Wales App. There is space to make notes at the end of each section in this guide.

Don't worry if you're feeling nervous about using this technology. You can recap on some of the information in our other guides to help you get online and feel confident using apps.

These include:

- '[A beginner's guide to connecting to the internet](#)'
- '[A guide to choosing your device](#)'
- '[A guide to making your device easier to use](#)'
- '[A beginner's guide to apps](#)' and '[An intermediate guide to apps](#)'.

You can find these guides on the Age UK website: www.ageuk.org.uk/information-advice/work-learning/technology-internet/digital-instruction-guides/

The benefits of using the NHS Wales App

If you haven't used an NHS account before, it's worth thinking about. You need an NHS account to use the NHS Wales App. An NHS account allows you to:

- manage your healthcare online. For example, you can [order repeat prescriptions](#) (see page 27) and [book GP appointments](#) (see page 22)
- find out appointment dates and times if a letter for a medical appointment is delayed in the post
- access health services and your health information at any time of the day
- use health services and view your health information, wherever you are.

Your personal information is secure and protected. Read more about this on page 44 in the section on [how your personal information will be used](#).

Of course, if you want to call or visit your GP surgery at any point, you can still do this. The online NHS Wales App doesn't replace existing telephone or face-to-face services.

Your GP surgery, health board and NHS trust decide which NHS health services you can access through your NHS account. Speak to your GP practice or health board to find out what services and information are available for you to access online.



Key terminology in this guide

It can take time to get your head around the language used to describe different technology. Here are some common words and phrases and what they mean:

Android: The name of the software that many devices use to function. Phones, tablets and laptops from lots of different brands fall into the bracket of Android devices. These brands include: Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

Apple: A brand of phones, tablets and laptops. Apple phones are known as iPhones and tablets are called iPads. If your device isn't Apple, it's likely to be an Android device.

Application, or 'app': A type of program that you can download for your computer, laptop, tablet or smartphone. There are a lot of apps available, from games and puzzles to banking and apps to manage your health, including the NHS App.

Broadband: A generic term for the connection which allows you to access the internet. To get home broadband, you will need to set up a contract with a broadband provider (such as BT, TalkTalk or Plusnet) who will charge you for the equipment and services needed to connect your device to the internet.

Cookies: Most websites pop up with a message asking you to 'accept cookies'. A cookie is a small piece of data that is stored on your computer, laptop, smartphone or tablet when you visit a website or app. They allow the website to track information about your activity, such as how many times you have visited and how long you spent on the website or app. Websites use this information to improve your experience, but your personal information won't be shared with anyone. You don't have to accept cookies, but it might mean that you can't access some websites. You can find more information about cookies at: <https://accessibility.campaign.gov.uk/cookies-and-privacy/>

Device: A general term for a smartphone, tablet, laptop or computer.

Email: It's a way of sending and receiving messages over the internet. It's free and quick to use and has replaced letter writing as the most common way to keep in touch. You will need to have an email address set up to be able to use the NHS App.

Fingerprint log in: Instead of entering a password, you place your finger on the screen or home button of your device to log in to an account. Some websites and apps, such as the NHS App, may allow you to use your face or iris (part of your eye) to log into an account. It depends on the device you're using.

Google: The most popular search engine on the internet. It allows you to find websites and ask questions. You can visit www.google.com, then type in some keywords to find out information about them. Someone might tell you to ‘Google’ something, which means to look up information online.

http / https: Most web addresses start with ‘http’ or ‘https’. This refers to how the information is shared over the internet. If you’re entering personal or financial details, make sure the website you’re using starts with ‘https’. The ‘s’ stands for secure.

Link (or ‘hyperlink’): Text, an image or a button that you can click or tap on to access a website. The link may be blue in colour, underlined and include text such as ‘Click here for more information’ or ‘Find out more’.

