



System Online is an online service linked to your GP. You can book appointments, order repeat prescriptions, and view your medical records.

How to Register:

1. Visit your GP surgery and ask for access to System Online.
2. You'll receive a registration letter with instructions and login details.
3. Follow the instructions to complete the registration process online



PATCHS is an online consultation service used by some GP practices. It allows you to request **non-urgent appointments**, send messages, and get advice from your GP. Replies come via email within 48 hours

How to Register:

1. Visit your GP practice's website to see if they offer PATCHS.
2. Follow the link to access PATCHS and create an account.
3. You can use your NHS login details to register.



Pharmacy First Pharmacy First is a service available at most pharmacies in England. It offers quick access to healthcare advice and treatment for common illnesses without the need for an appointment.

Conditions Covered:

- Sinusitis
- Sore throat
- Earache
- Infected insect bites and stings
- Impetigo
- Shingles
- Uncomplicated urinary tract infections (in women)

Pharmacists can provide advice, recommend treatments,



Introduction to NHS Services: NHS App, NHS 111 Helpline, System Online, PATCHS, and Pharmacy First

This guide is designed to help you understand and use five key NHS services: the NHS App, NHS 111 helpline, System Online, PATCHS, and Pharmacy First. These services offer a variety of healthcare options that are accessible, easy to use, and can help you manage your health more effectively.



NHS App

The NHS App is a simple tool that allows you to manage your healthcare from your smartphone or tablet. With the app, you can view your medical records, order repeat prescriptions, check test results, and get health advice.

How to Register:

1. Download the NHS App from the App Store or Google Play.
2. Open the app and follow the instructions to create an NHS login.
3. Verify your identity using photo ID and a short video or registration details from your GP surgery.



NHS 111 Helpline and NHS 111 Online

The NHS 111 helpline is a free, 24/7 phone service that provides urgent healthcare advice. You can call 111 for guidance on symptoms that are not life-threatening, and they can direct you to the right care. NHS 111 is also available online.

How to Use:

- **By Phone:** Simply dial 111 from any phone to access the service.
- **Online:** Visit the NHS 111 website to get help with health concerns.



eConsult is an online consultation service used by many GP practices to help patients access healthcare services remotely. It allows you to send non-urgent medical requests, get advice, or request prescriptions without needing to visit the practice in person.

eConsult is best used for non-urgent healthcare needs, administrative requests, and advice. For emergencies, always call 999 or use the NHS 111 service.

To register following the instructions for Patches on next page

NHS Comparison Table - Compare NHS services

| Nature/Service | NHS App | NHS 111 Helpline | System Online Patient Access | Patchs | Pharmacy First |
|--------------------------------------|---|------------------------------------|---|---|---|
| Booking Appointments | You can't book appointments within the NHS App However You can use to book through Patchs | No | Yes, can book and manage appointments | The Dr/receptionist will contact you to offer a telephone on face to face appointment | No |
| Ordering Repeat Prescriptions | Yes | No | Yes | Yes | No |
| Viewing Medical Records | Yes, can view summary care records. You can request access to your full record ask the receptionist | No | Yes, can view detailed medical records | No | No |
| Getting Health Advice | Yes, includes NHS-approved health advice | Yes, provides urgent health advice | No, primarily for administrative purposes | Yes includes NHS advice | Yes health advice and treatment for the 7 conditions listed |
| Symptom Checker | Yes, includes a symptom checker | Yes, includes a symptom checker | No | Yes, includes a symptom checker | No |
| Contacting GP Practice | Yes, can send secure messages to GP | No | Yes, can send messages or requests | Yes, can send messages or requests | No |

