

SEPTEMBER NEWSLETTER

Advance Notice – Practice Closure

Please be aware that on Tuesday 14th October, the practice will be closed from 1:00pm to 6:00pm for essential staff training. We kindly ask that any prescription requests or blood test forms are submitted and collected before this date and time. Thank you for your understanding and cooperation.

Welcome to Our GP Patient Newsletter! We're delighted to bring you the latest edition of our practice newsletter! Our goal is to keep you informed about important health updates, practice news, and helpful tips to support your well-being.

In this issue, you'll find advice on staying healthy, updates on our services, and information on the upcoming seasonal influenza vaccines. We're always here to provide the best care possible, and your health is our top priority.

Wishing you good health, The Nelson Medical Practice

Flu Vaccination Clinic Dates

- **Saturday 27th September 2025—eligible children, pregnant patients**
- **Saturday 4th October 2025— over 65's**
- **Saturday 11th October 2025—under 65's at clinical risk**

Flu Vaccinations

The NHS is asking everyone who is at risk of being affected by flu to get vaccinated this winter. By having the flu vaccination, you will help protect yourself and others from what can be a severe, and sometimes fatal, illness which could lead to hospital treatment. You will also be helping to protect the NHS from coming under pressure this winter.

We will be running a number of Flu Clinics starting in September. We'll let you know when you're eligible and get you booked in for your flu jab, either by our self-book text messages or by contacting you directly. If you are eligible but don't hear from us, please contact us to book an appointment.

UK Health Security Agency



Update on Access

We would like to address some of the concerns and frustrations that have been raised regarding the Ask First app, which many of you use to manage your appointments and access our services.

Firstly, we want to thank you for your valuable feedback. We have heard your concerns and are fully aware of the issues some of you have been experiencing with the app. Your input is crucial in helping us understand the challenges and areas where improvements are needed.

We are committed to providing you with the best possible service, and as such, we are currently in the process of changing to a new online provider which we are aiming to rollout in December. Our goal is to ensure a seamless and user-friendly experience for all our patients.

In the meantime, we kindly ask for your patience and understanding as we work through this transition. Your continued feedback is essential to us, and we encourage you to keep sharing your experiences and suggestions. This will help us make informed decisions and enhance the services we offer.

Thank you for your ongoing support and trust in our practice. We are dedicated to improving your experience and look forward to bringing you a more efficient and reliable app solution soon.

**Do more
with the
NHS App!**





xyla

Part of Associated Group



Stop smoking for Stoptober and you're
5 times more likely to quit for good.

Head to healthier-futures.co.uk or call **0330 236 9102**
to register for your free local service.



Stay Well This Winter

Winter often brings a rise in common illnesses such as colds, flu, and respiratory infections. Understanding how to recognise and manage these conditions can help you stay healthy and know when to seek medical attention.

Recognising Common Winter Illnesses:

Colds:

Symptoms: Runny or blocked nose, sore throat, sneezing, cough, and mild fever.

Duration: Typically lasts about a week.

Flu:

Symptoms: Sudden high fever, chills, muscle aches, fatigue, dry cough, and headache.

Duration: Symptoms can last up to two weeks.

Respiratory Infections:

Symptoms: Persistent cough, wheezing, shortness of breath, and chest discomfort.

Duration: Varies depending on the severity and type of infection.

Managing Winter Illnesses:

Self-Care:

- Rest and stay hydrated.
- Use over-the-counter medications to relieve symptoms.
- Maintain a balanced diet to support your immune system.
- Practice good hygiene to prevent spreading germs.

When to Seek Medical Attention:

- If symptoms worsen or do not improve after a week.
- High fever that persists or is accompanied by severe symptoms.
- Difficulty breathing or chest pain.
- If you are in a high-risk group (e.g., elderly, pregnant, or have underlying health conditions).

For more detailed guidance, you can refer to NHS resources on managing winter illnesses: [NHS Winter Health](https://www.nhs.uk/health/winter-health/).

Car Park

We understand that parking is an important aspect of your visit to our practice, and we have received a few complaints regarding the car park. We want to assure you that we are aware of your concerns and are committed to ensuring a smooth experience for all our patients.

However, it is important to note that the management and enforcement of the car park rules are beyond our control as they are managed by the Nelson Health Centre and Community Health Partnerships. Euro Car Parks is responsible for overseeing the car park operations, and any issues or disputes should be directed to them for resolution.

When you arrive at the site, please remember to enter your car registration details. This step is crucial as it authorises your vehicle to park for up to 2 hours. Failure to register your vehicle may result in a parking fine, which we unfortunately do not have the autonomy to waive. Please be aware that parking in designated staff bays is not permitted for patients. Doing so will result in a parking fine, as these spaces are reserved for our staff members to ensure they can provide you with the best possible care.

We appreciate your understanding and cooperation in this matter.

We welcome your feedback, so please get in touch with us here: [Contact us – The Nelson Medical Practice](#)



Use 111

If you need urgent medical help but you're not sure where to go, use 111 to get assessed and directed to the right place for you.

Call, go online or use the NHS App.



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