Internet: This is a large network that connects computers and devices around the world to access information. It’s also known as the worldwide web. You’ll see the abbreviation ‘www’ at the beginning of web addresses. For example, the Age UK website is www.ageuk.org.uk.

IP address: This stands for Internet Protocol address. It’s a unique number that is given to every device connected to the internet.

Log in: If you’ve set up an online account for email, banking, shopping or social media, you’ll need to use a username (often your email address) and password to access the account. This is known as logging in.

Minimise: Reducing the size of an app or web page you are using so you can carry out another task on your device. For example, checking text messages for a security code to log into the NHS App.

Mouse: A handheld pointing device that allows you to move the cursor around on your laptop or computer.

Online: This refers to doing anything using the internet. For example, online shopping or online banking uses a website or an app, rather than doing the activity in person or over the phone.

Search engine: These help you to find information on the internet. Popular search engines include Google and Bing. You can type in keywords to find what you're looking for in the space provided. The search engine will search through relevant webpages and display the results in a list. Someone might tell you to 'Google' something, which means looking up information online using a search engine called Google.

Scrolling: Using your finger or a mouse to move the screen and see different text or images.

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

Stylus: A pen-like object you can use to operate the touchscreens of your electronic devices.

Tablet: A small portable computer with a touch screen. You tap the screen with your finger, or a special pen known as a 'stylus', rather than using a keyboard and mouse.

Tap: To quickly touch and then lift your finger off a touchpad to carry out an action. This could be to move to a new screen or open an app on your device. It's the equivalent of clicking a mouse on a computer. You can read more about this in ['A guide to making your device easier to use'](#).

Touchscreen: A type of screen on a device that allows you to use your finger, or a stylus, to navigate and interact with content. This is an alternative to a mouse and keyboard.

URL: This is the address of a webpage. For example, 'www.ageuk.org.uk'. You type the URL into the address bar at the top of your web browser, such as Google Chrome and Microsoft Edge, to visit a website.

Web/internet browser: This is a program that runs on your device and allows you to access webpages on the internet. Common web browsers include: Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.

Webpage: Webpages provide information through text, images and videos, and are displayed on your web browser, such as Google Chrome or Microsoft Edge. Websites are made up of webpages, just like a book is made up of pages.

Website: A set of related webpages owned by one person or organisation. For example, Age UK's website is made up of hundreds of individual webpages on different topics. You visit websites on your web browser, such as Google Chrome or Microsoft Edge.

Wireless network, or 'WiFi': How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public WiFi networks when you're out of your home. And you can arrange a contract with an internet provider so you can use WiFi at home.

Is your device Android or Apple?

If your device is an iPhone or iPad, then it's an Apple brand. It will have the Apple logo on the back. All other phones and tablet brands are more than likely to be Android devices.

If you aren't sure, then here are some ways to find out:

- Check the handbook that came with the device.
- Search for the brand of your device online.
- Go to your phone menu. Tap 'Settings', then 'General' and then 'About'. There, the version will be listed. Some phones will only need you to tap 'Settings' and then 'About phone' – there isn't a middle step.



Getting started with the NHS Wales App

Who can use the NHS Wales App

To use the NHS Wales App, you must:

- be registered with a GP practice in Wales
- be aged 16 or over
- be able to prove their identity
- have their own individual email address
- have a mobile phone number or landline number for two-factor authentication.

How to download the NHS Wales App

The NHS Wales App can be downloaded from the App store and Google Play by searching for 'NHS Wales App'. Some apps are free to download and use. Others charge you to download them. The NHS Wales App is free to download and use. You can download the app on your smartphone or tablet.

How to find and download the NHS Wales App on an Android device

1. Open the Play Store in your phone or tablet's menu by tapping on the Play Store icon.
2. You'll need to set up a Google account or log into your Google account. This is the account you will use to access other Google services, like Gmail, a type of email account. You'll automatically stay logged into your Google account. So next time you download an app, you'll be logged in to the Play Store.
3. Search for the name of the app by typing it into the search bar at the top of your screen. For example, 'NHS App'.
4. When you see it in the list that comes up, tap on the name of the app.
5. Tap 'Install', which is a green button underneath the name of the app. It will say the app is 'Pending' and then 'Installing'.

