

www.nexushealthgroup.nhs.uk

Patient Newsletter

Flu season

Flu vaccination is safe and effective. It's offered every year through the NHS to help protect people at risk of getting seriously ill from flu.

Why flu vaccination is important?

Flu vaccination is important because, while flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions.

The best time to have your flu vaccine is in the autumn or early winter before flu starts spreading. But you can get your vaccine later.

Who can have the flu vaccine?

The flu vaccine is given free on the NHS to adults who:

- are 65 and over (including those who will be 65 by 31 March 2024)
- have certain health conditions
- are pregnant
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis
- Flu vaccinations are available for all children aged were two or three years old on 31 August 2023.



Flu vaccines are given at our walk in clinic at Pelier Tenants and Residents association community hall.

How to get the flu vaccine

If you're eligible for an NHS flu vaccine, you can get your vaccine from:

- your GP surgery
- a pharmacy that offers NHS flu vaccination (if you're aged 18 or over)
- You may receive an invitation to get vaccinated, but you do not have to wait for this before booking an appointment.

Flu clinics in Nexus:

We are holding some walk in flu clinics at Nexus surgeries on Saturdays, and during the week.

- Any eligible nexus patient can attend any site walk in clinic.
- Walk in clinics are:
 - **29 Sept:** Dun Cow and Commercial Way surgeries. 1400 – 1600.
 - **30 Sept:** Princess Street Practice 0900 – 1300.
 - **7 Oct:** Surrey Docks Health Centre: 0900 -1300.

If you are not able to make any of these walk in clinics you can call your practice and book a flu vaccine at any time

Covid vaccines

These are only given at Bermondsey Spa Surgery, and some pharmacies but can be booked through your practice.

Housebound patients

If you are housebound you will be contacted and booked for a nurse to visit and give your flu and Covid vaccine in one visit.

New Aylesbury Medical Centre site

Unfortunately the move into the new Harold Moody Health Centre has now been pushed back to early 2024. We will keep all of our patients updated on when we get more information.

Online consultations

You can access advice and care without visiting the practice. Fill in the form in the link below and the

team will get back to you within 48 hours with an appropriate appointment or a response to your query.

[Click here for eConsult](#)

Repeat medication

You can order repeat medication at your pharmacy, via the NHS App or on the form below.

[Click here for repeat medication](#) .

Our Patient Participation Group

In September we held our first face to face PPG since 2020, when our meetings were moved online due to Covid restrictions. Thank you to those PPG members who were able to make the meeting. As always our members gave us lots of valuable feedback to consider.

1. Access Hub

- All telephone calls to Nexus Health Group are now answered by the team at Sir John Kirk Close Surgery. Access Hub Coordinators deal with patient queries directly, or transfer you to a team that can help. They are able to book patients in for appointments at any Nexus site.
- We've added a call-back function that holds your place in the telephone queue.
- We are aware that at peak times, some patients are still experiencing long wait times and we are looking at ways to improve that experience.
- We are continuing to see an increase in patients using eConsult for routine queries.

2. The Harold Moody Health Centre

- We are now looking at end of January for the move from the Aylesbury Medical Centre to the new Harold Moody Health Centre. We will continue to update patients on the move.

3. LTC, Flu and Covid vaccinations

- Our LTC (Long Term Condition) patients are seen in a holistic way, and we will try to complete as many routine annual checks in a single appointment as possible.
- We have Care Coordinators based within practice teams that assist with contacting and arranging appointments for LTC patients.
- Our patients are encouraged to book a flu vaccine appointment if you are sent a text inviting you to make an appointment.
- Covid vaccinations are being administered from by the Primary Care Network from the Bermondsey Spa Practice. We would encourage you to book if you are sent a text inviting you to make an appointment.

4. Centralised back office functions

- Letters, lab results, discharge summaries and other patient information from hospitals and clinics are now dealt with by three teams that process information for all Nexus surgeries.
- This has improved processing times, ensured adequate cover is in place in periods of staff absence, and means that no matter what surgery you are seen at, your information is dealt with in the same way.



The next PPG meeting will take place in January via Microsoft Teams.

If you would like to become a PPG member, please use the form at <https://www.nexushealthgroup.nhs.uk/patient-participation-groups>

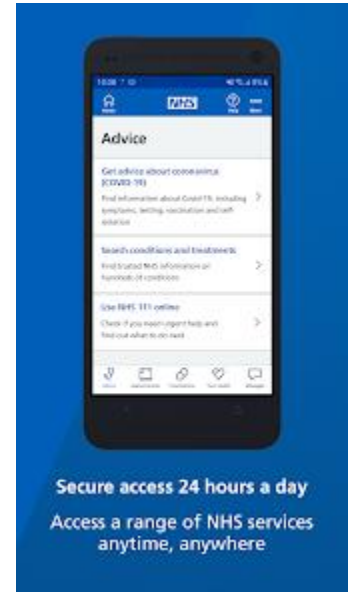
The NHS App

The NHS App allows you to access a range of NHS services. You can download the NHS App on your phone or tablet. You can also access the same services in a web browser by logging in through the NHS website.

What you can do with the NHS App?

You need to prove who you are to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage coronavirus (COVID-19) vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number (find out what your NHS number is)
- use NHS 111 online to answer questions and get instant advice or medical help near you



Keeping your data secure

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery. If your device supports fingerprint detection or facial recognition, you can use it to log in to your NHS App each time, instead of using a password and security code.

