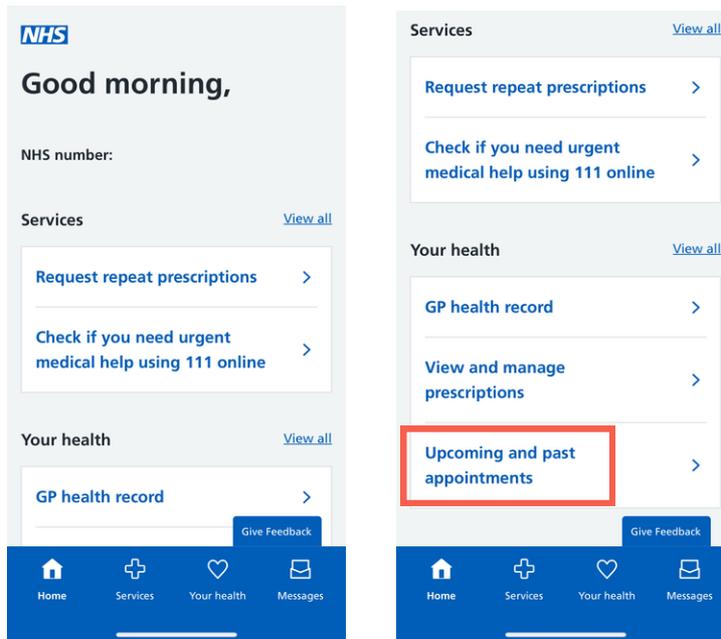


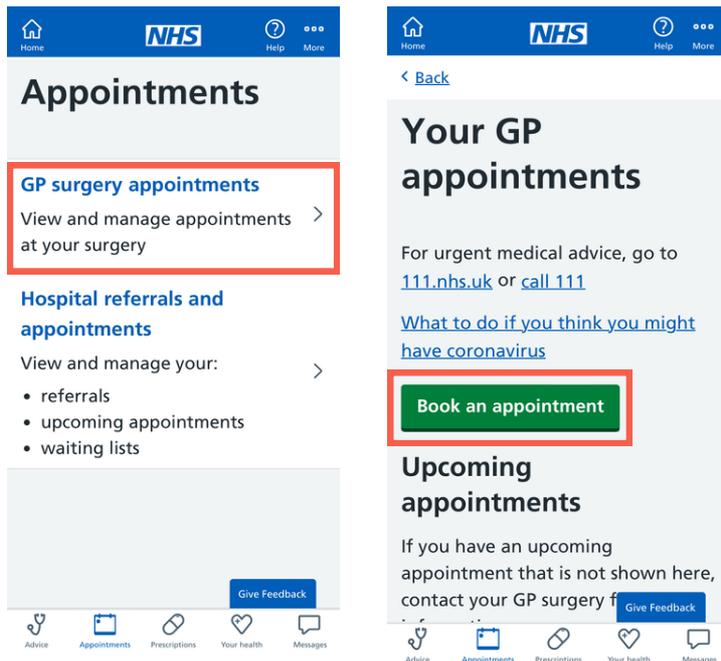
How to request and download your Summary of Care Records via the NHS App

To get started, please ensure that you have the NHS App downloaded on your device. You can find more information on the NHS app here: nhs.uk/nhs-app

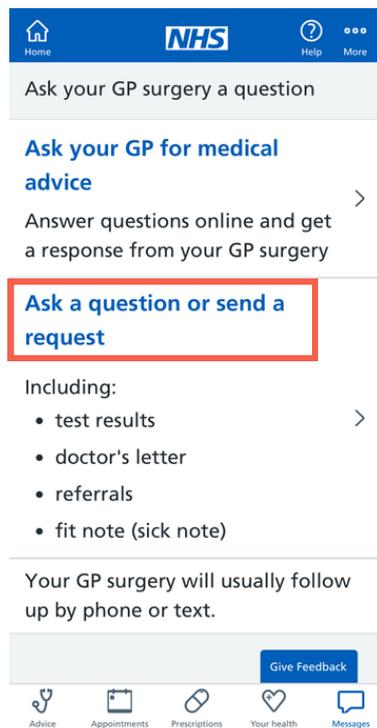
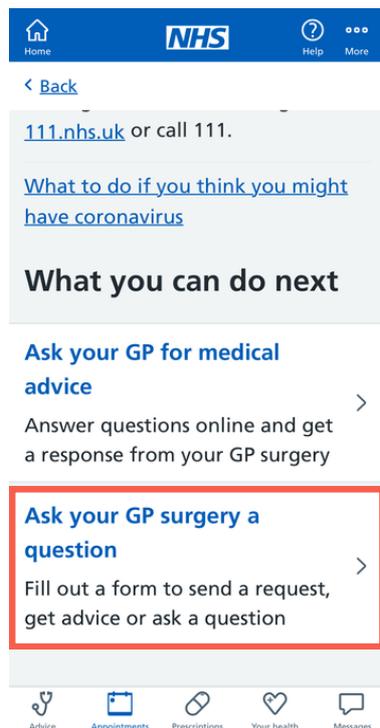
1) Open the NHS app on your device & scroll down to "upcoming and past appointments" at the bottom of the page.