How to find and download the NHS Wales App on an Apple device

1. Open the App Store in your iPhone or iPad's menu by tapping on the App Store icon.
2. You'll need to set up an Apple ID or log in to your existing Apple ID account. This is the account you will use to access Apple services. You'll automatically stay logged into your Apple ID account. So next time you download an app, you'll be logged into the App Store.

3. Tap the 'Search' icon at the bottom right of the screen. It has a magnifying glass icon. Search for the name of the app by typing in the search bar. For example, 'NHS App'.
4. Tap on the name of the app.
5. Tap 'Get' which is a blue button next to the icon symbol.
6. You will then be asked to tap 'Done' or 'Double-Click to install'. To do this you need to click the button on the right of your phone twice. A circle will appear next to the app showing you that the app is downloading.
7. When the app has finished downloading, you will be able to tap 'Open'.

Top Tips

Make sure you're connected to WiFi before downloading the NHS App. This will stop additional charges from your mobile phone network. If you don't use WiFi, you'll use the mobile data on your phone which you may need to pay for if you go over your data usage.

How to log in to the NHS Wales App

When you open the NHS Wales App on your phone or tablet, you'll be asked to log in using your NHS login. This is an email address and password. NHS login allows you to access a range of health and care websites and apps with one set of login details.

The NHS Wales App does not manage NHS login. It's a UK-wide service and is currently only available in English. When you're set up and logged in, you can choose to use the NHS Wales App in Welsh or English. See the section on ['How to manage notifications for the NHS Wales App'](#) on page 39 for more information about changing the language in the app.

If you do not have an NHS login, you can set one up and verify your identity. This allows you to access health and care services from NHS Wales and your GP practice.

Setting a strong password for the NHS Wales App

The best way to keep your NHS login safe is to choose a strong password that only you have access to. Avoid using anything obvious for your password, like your name or address or choosing a weak password like '12345' that someone else might easily guess.

Never write down your password. If you need a written reminder, try to write a hint that only you understand, rather than the actual password. If you do write anything down, keep that information somewhere safe and away from the device you use. Remember never to share your password with anyone.

Once you have set up your NHS login, you will be asked to prove who you are to be able to use the NHS Wales App. There are two ways to verify who you are:

1. With NHS login.
2. Using the Welsh Identity Verification Service.

Verify your identity using NHS login

To verify your identity using NHS login, you'll need to submit acceptable photo ID and record a short video.

This is a list of acceptable NHS photo login ID:

- your passport
- UK driving licence (full or provisional)
- UK biometric residence permit
- UK residence card
- UK application registration card
- citizen card
- European driving licence (full)
- European national identity card
- valid UK entry clearance visa sticker.

Watch this video to find out more information about how to log in to the NHS Wales App. It shows you how to take a photo of your ID and then either film a short video of your face while you read out numbers or do a scan of your face using your device's in-built camera app. It's more common to be asked to film a short video of your face while you read out numbers: www.youtube.com/watch?v=AjnJsf44U_4. You can review your photo, video and face scan before submitting them. You'll need to wait for confirmation that your identity has been confirmed before you can log in to the NHS Wales App.

Verify your identity using the Welsh Identity Verification Service

To use this service, you'll need to have a mobile number registered with NHS login, not a landline number.

You can update the number you registered with NHS login in the NHS Wales App:

1. Go to 'More'.
2. Then tap on 'Account and Settings'
3. Tap on 'Manage NHS login account'
4. Scroll down to see phone numbers held by NHS login.

You'll need to take two pieces of identification to your GP practice. One of them must be photo ID. They must be original documents in paper format and not digital copies.

To find out what identification you need to use, go to <https://apphelp.nhs.wales/help/nhs-login/>.

