

NHS App - Practice is merging/migrating clinical system



Action for Practice

Action for NHS Digital

General Information

Practice informs NHS Digital service desk of date of system change:
Email details to: ssd.nationalservicedesk@nhs.net (please quote NHS App in subject title)

On date of system change. NHS Digital transfer existing NHS App users to new system

When NHS App user next logs on, they are automatically linked to new system.

If patient has GP online services account present
on new system

If patient has no GP online services account present
on new system

User provided with access level already set

User provided with access to
Appointments/Prescriptions/Summary record

Please note: If the patient does not have detailed or full
record access

If patient requires detailed or full record access they will need
to visit the practice and make a request