Did you know that as a Nexus Health Group patient, you can have your appointment at any of our sites?

- Aylesbury Medical Centre
- Commercial Way Surgery
- Decima Street Surgery
- Dun Cow Surgery
- Manor Place Surgery
- Princess Street Practice
- Sir John Kirk Close Surgery
- Surrey Docks Health Centre.

Your care directory

Below you'll find information on how to access our services.

Making an appointment	<ul style="list-style-type: none"> You can complete an eConsult which allows you to tell us more about your problem. We will respond within 48 hours with an appointment or response to your query. You can telephone the Access Hub on 0203 302 3007. You can book some appointments (for example smear tests) via the NHS App.
Getting repeat medication	<ul style="list-style-type: none"> If you are looking for a repeat medication, you can ask your local pharmacy to register you for the Electronic Prescribing Service. This means your prescription will be delivered directly to the pharmacy, so you do not need to come into the surgery or make an appointment. You can request medication via this contact form on the website. You can request medication via the NHS app, or by signing up to Patient Access You can drop a hand written request off to your registered GP practice.
Getting a vaccination (you or your child)	<ul style="list-style-type: none"> You can make an appointment with the nursing team by either booking online via the NHS app, doing an eConsult, or telephoning your registered practice. <p>Please note we do not currently offer travel vaccinations. These can be accessed via your local travel clinic, or pharmacy.</p>
Booking a Cervical Screening (smear), or bowel cancer screening test.	<ul style="list-style-type: none"> You can make an appointment with the nursing team by either booking online via the NHS app, doing an eConsult You can telephone the Access Hub for an appointment
Changing your personal details	<ul style="list-style-type: none"> Please use the change of details form, or the contact us form on the website Or you can write a letter to your registered practice.
Getting self-help and self-referrals	<ul style="list-style-type: none"> See our Services menu on the website
Join the Patient Participation Group	<ul style="list-style-type: none"> You can fill in this form on the website You can visit your local practice as ask to join.
View your medical record and test results	<ul style="list-style-type: none"> You can access this information via NHS app and Patient Access. Contact reception for help registering with this service.

Our multidisciplinary team

As well as doctors, nurses and managers, we also employ pharmacists, receptionists, administrators, IT, HR and Finance specialists.

General Practitioners (GPs)	Our GP Partners are supported by a team of salaried General Practitioners. They lead our clinical and non-clinical multidisciplinary teams to delivery holistic care to our patients. Our GPs see patients face to face, but also offer telephone consultations and eConsult if that is deemed more appropriate.
GP registrars	Fully qualified medical doctors who are completing their specialist training in General Practice. They work under the supervision of their allocated trainer.
Physicians Associates (PAs)	Physician associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. Physician associates are dependent practitioners working with a dedicated medical supervisor, but are able to work autonomously with appropriate support.
Paramedics	Our team of Paramedics work across all Nexus sites and are highly trained in dealing with acute medical issues. The usually perform acute home visits for our housebound patients.

Nurses	<p>We have a full nursing team across all our sites who have all done further training to become competent in skills needed for General Practice. Practice nurses can carry out cervical smears, immunisations, contraception reviews, wound care and chronic disease management such as asthma, COPD and Diabetes.</p> <p>Many Practice nurse appointments are available to book online and they also have telephone call appointments that can be booked for queries on nursing matters such as immunisations.</p> <p>Health care assistants work with the nursing team and are trained in adult immunisations, phlebotomy, wound care, ear syringing, NHS health checks, 24 hour BP monitoring and some annual reviews.</p>
Osteopaths	Our osteopath specialises in neck, back and joint problems and can devise treatment plans to support a recovery from sport related injuries
Pharmacists	Pharmacists are responsible for the safe prescribing of complex and high risk medicines. They respond to central medicine alerts and conduct prescribing safety audits and adjust medication charts post hospital discharges
Physiotherapists	Physiotherapists are available at a number of our sites and you can book an appointment via reception to see them.
Mental Health Practitioners	Mental Health Practitioners work with our clinical team providing specialised mental health support. Your clinical team can arrange an appointment for you.
GP assistant (admin)	General Practice Assistants are an administrative function (non-clinical) responsible for sorting and signposting clinical post, and extracting important information from letters for coding;
Care Coordinators (admin)	Care coordinators help navigating care for patients with more complex health and care needs and bringing multidisciplinary teams effectively together to support these patients.

Our Primary Care Network

PCNs build on current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Nexus Health Group is part of the North Southwark Primary Care Network.

About Nexus Health Group

Nexus Health Group was founded in 2016 with the coming together of a number of long established, like-minded NHS GP practices. We are the third largest provider of NHS Primary Care Services in England, serving a diverse list of approximately 77,000 patients from nine GP practices all based in South East London.

We are a well-recognised training organisation for GPs, nurses and allied health professionals.

Around 200 employees make up our multidisciplinary teams of GPs, Advanced Nurse Practitioners (ANPs), Paramedics, Physicians Associates, Nurses, Pharmacists, Health Care Assistants (HCAs) and local administration teams. We are focused on the development of our workforce and our services.

In addition to our clinical and administrative practice teams, we also have centralised back office functions providing finance, HR, administration, and data/IT support. Our organisation is led by our GP Partners and our Senior Management Team.