As part of the process, you'll usually need to attend the practice in person and be asked to complete a form. If you're disabled and unable to attend, discuss options with your practice.

Once your identity is verified by your practice, they'll give you an identity verification letter. This includes information that you'll need to enter into the NHS Wales App to start using it.

Watch this video to learn more about how to set up your NHS login with the Welsh Identity Verification Service: <https://youtu.be/nHxyycHpvLM>.

Identification by vouching

If you don't have photo ID or any other forms of ID, your practice might still be able to verify your identity by vouching that you are who you say you are.

You should contact the practice before you attend as you will be asked to show some identity documents. The practice will ask for certain information from you to verify your identity regardless of how well they know you.

In certain circumstances the practice may request your identity is confirmed by a clinician at your practice to verify that certain details are contained in your health record.

Using the NHS Wales App once your identify has been verified

If you've already set up your NHS login and have verified your identity, you can log in and use the NHS Wales App immediately and access services from your GP practice and other health services.

If you have an NHS login but have not verified your identity, you'll only be able to use the NHS Wales App for NHS Wales services like NHS 111 Wales and blood and organ donation.

You can use your NHS login (email and password) to get into the NHS Wales App. If your device supports fingerprint detection or facial or iris recognition, you can use it to log into your NHS Wales App each time. This is instead of using a password and security code.



How to view and mange health appointments

In this section of the app, you may be able to access health services. These are:

1. How to manage, book and cancel a GP appointment.
2. How to view a hospital appointment.
3. How to view referrals to waiting lists.

How to manage, book and cancel a GP appointment

In this section, you may be able to manage appointments at your GP surgery. It depends on your GP surgery and the services they give you access to. You may see a message saying your GP practice booking is unavailable. This is because your practice has not made it available within the app. So, you'll need to contact your practice to book an appointment.

Managing appointments

If your practice has made appointment booking available through the app, you will be able to see future and past appointments. If you can't see an appointment you expect to see, contact your practice directly.

Cancelling appointments

To cancel an existing appointment, select 'Cancel this appointment' and a reason for doing so. You can then cancel the appointment and it will be removed from the app.

Booking appointments

To book an appointment:

1. Go to 'Appointments'.
2. Select 'GP practice appointments'.
3. Select 'Book an appointment'. You may see a message saying there are no appointments available to book or your practice appointment booking is unavailable. This is because your practice either does not offer the option to book appointments in the app or all the appointments are fully booked.
4. Select 'Which type of appointment do I need?'
5. Select 'Location'.

6. Select 'Practice member' (optional).
7. In 'Available appointments' select the date and time you want.
8. 'Give a reason for this appointment' (optional).

Your practice may only make certain appointments available to book through the app, such as routine ones, and they may only release a certain number in the app.

If you still need help choosing the right appointment, or if you need one quicker, call or visit your practice.

How to view a hospital appointment

You may be able to view your hospital appointments in the app. If you can see your appointments, you can view them in different ways:

1. If you have 'device notifications' turned on, you'll get a notification saying you have a new message. Selecting the notification will open the app, and when you log in, you'll go directly to the new message. You can read the message and select the link, which will take you to details about the hospital appointment.
2. Select 'View my unread messages', which will take you to all unread messages. If you have a new message, a red circle will appear next to the messages on your home screen.

The hospital appointment screen shows:

- NHS number
- date and time
- clinic
- specialty
- to see
- description.

This information could be displayed differently depending which service and health board the hospital appointment is with.

How to view referrals for waiting lists

In this section of the app, you may be able to view the waiting lists that you have been referred to.

There are different ways to look at your waiting list referrals:

1. If you have 'device notifications' turned on, you'll get a notification saying you have a new message. Select the notification to open the app, and log in. You'll go directly to the new message. You can read the message and select the link which will take you to your referral.
2. Select 'View my unread messages', which will take you to all unread messages. A red circle on the home screen means there's a new message. This will say you've been added to a waiting list.

