



Suffolk Against Fraud

A Police & Trading Standards Partnership



NHS Scam Alert: Fake NHS App Registration Call

We are urging residents to be vigilant following reports of scam phone calls claiming to be from the NHS.

Victims receive a call, often from a mobile number beginning with **07**, with a recorded message stating:

"Our systems show your local practitioner is updating their registry. If you would like to keep attending your local practitioner, please press one to speak with a member of staff at the NHS to show you how to set up our new mobile app."

What You Need to Know

- The NHS will **not** cold call you asking you to press buttons to keep access to your GP or local practitioner.
- Criminals may use these calls to obtain personal information, banking details, passwords, or security codes.
- Phone numbers can be **spoofed**, meaning a call may appear to come from a genuine mobile number.
- The scammers may create a sense of urgency to pressure you into acting quickly.

How to Protect Yourself

- Contact your GP surgery directly using a trusted number if you are concerned about any changes to NHS services.
- Do **not** press any buttons during unexpected calls.
- Hang up immediately if you are unsure who is calling.
- Never share personal, financial, or security information over the phone.
- Discuss scam warnings with friends, family members, and vulnerable relatives.

If You Have Already Engaged with the Caller

- If you provided personal or financial information, contact your bank immediately.
- Monitor your accounts for any unusual activity.
- Report the incident to **Report Fraud** on **0300 123 2040** or via **www.reportfraud.police.uk**.

