

Transition to AccuRx for Online Consulting

Dear Patients,

We want to inform you about an exciting and important change regarding our online consulting tool. Starting from 12th December 2025, we will be moving from the Ask First platform to AccuRx, a new and improved service designed to enhance your online consultation experience.

We understand that some of our patients were not satisfied with Ask First, and we have listened to your feedback. AccuRx offers a more user-friendly interface and streamlined features to better serve your needs.

If you had previously downloaded the Ask First app, please delete it from your device. To book an appointment going forward, simply use the following link from the 12th December: <https://accurx.nhs.net/patient-initiated/H85020>

For urgent medical concerns that may require same-day attention, please call the surgery directly. Our patient care navigators will assist you, and your concern will be passed to our clinical triage team who will assess the urgency of your situation.

We appreciate your understanding and patience as we make this transition. As always, we are committed to providing you with the best possible care and service. Thank you for being a valued patient.

Dr Caroline Toyn's Retirement Announcement

Having been a doctor for 40 years; 27 of those at both the Nelson and Church Lane Practices, and 25 years as a Partner, it is now time for me to retire.

Working alongside all our team members, aiming to provide the best possible service to our patients, has been a privilege.

I will miss you all, but I feel reassured that I am leaving my patients in the care of my very capable colleagues.

I send my best wishes to all of you for the future.

Practice Closure dates over the Christmas/ New Year Period

The practice will be closed on the below dates

Thursday 25th December 2025

Friday 26th December 2025

Thursday 1st January 2026

Please contact NHS 111 if you require medical assistance whilst the practice is closed.

Please note the last day to order routine repeat prescription before the Christmas Bank

Holiday is **Mondy 22nd December**.

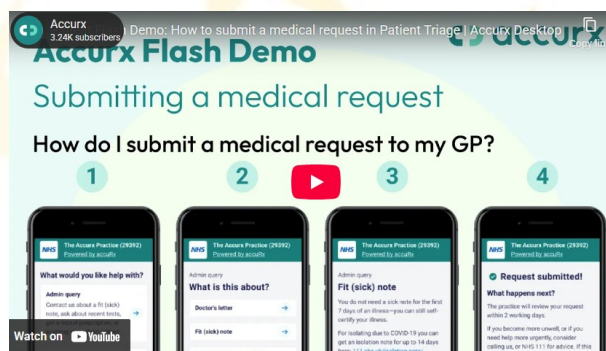
For the New Year Bank Holiday the last day will be **Monday 29th December**.

Do more with the NHS App!



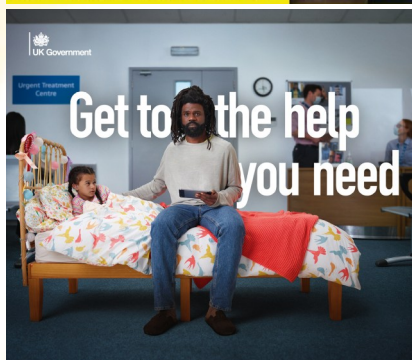
To watch a video on how AccuRx will work for patients submitting a request, please click this

[YouTube link!](#)



It's not too late to book your flu vaccine.

Please contact us on 020 3826 0826 to book an appointment if you are eligible.



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

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@NMPRACTICE   

How to Use Patient Triage

The quickest way to contact the practice for routine appointments and admin requests. Patient Triage lets you send requests to us online — for both medical problems and admin queries.

1. Pick your request type

- Health problem – for any medical concern.
- Admin request – fit (sick) notes, repeat prescriptions, test results, referral updates, letters, etc.

2. Tell us what you need

- Answer a few quick questions. You can add photos if helpful (e.g. rashes or documents).

3. Add your contact details

- Tell us how you prefer to be contacted. You can also complete the form for someone else.

4. Submit

- You'll get a confirmation message. We'll review your request and get back to you with 2 working days.

Need an urgent appointment or same day help?

If you need an urgent appointment, please phone the practice on 020 3826 0826 and choose the option for urgent care.

Your request will be triaged by a one of our team members in the Same Day Team and may result in:

- A same-day telephone call,
- A face-to-face appointment with one of our duty team (this may be a GP or another clinician best placed to help), or
- A call from a Patient Care Navigator to book you into the most appropriate appointment.

When not to use AccuRx

If it's an emergency, please call 999 or 111 instead.