The waiting list referral will show:

- your NHS number
- date you joined the waiting list on
- specialty you've been referred to
- description of the reason for referral.

This information could be displayed differently, depending on which health board the waiting list referral is with.



How to manage and order prescriptions

In the NHS Wales App, you may be able to:

- order a prescription
- view your existing repeat prescriptions
- view current and past medicines.

You may not see a repeat prescription if:

- it was issued more than six months ago (this will depend on your GP practice)
- it was prescribed at a hospital or other secondary care centre
- it was issued at a time when you lived outside of Wales
- your GP practice does not currently offer repeat prescriptions online.

You may not be able to order some prescription medicines if:

- it has already been requested. You can check your request history in the app to confirm
- you need a medicine review. You can contact your GP practice to book a medicine review
- it's too early to order your medicine. If medicine is not showing in the app as available to order, it could be because it has not reached its specific due date
- it's an acute (short-term) or one-off prescription. To check if you have an acute or repeat prescription, go to 'My health', then select GP health record
- you have a repeat dispensing prescription. If you have a repeat dispensing prescription, your GP will have already approved your prescriptions for a specific period and you do not need to request the prescription again.

Adding a note for your GP practice

You may be able to send a note to your practice through the app when you order a repeat prescription. This will depend on whether your practice accepts notes through the app.

Tracking your repeat prescriptions

You can see when your repeat prescription order is:

- requested – this means your request is being processed and is waiting for a review by a GP
- approved – this means your request has been signed off by your GP surgery
- rejected – this is when a GP has reviewed your request and declined it.

Getting notifications about your prescriptions

Once your prescription medicines are ready at your community pharmacy, you may receive a message notifying you that your prescriptions are ready. This feature is currently being rolled out to community pharmacies across Wales. So your community pharmacy may not be able to send these notifications yet. If you think your prescription should have been dispensed and you have not received a notification, contact or visit your pharmacy. Read the section on [‘How to manage notifications for the NHS Wales App’](#) on page 39.

Collecting your medicine

Once you've ordered your repeat prescription, it's recommended you wait 72 hours before you pick up your medicine.

What to do if an unknown medicine is showing on repeat prescription

It might be that the name of the medicine has been changed by your GP or the pharmacy are using a medical term you're unfamiliar with. The pharmacist can tell you about the different names for the medicine. If you're still not sure it's the right medicine, contact your GP practice.

Requesting urgent medication

If you run out of medicines outside your GP practice's normal opening hours and need some urgently, here are some ways you may be able to get a supply quickly, even if you're away from home.

If you have a prescription and your local pharmacy is closed, you can get your medicine from any pharmacy with your prescription, as long as it's in stock.

If you run out of prescription medicine and do not have a prescription with you, you may be able to get an emergency supply from a pharmacy without a prescription. You should take an old prescription, repeat slip or the medicine packaging with you to the pharmacy, if you have it.



How to track and manage your health

You may be able to view your health information in the app. This is your:

1. GP health record.
2. My health journal.
3. My health timeline.

What you can see in your GP health record

If your GP practice has given you access, you'll be able to see a summary view of your health record in the NHS Wales App. This will generally be a list of medicines with their titles, when they were prescribed, and any allergies you've told your GP about. Medicines may include repeat medicines you're currently taking and any discontinued medicines. This is known as your summary care record.

Getting access to more detailed records

You can ask your practice to show you more information than you can see in the app. This is called your detailed coded record. It's the practice's decision whether they approve your request and how much information they allow you to see.

You may be able to see:

- immunisations (vaccinations)
- health conditions
- test results such as blood tests
- consultations and events such as appointments
- your personal information (such as your date of birth)
- allergies and adverse reactions
- medicines you have been prescribed (both in the past and ongoing).

It's not yet possible to download your full GP health record from the NHS Wales App. For more detailed information about your health record, contact your GP practice.