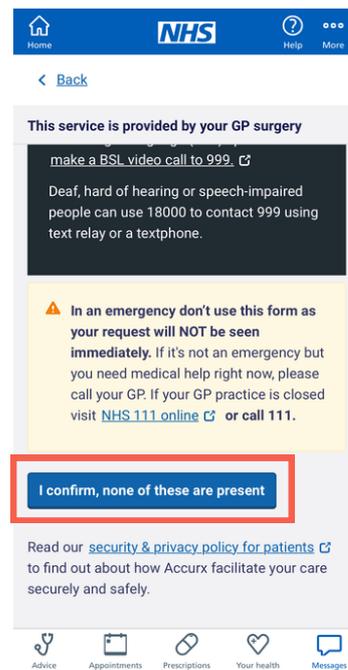
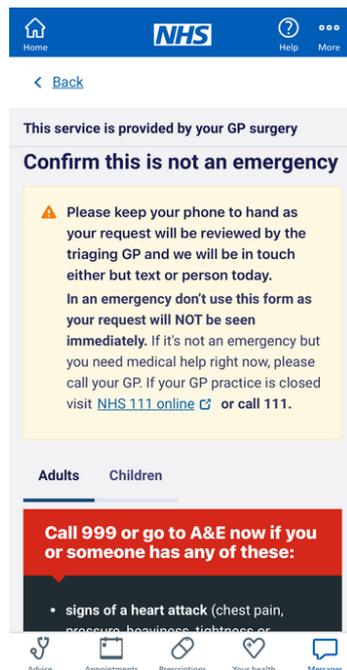
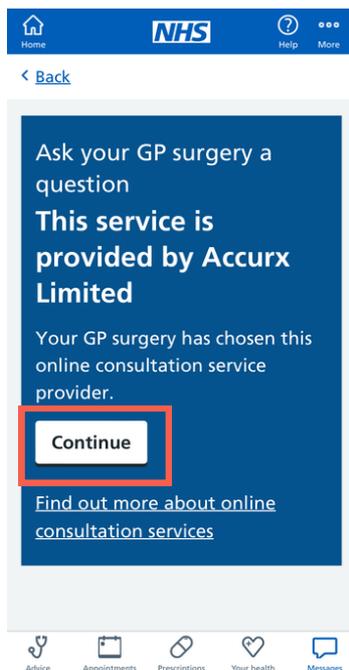
2) Select "GP surgery appointments" & click "Book an appointment."



3) Scroll down and select "Ask your GP surgery a question" followed by "Ask a question or send a request" on the next page.



4) Click "Continue" to share your NHS login information & confirm it's not an emergency by clicking "I confirm, none of these are present."



5) If none of the options apply, select "Something else" and continue. On the next page in the text box provided, type "I would like a copy of my full medical records."

The left screenshot shows the NHS app interface with the following elements:

- Header: Home, NHS, Help, More
- Back button: < Back
- Text: This service is provided by your GP surgery
- Section: Select an option
- Options:
 - Doctor's letter (This includes: private, insurance, educational letters etc.)
 - Fit (sick) note (Tell us if you need a medical statement about your fitness to work.)
 - Referral follow-up
 - Test results
 - Something else
- Continue button
- Bottom navigation: Advice, Appointments, Prescriptions, Your health, Messages

The right screenshot shows the NHS app interface with the following elements:

- Header: Home, NHS, Help, More
- Warning banner: Do not submit medical queries on this page. For medical requests click here
- Section: Briefly describe your admin query
- Text box: I would like a full copy of my medical records
- Character count: 453 characters remaining
- Continue button

6) Specify the request is for yourself by ticking the relevant option, fill in any necessary details and choose your contact preference.

