

Patient Newsletter

We want to assure our patients and service users that during the second lockdown period, we are still open to provide care for our patients and service users. We encourage you to continue to attend for the flu vaccine, children's vaccinations, cervical screening and for face to face appointments booked by your doctor or nurse following your telephone consultation.

You can request your repeat medication via the [NHS App](#), or by visiting your preferred pharmacy who will arrange for your medication to be delivered directly.

Covid vaccinations.

Please note the following regarding Covid vaccinations in Southwark:

1. Please don't contact the NHS to seek a vaccine, **the NHS will contact you**;
2. When we do contact you, please attend your booked appointments;
3. You may not receive your vaccine at your GP practice but at another local vaccination centre;
4. Vaccines are being supplied in a phased approach;
5. It is likely to take until at least Spring before the most at risk groups have been vaccinated, this is a marathon and not a sprint;
6. As more vaccine supplies become available, more vaccine sites will be added, and more people able to get their vaccine;
7. Please continue to follow the government's guidance to control the spread of the virus and save lives.

We are evolving the way you access our services.

We've made some adjustments to how we make appointments with us. We feel this helps both you and our clinical teams make the best of the high demand on our services.

Urgent on the day problems that cannot wait can be booked via telephone as an "on the day appointment".

We know that high demand is resulting in frustratingly long telephone waiting times. To help with this, you can access us regarding **less urgent queries** via the online consultation tool eConsult via our [website](#). You will receive a response to your eConsult by the end of the next working day.

During your eConsult you will be asked all the questions a doctor would need to know in relation to your query. It also allows you to add additional information you feel is relevant. You can use it 24/7 and it guarantees that the clinician does not only have all the important information ready at hand when dealing with your query. eConsult is useful in cases when you would normally need an appointment for:

- Chronic symptoms that are not improving and you want to tell us about it
- Symptoms that you initially thought would disappear on their own but start to worry you
- General worries about yourself or others that you want to discuss with your doctor

- You need a sick note, referral or other paperwork to be completed
- Medication is missing or you have queries or concerns regarding a medication

You will get a response to your eConsult with an email, an SMS message, a completed document or referral or, if we require more information we may call you back to discuss the issue in more detail.

This new way of accessing us will hopefully cut down waiting times on the phone. It will also free up the telephones for vulnerable patients and those who do not have the ability to access services in a digital way.

Patients with ongoing chronic medical problems that require regular reviews will be managed through follow up appointments arranged by their clinical team.



Our digital services

Did you know that you can access many of our services online?

www.nexushealthgroup.nhs.uk is our new look website. Click on the link to:

- ✿ Find out information about our sites;
- ✿ Do an eConsult with a GP or nurse;
- ✿ Order your repeat medication;
- ✿ Contact the administration team;
- ✿ Look up information on common health questions;
- ✿ Find our **Patient Zone** where can join our Patient Participation Group, see our newsletters and find other information relating our services.

Find us on Facebook @NexushealthGroup

Find us on Twitter @NexushealthLdn

Your views can help improve local GP and health services

Some patients registered at this GP practice will soon be invited to take part in a national survey about their experiences of local NHS services.

Visit www.gp-patient.co.uk to find out more

It covers issues that concern patients, such as access to care and satisfaction with treatment.

If you receive a questionnaire, please help NHS England by filling it in as soon as possible.

It is really important that we hear your views, even if you have received a questionnaire like this before. Your response will help us to improve GP practices and other local NHS services so they better meet your needs.



Excellent

Very Good