Amending your GP health record

If the information in your GP health record is incorrect, contact your GP practice. They'll be able to update the personal information in your record, such as your address. You can update the email and phone number held by your GP practice in the NHS Wales App.

Contact your GP practice if something's missing from your GP health record that you think should be there.

Creating your own health journal

The 'My health journal' allows you to create your own written journal entries in the NHS Wales App. You can write any information about yourself and your health using up to 4,000 characters for each journal entry.

This information is securely stored within the NHS Wales App and is only accessible to you. The information you provide within the journal is not sent to your GP practice or other health and care professionals.

How you could use the journal

You can use the journal to make personal notes about anything you find useful. Here are some examples:

1. Make notes while at a GP or other health appointment.
2. Create personal logs to track and monitor your health and wellbeing. For example, create an entry containing the date, time and pain of a condition.
3. Add an entry for when you did a physical activity, such as a walk to record how you felt.
4. Set a future date as a reminder to yourself. For example, add an entry for six months away about booking a blood test so you'll see it in your My health timeline.

Finding a journal entry

You can view all your journal entries in the 'My health timeline'.

Entries will be listed in date order with the latest entry at the top of the list. Each entry shows:

- type (journal entry)
- title (the title of the entry you've given)
- date (day, month, year).

Selecting an entry will show the description. If you no longer want the journal entry, you can delete it. Selecting 'Back' takes you to the 'My health timeline', not to the list of journal entries.

How to create a journal entry

1. Go to 'My health'.
2. Select 'My health journal'.
3. Select 'Add a new journal entry'.
4. Give your journal entry a meaningful title. This will help you when you look for a specific record later. For example, "Reminder to book diabetes test" rather than just "Reminder".
5. Add the 'Date of event'.
6. Add the 'Time of event'. The time uses the 24 hour clock, for example 14:20 for 2:20pm.
7. Use the 'Description box' to write what you want to record in the journal.
8. Select 'Save'.
9. You'll see confirmation that your entry has been added. There might be a short delay before you can see this entry in your health timeline. If you can't see it right away, try again later.
10. Select 'Go to my journal' to view your journal entries on 'My Health Timeline'.

Journal entries can't be edited once saved. The journal uses plain text only. You can't insert an image or a link to another page.

How to delete a journal entry

1. Search a journal entry on 'My health timeline'.
2. Select the journal entry you want to delete.
3. Select 'Delete this journal entry'.
4. Select 'Yes' and then 'Submit' to confirm deletion.

Deleting a journal entry is permanent and can't be undone.

How to search for your health information

You can use the 'My health timeline' to search for your health reports, records and events. All your different health information is saved in one place, arranged by date.

These are:

- documents
- GP consultation
- GP practice appointment
- hospital appointment
- journal entry
- test result
- vaccination
- waiting list referral.

You can currently filter and search only the:

- GP practice appointments
- journal entry.

You'll only see those appointments your practice has made available for you to view in the app.



How to get urgent medical care

If you need urgent medical care, you can use the following services:

- Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.
- Call 111 if you need to speak to someone urgently.
- Get online help on the NHS 111 Wales website. This will tell you about symptoms, conditions and treatments.

Calling 111

Please call 111 instead if you:

- have complex problems caused by an existing medical condition
- have a care plan from your doctor for your current health problems
- need to get end-of-life care.



How to **share** your decision about organ donation on the NHS Wales App

To manage your organ donation decision:

1. Log in to the NHS Wales App.
2. Select 'More'.
3. Select 'My organ donation decision'. You can also select this from the app homepage.
4. Select 'Manage organ donation decision'.

You can use this section of the app to review, manage and update your decision.

Record your decision to donate

If you have not registered a decision, selecting 'My organ donation decision' will take you to the 'NHS Organ Donation Register' where you can record your decision.

If you've registered a decision and are using the app, you'll see your current decision. You can change and withdraw your decision at any time.

