

## Useful information for GP Practices re: digital access to health services

### How to find your Linkage Key and codes in Patient Access

If your practice has lots of patients set up with Patient Access but they now want to also get the NHS App then it may be helpful to know how they can find your linkage key and codes in Patient Access. These codes can be used to prove who you are in the NHS App thereby avoiding the photo ID and selfie steps. Unfortunately, if they have an old style 6 digit Linkage Key then this cannot be used to register with the NHS App. Please see below guide that has been developed by our Digital Outreach Team that shows screen shots of each step within the web browser version and also the Patient Access App.



Creech\_How to find  
your Linkage Key and

### NHS Login

As you know the NHS App requires you to set up an NHS login. Many people have created an NHS login for other reasons and this should work in the NHS App. When you submit lateral flow test results on the government website it offers you the chance to set up an account – this is an NHS login. If the answers you provided for that are a match to your details held at the practice it should allow you to register for the NHS App without needing to prove who you are (thereby avoiding the photo ID and selfie steps).

There are cases where this has led to an error in the NHS App where a patient becomes blocked from registering without help from the GP practice. One example where a patient had used a different email address for the lateral flow tests and then tried to register for the NHS App and then she became blocked out of the gov site account too. The fix for this is to set them up for online services in EMIS. This seems to fix it without them needing to be sent the codes – just changing the settings in EMIS unblocks the issue. However, if you are going to do vouching in order to set up online services it makes sense to send out the Linkage Key and codes anyway.

### How the Covid Passport works

NHS App pulls information about Covid Vaccinations without using the practice records - information is coming from the Pinnacle data. [COVID-19 vaccination status - NHS Digital](#). Therefore there is no requirement for the practice to select “Immunisations” in the DCR settings in EMIS for it to work.

A useful guide to the NHS App has been updated to reflect this new information too. See [NHS App - How to Register | COVID19 Vaccine Passport \(digitalhealthcoachuk.net\)](#) . It also has guides for mobile devices that will support the NHS App – good for digital inclusion as they are looking at the cheaper options which still support the NHS App.

Patients will need to update the NHS App after 17 May 2021 to see the new functionality. They do not need to contact the practice for Linkage Key codes if they can use photo ID at home to verify themselves. Please note that there is a delay on the NHS Digital checks for ID – typically took around 30 minutes but up to 2 hours but told to expect delays due to increased demand.

Example text for practice website / pop up.

We are unable to issue your Covid-19 vaccination status certificate at the practice. Please see [here](#).

Proof of your vaccination status is available on the NHS App, which is also valuable for accessing your health records and ordering repeat prescriptions.

The NHS App can be downloaded from [here](#) for iPhone or [here](#) for android. Alternatively you can call the NHS helpline on 119 and ask for a letter to be posted to you. This must be at least 5 days after you've completed your course of the vaccine (2 doses), the letter may take up to 5 days to reach you.

Example social media (facebook) text

✕ NHS COVID PASSPORT CERTIFICATE ✕

The NHS App is now live with your COVID-19 certificate to show you've been vaccinated, many countries will require proof of this to allow you to enter. <https://www.nhs.uk/nhs-services/online-services/nhs-app/>

We anticipate this to be widely needed as more countries get added to the Green Travel list. <https://www.gov.uk/.../demonstrating-your-covid-19-vaccinatio...>

It only takes a couple of minutes to set up, ideally you should have a form of ID & your NHS number to hand - but don't worry if you don't know your NHS number, you can still access the information. <https://www.nhs.uk/nhs-ser.../online-services/find-nhs-number/> can help you find your NHS Number too.

Should you not have a smart phone, you can call 119 and they will get you a paper version instead - make sure you request this with plenty of time to spare as the demand will be high and it could take a while.

✕ GP practices are unable to provide proof of Covid vaccination. ✕