

MARCH NEWSLETTER

The Nelson Medical Practice now offers two apps which allow patients to conveniently manage their health online.

ASK FIRST

Our new **Ask First App** is the **quickest and easiest way to book an appointment with a doctor or message the practice with a query.**

Ask First accounts can be set up using your NHS login and used by anyone over 12.

Ask First allows you to **check your symptoms** and **book an appointment** with one of our clinicians. You can also find other local NHS services that can help such as pharmacies, physiotherapy, eye care or counselling.

Use the app to **access help quickly and discreetly, when it suits you most.**

The app has **access to all our available appointments** and is the **easiest way to book with one of our doctors.**

For routine or follow-up problems you can log a request and we will get back to you with an answer or an appointment with the right member of the team.

CLICK HERE
TO DOWNLOAD



NHS APP

The **NHS App** is the **easiest way to view your test results, hospital letters and medical records.**

The NHS App also allows you to **request repeat prescriptions** and **nominate a pharmacy to collect them from.**

Please **switch on notifications** to receive updates from the practice via the app.

Do more with the NHS App!



NEW WEBSITE

Both apps can be downloaded from our **new, easier to navigate website** where you can also access information about the practice, other local NHS services and up to date information on managing a range of conditions.

To visit, go to <https://www.nelsonmedicalpractice.co.uk/>.

We know that not everyone wants to use online services, so our highly trained and helpful Patient Care Navigators are still available on the telephone or at reception 8am-6:30pm Monday to Friday. Our Navigators will want to ask a few questions to help them best manage your query – all information is held in strictest confidence so please try to give as much information as possible which will allow us to get you the right help quickly.