

Dear Patients,

As we move into the warmer months, we would like to take this opportunity to thank you for your continued support and understanding. General practice remains incredibly busy, and our dedicated team continues to work hard to provide safe, effective, and compassionate care to all our patients.

Over the past few months, we have continued to make improvements to our services and processes to help ensure patients can access the right care at the right time. In this edition, you will find updates from the practice, information about the services available to you, seasonal health advice, and guidance on how to make the most of the NHS App and other healthcare resources.

We are committed to listening to patient feedback and continually looking for ways to improve your experience. Whether you are visiting us for an appointment, contacting our reception team, or using our online services, our aim is to provide the highest standard of care possible.

Thank you for choosing Nelson Medical Practice. We hope you find this newsletter helpful and informative.

Wasted Appointments

Thank you to patients who cancelled appointments they could no longer attend, helping us offer them to others.

Over the last three months, 824 appointments at The Nelson Medical Practice were missed because patients did not attend.

Every missed appointment is a lost opportunity for another patient to be seen. These appointments could have been used for patients needing urgent advice, routine reviews, long-term condition management, or other important healthcare needs.

We understand that life can be busy and that unexpected circumstances arise. If you are unable to attend an appointment, we kindly ask that you cancel it as soon as possible.

By cancelling appointments, you no longer need, you can help us reduce waiting times and ensure that appointments are available for those who need them most.

Assertiveness and Boundaries Course for Carers

6 weeks, starting Thursday 18th June, 2.30 - 4pm

WG Morden, 3-4 Crown Parade, SM4 5DA

Free

Open to carers aged 18+ who live, work or study in Merton.

In this course, you'll explore how assertiveness and healthy boundaries can positively impact both you and the person you care for.

We'll look at how developing these skills can strengthen your confidence, communication, and overall balance in everyday life.

Limited spaces. Group members will need to commit to all 6 sessions.

For more information and to sign up, contact us:

☎ 020 8296 0030 ✉ counselling@wimbledonguild.co.uk

Hay Fever Season is Here

For many people, warmer weather brings sunshine and longer days—but it can also mean the return of hay fever symptoms.

Hay fever is a common allergy caused by pollen and can affect both adults and children. Symptoms may include:

- Sneezing
- A runny or blocked nose
- Itchy, red or watery eyes
- An itchy throat, mouth, nose or ears
- Headaches and tiredness

What Can You Do?

There are several simple steps that can help reduce symptoms:

- 🌿 Check the pollen forecast and try to stay indoors when pollen counts are high.
- 🕶️ Wear wraparound sunglasses when outdoors to help protect your eyes from pollen.
- 🚿 Shower and change your clothes after spending time outside to remove pollen.

🚪 Keep windows and doors closed during periods of high pollen, particularly early in the morning and evening.

🚗 Use pollen filters in your car where available and keep windows closed when driving.

Treatment Options

Many effective hay fever treatments are available without a prescription from your local pharmacy, including:

- Antihistamine tablets
- Nasal sprays
- Eye drops

Your pharmacist can advise on the most appropriate treatment for you and your family.

When Should You Seek Further Advice?

If your symptoms are severe, affecting your daily life, or are not improving despite treatment, please speak to your pharmacist or contact the practice for further advice.



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.



We welcome your feedback so please get in touch with us here:

[Contact us –
The Nelson Medical
Practice](#)

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Do more with the NHS App!



Get Your Test Results Faster with the NHS App

Did you know that you can view many of your test results directly through the NHS App?

The NHS App is a secure and convenient way to access a range of healthcare services from your smartphone, tablet, or computer—without needing to call the practice.

Benefits of Using the NHS App

☑ View your test results as soon as they are available

☑ Access parts of your GP health record

☑ Receive messages and updates from your healthcare team

By using the NHS App to check your test results, you can often get the information you need more quickly and help reduce the number of calls coming into the practice. This allows our telephone lines to remain available for patients who need urgent

assistance.

Before Contacting the Practice

If you have recently had a blood test, urine test, or other investigation, we encourage you to check the NHS App before contacting us for your results.

Results will be available once they have been reviewed and released by a clinician.

Please remember that some results take longer to process than others, and if a clinician needs to discuss a result with you, a member of the team will contact you directly.

Need Help Getting Started?

If you haven't already registered for the NHS App, it's quick and easy to set up. Our reception team will be happy to provide information on how to access the service. Take control of your healthcare and stay connected with your GP practice—download the NHS App today!

Men's Health Week 15th – 21st June – Taking Time to Look After Your Health


Many men lead busy lives and often put their health at the bottom of the priority list. However, early detection and prevention can make a significant difference to long-term health outcomes.

Small Changes Can Make a Big Difference


Looking after your health doesn't have to involve major lifestyle changes. Simple steps can have a positive impact, including:


 Being physically active most days of the week

 Eating a balanced and healthy diet

 Getting enough sleep

 Stopping smoking

 Reducing alcohol intake

 Taking care of your mental wellbeing

Don't Ignore Symptoms

It's important not to dismiss symptoms or delay seeking medical advice. If something doesn't feel right, getting checked early can often lead to better outcomes. Some symptoms that should always be discussed with a healthcare professional include:

- Unexplained weight loss
- Persistent pain
- Changes in bowel habits
- Blood in urine or stools
- Ongoing fatigue
- New lumps or swellings

Mental Health Matters Too

Mental health is just as important as physical health. Stress, anxiety, depression and loneliness can affect anyone. Talking to a trusted friend, family member or healthcare professional is a positive step and support is available.

Know Your Numbers

As we get older, it's important to keep an eye on key health indicators such as:

- Blood pressure
- Cholesterol levels
- Weight
- Diabetes risk

Regular health checks can help identify potential issues before they become more serious.

This Men's Health Week, we encourage all men to take a few moments to think about their health and wellbeing. Your health matters—today, this week, and every week.

NHS

Take your first little step to healthy

Scan me

Or search **NHS Healthy Choices Quiz** today and get the right plan for you

10:47
nhs.uk

NHS Healthy Choices Quiz

Doug, here's your score

6 / 10

Staying Safe in Hot Weather

While many of us enjoy the sunshine, hot weather can pose health risks, particularly for older adults, young children, pregnant women, and those with long-term health conditions.

Here are some simple steps you can take to stay safe during periods of hot weather:

Stay Hydrated

Drink plenty of fluids throughout the day, even if you do not feel thirsty. Water is the best choice. Try to limit alcohol and excessive caffeine, as these can contribute to dehydration.

Keep Cool Indoors

Close curtains or blinds during the hottest part of the day and open windows when it is cooler outside. If possible, avoid spending long periods in direct sunlight between 11am and 3pm.

Protect Yourself Outdoors

If you are outside, wear loose-fitting, light-coloured clothing, a wide-brimmed hat, and sunglasses. Apply sunscreen regularly and seek shade whenever possible.

Check on Family, Friends and Neighbours

Hot weather can affect vulnerable people more severely. A quick phone call or visit to an elderly relative, neighbour, or friend can make a real difference.

Know the Signs of Heat Exhaustion

Symptoms can include:

- Headache
- Dizziness
- Excessive sweating
- Feeling weak or tired
- Nausea
- Muscle cramps

If someone is showing signs of heat exhaustion, move them to a cool place, encourage them to drink fluids, and cool their skin with water.

UK Government

NHS

For parents' questions, BIG & small.

Why is my baby crying?

What should I pack in my hospital bag?

How do I apply for childcare support?

Get advice and support at [BestStartInLife.gov.uk](https://www.BestStartInLife.gov.uk)

