



NHS App Guide for Patients Changing GP Practice



Step 1: Disconnect from Your Old GP

Your NHS App is linked to your previous GP surgery. To switch:

- Open the NHS App.
- Go to Settings > Manage NHS Account > Login and Security Settings.
- Select Delete my NHS Account.

⚠ Do not delete the app itself unless advised. This step disconnects your account from the old GP.



Step 2: Reconnect to Your New GP

Once you've registered with your new GP:

- Reinstall the NHS App (if deleted).
- Set up a new NHS login.
- Verify your identity using one of the following:
 - Photo ID and facial recognition
 - Linkage Key, Account ID, and ODS Code (provided by your new GP surgery)



Step 3: Access Your Services

After verification, your NHS App will show:

- Appointments at your new GP
- Prescription ordering
- Access to your health records (based on your new GP's settings)



Important Notes

- If your previous GP restricted parts of your record, those restrictions may carry over.
- Your new GP can review and update what you can see in the app.
- You may need to re-enable access to certain features like repeat prescriptions or messaging.



Need Help?

Ask your GP practice for:

- Your Linkage Key and Account ID
- Help with identity verification
- Support with app setup and troubleshooting



NHS Support Resources

Visit the following links for more help:

- NHS App Help: <https://www.nhs.uk/nhs-app/>
- Register with a GP: <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>
- NHS Login Help: <https://help.login.nhs.uk/>