The first screenshot shows the NHS app interface with the following elements:

- Header: Home, NHS, Help, More
- Back button: < Back
- Text: This service is provided by your GP surgery
- Section: Admin query
- Text: Who is this request for?
- Options:
 - Myself
 - Someone else
- Continue button
- Bottom navigation: Advice, Appointments, Prescriptions, Your health, Messages

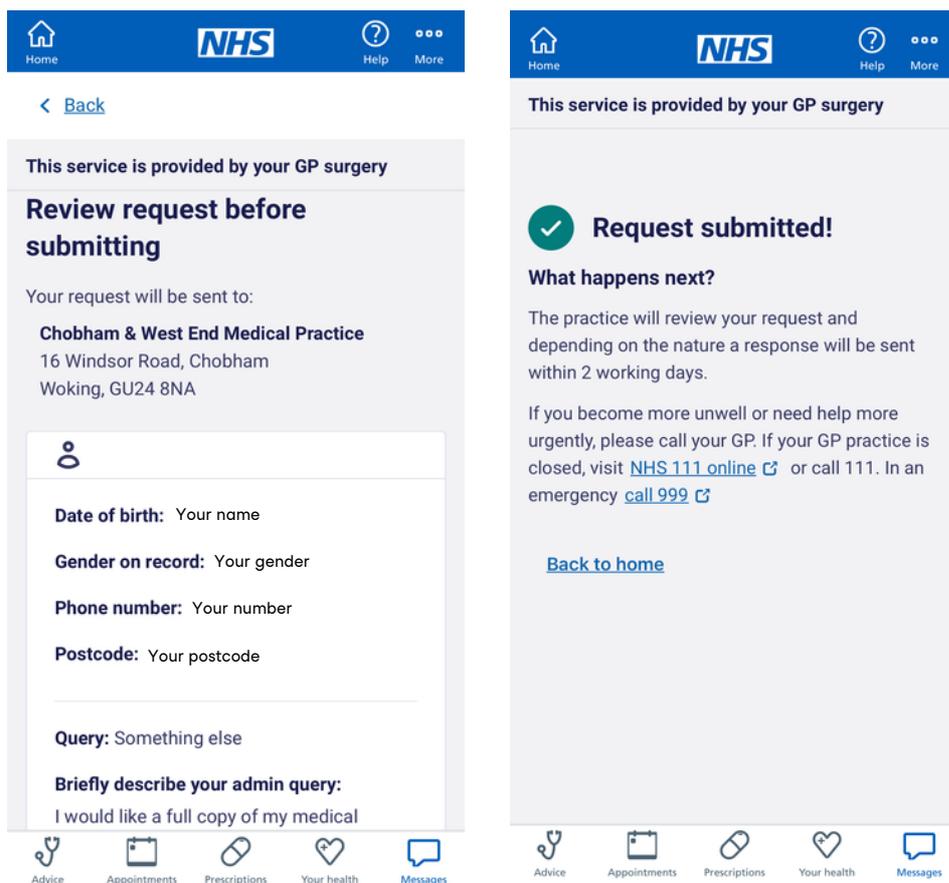
The second screenshot shows the NHS app interface with the following elements:

- Header: Home, NHS, Help, More
- Text: This service is provided by your GP surgery
- Section: Admin query
- Section: Your details
- Text: Provide details so we can identify who this request is for.
- Info box: Changing details on this page will not affect the details within your NHS account
- Text: First Name
- Text box: [Empty]
- Done button

The third screenshot shows the NHS app interface with the following elements:

- Header: Home, NHS, Help, More
- Section: Phone number
- Text: A mobile number is preferred.
- Text box: [Empty]
- Section: How would you like to be contacted? (Select all that apply)
- Text: While we do our best to follow your preferences, this may not always be possible
- Options:
 - Text message
 - Phone call
- Done button

7) Review the request and submit your request.



Once submitted, your GP Surgery will review your request and aim to respond within 2 working days.

Other ways to access your NHS records

Struggling to access your medical records via the NHS App? You can also request them from your GP surgery via email or in person. You can find your surgery's contact details here: nhs.uk/service-search/find-a-GP

Remember that you are legally entitled to your records, and the surgery must provide them upon request.

Need additional help?

We understand that sometimes things don't go to plan. If you've tried the above and have experienced any difficulties accessing your records, please contact us via Live Chat on lyphe.com. Our team is available Monday to Friday from 9:30 am until 8:00 pm; we are here to assist you.