**COVID-19 Status**

From 17th May 21 you can get information about your COVID vaccination when travelling abroad. To get this information please select this link:

https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad

Note proof of COVID-19 vaccines is **NOT** given by the GP practice and you should contact 119 if you have any issues with this.

Please see our **website for more information: https://www.listerhouse.nhs.uk/covid19**


**COVID-19 status FAQ**


**How do I access my COVID-19 vaccination status**


**Through the NHS App**


You can access your COVID-19 vaccination status through the free NHS App from 17 May. You can access the app through mobile devices such as a smartphone or tablet. Proof of your COVID-19 vaccination status will be shown within the NHS App. We recommend that you register with the app before booking international travel.


**By calling 119**

If you do not have access to a smartphone and know that the country you are travelling to requires COVID-19 vaccination status, you can call the NHS helpline on 119 (from 17 May) and ask for a letter to be posted to you.

**This must be at least 5 working days after you've completed your course of the vaccine.**

We expect the letter to take up to 5 working days to reach you.

The letter will be sent automatically to the address registered with your GP. The 119 call handler you speak to will not be able to see your address to check this with you. If you've recently moved house, make sure you've given your new address to your GP practice before calling 119.

**Do not contact your GP surgery about your COVID-19 vaccination status. GPs cannot provide letters showing your COVID-19 vaccination status.**

**Can my GP practice give me a letter to confirm my COVID-19 vaccine?**

No

**Who do I contact if I have issues with the NHS app?**

119

**Why can't my practice help with the NHS app?**

The NHS app is government driven tool and is not owned by the practice and therefore the practice cannot make any changes on this for you.

There are websites online that can help you should you need: **https://www.nhsapp.service.nhs.uk/login**

**Red amber and green listed countries**

Countries rated as red, amber or green for Coronavirus (COVID-19) and the rules you must follow to enter England

New rules for green courtiers come into force on 17th May 21

**https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england**

**NHS App Help Sheet**

The practice has created this brief guide to patients to help them successfully use the NHS App.

If you are still unsure please contact 119 for help.

**How to use the NHS app to obtain your COVID Vaccine information**

**BEFORE you start**

To use the NHS app you will also need:

- **NHS no or Name**
- **DOB**
- **Post code**
- **Photo proof of you ID (passport/ driving licence)**

If you do not know your NHS number you can find this on:

- Any hospital letter
- A prescription
- By logging into GP online services

**Step 1**

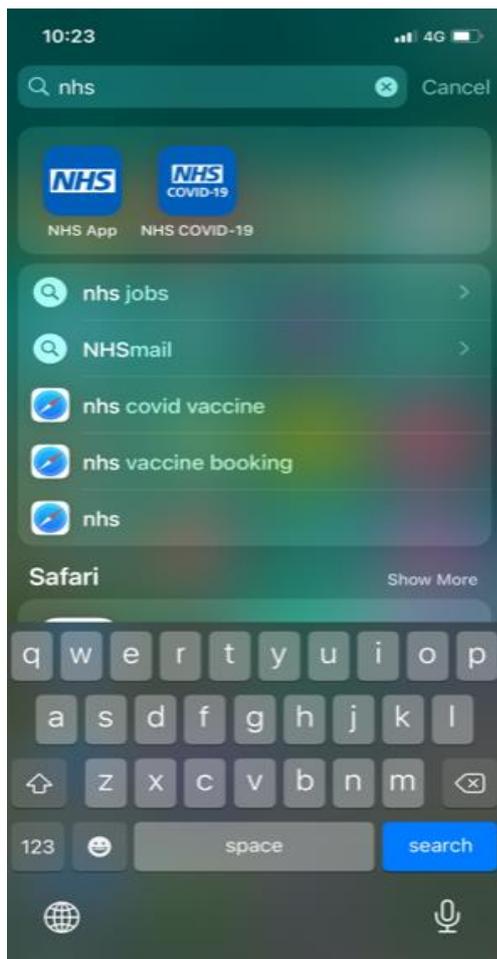**Download the NHS app**

The NHS App is available to download on smartphones and tablets from the App Store and Google Play.

**It's not possible to download the app on your computer.**
Please note that the NHS app is not the same as the NHS COVID-19 app – see below for pictures of the app.

You want to download the app as shown in the first image.

Open NHS App

Input your email

Once you add in your email address you will be sent a CONFIRMATION email.

You will need to login to your normal email address and approve this before continuing in the NHS app.

The app will ask you to in put your mobile number.

And will send you a 6 digit security code to your mobile i.e. 123456

Input this into the security code box

You need to have a mobile phone with signal as you will be text a security code.

**Step 2**

You will have 2 options

| YOU HAVE YOUR NHS NUMBER | YOU DO NOT HAVE YOUR NHS NUMBER |
|---|---|
| Say yes<br>You will then be asked to prove your ID | Say you do not know<br>In put your full name<br>Input your DOB – 01/01/1990<br>Input your post code<br>*this must MATCH what the practice has on our records to work<br><br>Accept conditions of use<br><br>If a match is found it will ask you to confirm your details as below |

**Proving your ID**

Once you are logged into the app you need to prove your identity to get full access

It will ask you to confirm your details by proving who you are with photo ID.

You can send a picture via the app of your photo ID of your driving license or passport or European ID card.

Take a picture or upload from your camera roll

The app will then ask for scan of your face (or you can do a video if you prefer).

You will get a final confirmation email if all your checks are successful in 7 days. Note this can take longer during busy periods.

Once done you will be able to use the app ☺

**Troubleshooting**

The details we have recorded for you on our practice system MUST match those you input into the NHS app for it to work; this includes post codes/ names/ dob etc. If you need to change any personal details or are unsure what we have recorded please check this with us by calling before using the app.

If you DO NOT want to send photo ID to prove who you are.

If you do not want to use a photo ID to prove who you are then you must follow these additional steps:

- You will need to sign up to our patient online services if you do not want to provide photo ID on the NHS app.
- You need to give the practice your email address
- Contact the practice and advise that you wish to be set up for patient online services.
- The practice will register you for this this and will provide you with registration details for online access either by text/ email or letter. Once done you can sign into the service by selecting the link below:

https://systmonline.tpp-uk.com/2/Login?Date=20210513101051

**Note that once you are registered it takes <u>24 hours</u> for this to take effect and you to be able to view records. After 24hr period you can use the NHS app.**

On your registration text/ email/ letter will be your username and password details.

Open the NHS app and follow processes as above until you get to photo ID proof.

Select that you do not have ID

Select that you have GP online access details

In put details as below:

Linkage Key = Online access username i.e. PatientOne123456_99

ID = Online access Password i.e. *Password1!*

Practice code = E82018

If this still does not work you will be re-directed to the practice, and you may require new online service login details.

**If you need any help please contact 119**