Keeping your registration decision up to date will help your family and healthcare professionals know what decision you've made about organ donation.

The app also provides a link to the Welsh Blood Service. This has information about whether you can donate blood, stem cells and platelets. It also explains how and where to donate. If you live in Wales, you can enter your postcode to find your nearest donation session: <https://www.welsh-blood.org.uk/>



How a family member or carer can manage health services and information for you

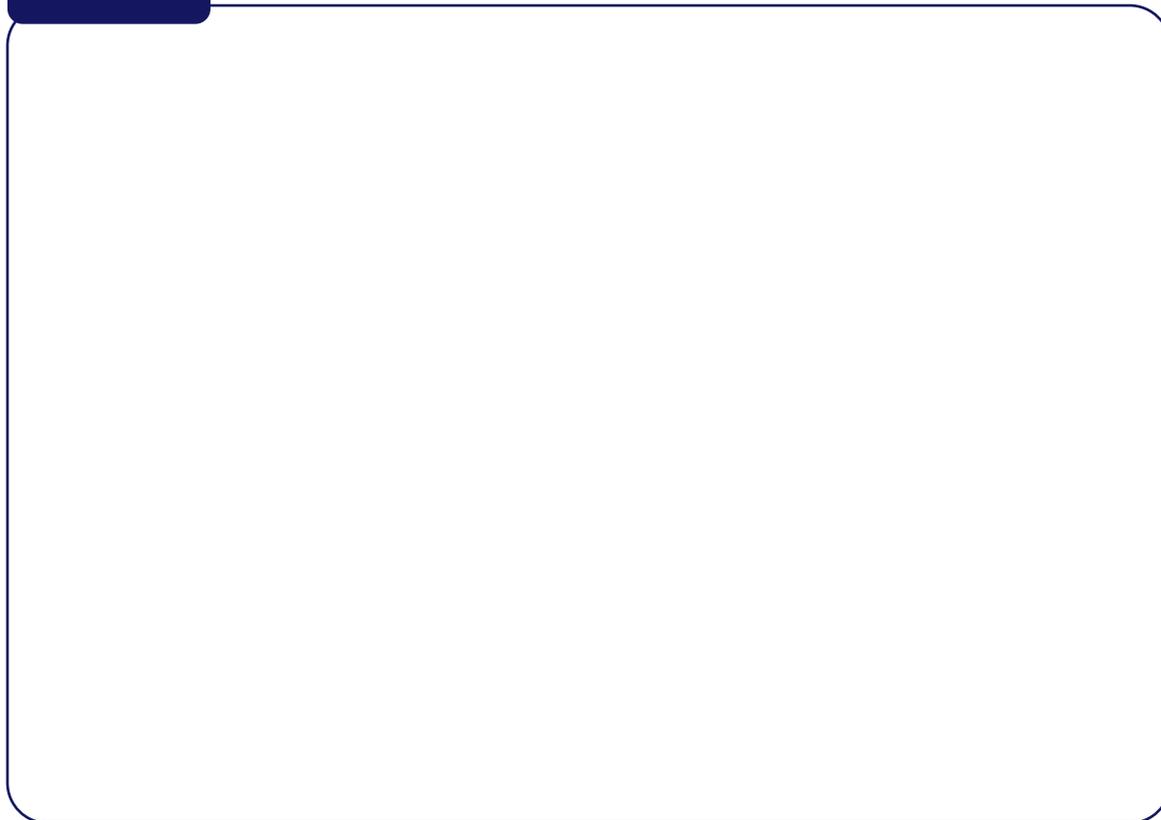
If you'd like a family member or a carer to manage health services and personal health information for you, you need to talk to your GP surgery. A trusted person can apply to access the services for you. They will need to go into the GP surgery and share their proof of identification.

For someone else to manage health services and personal health information for you, they will need to be registered at the same GP surgery as you.

