# HOW TO ACCESS DEDDINGTON HEALTH CENTRE VIA YOUR NHS APP

If you are unwell and need urgent attention the same day, please call our Patient Services team on 01869 338611. The phone line is dedicated to patients who are clinically unwell only from 8 – 9.30.

For appointment requests and general queries

1.Log on to your NHS App. Ensure you have notifications switched on your NHS App as well in your phone notifications settings.
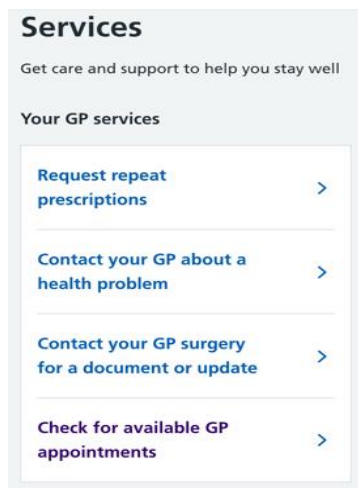
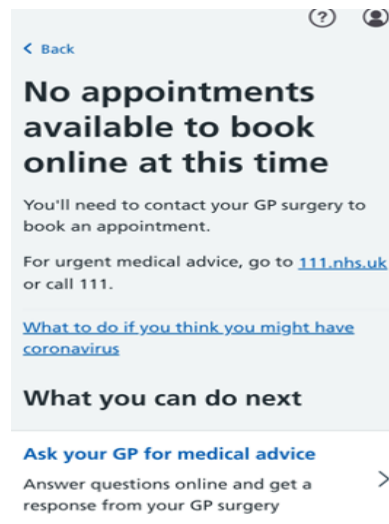2.Click on services tab at bottom of screen
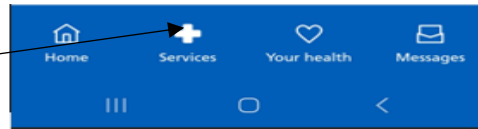


3. Click either

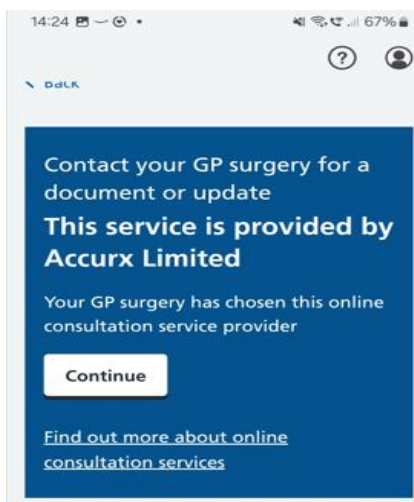contact your GP about a health Problem for medical issues

contact your GP surgery for a document or update for admin queries



3. Either ask GP for medical advice or ask your GP surgery a question for admin query



4. next page click continue



5. Confirm none of the symptoms listed below are present

## 6. fill out form answering questions - continue

I want help for a medical issue

**Medical request**

ⓘ Make it clear if you are filling this in on behalf of someone else.

Please describe the medical problem
For example, I have back pain

Type response here

500 characters remaining

+ Attach a photo (optional)

How long has this been going on for? Is it getting better or worse?
For example, 2 weeks, it is getting worse

Type response here

500 characters remaining

Have you tried anything to help?
For example, I have tried physio which helps a little

Type response here

500 characters remaining

Is there anything you are particularly worried about? (optional)
For example, I am worried about it affecting my work

Type response here

500 characters remaining

How would you like us to help?
For example, I would like to help manage my pain

Type response here

500 characters remaining

Please tell us the best times to contact you (optional)
We can't guarantee a time and will only contact you during practice opening hours

Type response here

500 characters remaining

Back    Continue

## 7. tick correct - continue

I want help for a medical issue

**Who is this request for?**

● Myself        ○ Someone else

Back    **Continue**

## 8. fill out your details – continue (some of this will auto populate)

I want help for a medical issue

**Your details**

Provide details as we can identify who this request is for

First name

Last name

Date of birth
For example 26 2 1956.

Day        Month        Year

Postcode

Phone number
A mobile number is preferred

How would you like to be contacted? (Select all that apply)
While we do our best to follow your preferences, this may not always be possible.

☐ Text message

☐ Phone call

Do you have access to this phone right now?
This will help process your request faster

○ Yes, verify        ○ No, skip this step

Back    Continue

## 9. if you ticked verify you will receive a verification code via text. Enter code

It can take up to a minute to send to your mobile phone.

**Verification code**
It should be 6 digits

**Confirm verification code**

Didn't receive the code? Try to send it again

Send verification code

Back

## 10. review your request before submitting

**Review request before submitting**

Your request will be sent to:

Deddington Health Centre
Deddington Health Centre, Earls Lane
Banbury, OX15 0TQ

## 11. You will recieve a reference number

**How was your experience with this request form?**

Accurx created this form and regularly seeks feedback to improve it. Click here to share your thoughts with them.

ⓘ Make a note of the reference number below and share with your healthcare provider if there are any technical issues with your request.

537a2c40-d839-496b-96c9-6210d2e614cb    Copy

## 13. you will receive a text confirmation

‹        GPSurgery ›

Your request will be reviewed within 3 working days. If you need more urgent help, please call your GP or 111 if your practice is closed. In an emergency call 999. Thanks, Deddington Health Centre

## 12. Monitor your text messages, emails and NHS app for communication. You may be sent further questions.