**Manage health services for others**

As a parent, family member or carer, you may be able to add someone to your NHS App. This is sometimes called having a linked profile or having proxy access.

It needs to be set up by a GP surgery where you and the other person are both registered.

You can then manage services for that person, using the NHS App or by logging in through the NHS website.

**Setting up access**

Your GP surgery will need to set up access. Both you and the other person need to be patients at the same surgery. Your GP surgery can guide you through registration.

You'll need to provide identification. This is so they can confirm who you are and check it’s appropriate for you to act for the other person.

Depending on the level of access your surgery agrees to give you, you may be able to:

* book an appointment for the other person
* request and manage their repeat prescriptions
* view some or all of their GP health record

**Adding people in the NHS App**

Some GP surgeries are trialling a new NHS service which you can use to apply in the NHS App.

If your GP surgery is taking part in this trial, you will see these options when you select **Manage health services for others**:

* **Apply to access services for someone else**
* **Give someone you trust access to your services**

You can use these to send an application to your GP surgery.

Your GP surgery will do safeguarding and other checks, and get consent if needed, before giving access.

**How to manage services for another person**

To act for another person once access is set up:

1. Log in to the NHS App or website.
2. Select **Manage health services for others** on the homepage.
3. Select the name of the person you want to act for.

How to know when you are using another person's profile

When you have switched to a different profile, you will see a yellow banner at the top of the screen. It will include "Acting for" and the person's name. You will also see their name as the main heading on the homepage.

How to switch back to your profile

When you have finished using services on behalf of another person:

1. Select the **Switch back to your profile** link in the yellow banner at the top.
2. Select **Switch to my profile**.

**Managing access to your services**

Your GP surgery can help you manage access to your own services. This includes deciding what services other people can access for you and removing access.

Access to your services as a younger person

If you’re a young person, you may have questions about who has access to your services as you get older. Before a child is aged 11, their parents usually control access to their health record and online GP services. When the child is aged between 11 and 16, parents may be allowed proxy access to their child's online services, if the GP surgery agrees this is appropriate. This access ends when the child reaches the age of 16.

If you are aged 13 or over, and you are registered at a GP surgery in England or the Isle of Man, you can access your own services in your NHS App.

If you're aged between 11 and 16, and you have questions about who can access your health record or online services, contact your GP surgery.