Once this is agreed by your GP practice and set up, your family member or carer can manage health services and your health information for you.

If you have any questions about this, please speak to your GP practice. Your GP surgery can guide you through registration.

Notes





Managing notifications for the NHS Wales App

You can set up notifications on your device to tell you when you have a new message from the NHS Wales App and NHS providers. You can select whether you want to receive app notifications and how you would like to receive them.

You can select how you want to receive notifications using the slider on the 'Manage notifications preferences' page in the app. You can change your selection at any time.

Choosing your preferred language

You can choose whether to receive notifications in the NHS Wales App in Welsh or English. Once you have made your selection, all notifications in the app will be in that language. You can change your selection at any time.

If your GP practice sends out notifications, they are generally available in both Welsh and English. This means any emails or text messages you receive from your GP practice will be in both languages.

Selecting a language in the app

Even though you might select one language to receive messages using the notification slider, the language of the app will remain the same. If you want to change languages in the app, you can use the language switcher that appears at the top of the screen. You will see a CY or EN in the app, depending on which language you are using. You can switch between languages on any screen of the app.

Types of notifications and messages

There are two types of notifications that you can select to receive through the NHS Wales App:

1. General

These are general messages about healthcare that are not specific to you. These can include country-wide health updates and alerts, such as the latest news about COVID-19, or when the flu jabs will be coming to your surgery. It also includes NHS campaigns such as cervical cancer or prostate initiatives.

2. Reminders

These are messages that are specific to you. They include reminders of upcoming appointments or prescription requests. The type of reminders you receive will depend on your GP practice and hospital.

Ways of receiving notifications

You can choose to receive messages by:

- push notification (if you are using a phone or tablet to access the app you will receive a notification to say you have a message in the app)
- email (this is the email held by your GP practice)
- text message (this is the phone number held by your GP practice)

How to set up app notifications on your phone

Go to page 13 of [‘An intermediate guide to apps’](#) to learn how to set up app notifications on your device.

You can also read [‘A guide to making your device easier to use’](#) for information about changing the settings on your device.



Understanding medical terminology in the NHS Wales App

If you see an abbreviation that you do not understand, you may be able to find out what it means by going to the following web page:

<https://apphelp.nhs.wales/help/abbreviations-commonly-found-in-medical-records/>



How your personal information will be used

The NHS Wales App will use your personal information to make sure you can access health services and information about your healthcare.

Your personal information will also be used to:

- improve the NHS Wales App
- resolve any technical problems
- maintain and improve security
- comply with the law
- protect you against potential fraud.

Your personal information will be given to third-party companies providing health and care services to you through the app. In some circumstances, where you enter information, this will not be shared without your permission. If you have opted to share information with a friend or family member acting on your behalf, this information will be shared with them so they can use your NHS account on their device.

What personal information will be used

The NHS Wales App will collect:

- identifying information about you, including your name, age group, email address and NHS number
- technical details about your use of the NHS Wales App
- details about your healthcare when it's included in a message sent using the app
- account and login information if you request support
- details about your symptoms or conditions
- details about vaccines and medication
- your consent to participate in user research.

Keeping your personal information safe

You might have questions about how your personal information is kept safe.

NHS accounts are secure and safe. They have been independently tested against standards set by the National Cyber Security Centre. This is a government body that provides support to help make the UK a safe place to live and work on the internet.

Digital Health and Care Wales is responsible for your personal information. This is a national body that is part of NHS Wales. It provides digital and information services to support health and social care in Wales.

Notes

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Next Steps

We hope you've enjoyed getting to grips with the NHS Wales App using this guide. Once you feel comfortable using the app, you might want to read some of our other guides. These include: guides for video calling, doing online shopping, and accessing entertainment and hobbies..

We provide advice and information for people in later life through our Age UK Advice line, publications and online. Age UK Advice: **0800 678 1602** Lines are open seven days a week from 8am to 7pm. You can find more information at www.ageuk.org.uk