

Patient Newsletter

Stoptober is back! Join thousands of other smokers committing to quit this October.

Even if it's your first time or you've tried before, now is the perfect time to quit smoking. Make it to 28 days smoke-free and you're 5 times more likely to quit for good.

There's no need to go it alone. With our free tools, advice and support, quitting is easier than you think. We've got your back as you take on the challenge.



Get your free personal quit plan here:

[Free Personal Quit Plan - Quit Smoking - NHS](#)

Stopping smoking is one of the most important things you can do to improve your health and life expectancy. Southwark has various places that can help you. Contact your Southwark Healthy lifestyle hub on 0333 0050159

or <https://southwark.everyonehealth.co.uk/> this includes a list of participating pharmacies.

You can also access the Free Allen Carr stop smoking seminar

www.allencarr.com/location/southwark-peckham/

Southwark Healthy Lifestyle Hub

In partnership with Southwark Council, The Healthy Lifestyle Hub can support you to improve your health and wellbeing. You will get free advice and guidance, and be given options for local services and activities that are right for you.

The Healthy Lifestyle Hub can provide friendly, supportive advice and guidance for up to 12 months, helping you to get healthier and feel better. This is a free service available to all Southwark residents that meet the criteria. To find out more go to

www.southwark.everyonehealth.co.uk

Or email eh.southwarkreferrals@nhs.net

Pharmacy First

Pharmacists can give you advice on a range of conditions and suggest medicines that can help.

Conditions pharmacists can treat are:

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections or UTIs (women aged 16 to 64 years)

If the Pharmacist has offered you treatment, they will update your medical record.

Our Patient Participation Group

We held our most recent PPG on 23 September 2025. Thank you to those PPG members who were able to make the meeting.

1. Dr Olufemi Osonuga (Nexus GP Partner) updated the group on the 2025 National GP Patient Survey

Dr Osonuga update the group on the most recent GP Patient Survey. Nexus acknowledges that there are still improvements to be made to experience on the telephone, and the overall experience at sites. We are conducting training with our front desk teams.

Our teams continue to receive positive feedback via Friends and Family Test scores and comments.

2. Dr Anna Kedian (Nexus GP Partner) and Steven Hunt (Nexus Director of Services and Operations) talked about the upcoming changes to access from 1 October 2025

From 1 October, all GP practices in England will need to have online appointment requests available to patients for the duration of operating hours. For Nexus Health Group sites, this means that routine appointments can be requested online between 7am and 6:30pm. Patients with an urgent request should telephone the practice after 4pm to ensure your query is dealt with in a timely manner.

3. Kevin Olayiwola (Nexus Centralised Functions Manager) updated the group following the launch of the medicines management back office function.

Kevin reported that the function was operating well and the process for dealing with prescriptions was now streamlined across Nexus. Patients can request medication via the Nexus Health Group website, on the NHS app, and at site.

4. Steven Hunt talked about some Nexus premises changes.

Steven updated the group that Commercial Way Surgery had now closed its doors. Commercial Way patients are now being seen at other sites, and the clinical team are working from the Harold Moody Health Centre, Dun Cow Surgery and Sir John Kirk Close.

We have been given funding to make some repairs to Manor Place Surgery which will begin at the end of the year.

5. Claire Lannie (Nexus Nurse Manager)

Claire talked about the vaccine clinics that were available for Nexus patients and encouraged the group to respond to invitations for vaccines. The group mentioned that it was often confusing when they received text messages from Nexus, QHS and other groups for the same thing. We will follow up with QHS to ensure that it is clear when they are sending a text message.



Routine HIV screening for Nexus Health Group patients

There is an extremely high rate of diagnosed HIV in Southwark – it is the highest in England. Whilst new HIV diagnosis rates are falling across Lambeth, Southwark and Lewisham, over one third of London residents first diagnosed with HIV in the UK were diagnosed late, and there are still people living with HIV who are unaware of their status.

We are working with Fast Track Cities and emergency departments to increase the detection of undiagnosed HIV (Human Immunodeficiency Virus). If we take a blood test for any reason, we will automatically add on a HIV screen to the sample (if there has been no recent screening). If you wish to opt out of this programme, please speak to reception or your clinician. HIV is now a long term manageable condition and with medication you can live a normal life and protect your loved ones.

See more information at www.nexushealthgroup.nhs.uk/hiv-screening

MyChart

If you have had care at Guy's and St Thomas' Hospital, or your child has been seen in the Evelina then you may have used MyChart.



The MyChart platform lets you securely access parts of your hospital health record. You can find your hospital test results and letters and it also allows you to support your friends and family with proxy access.

IMPORTANT INFORMATION FOR PATIENTS:

- **Your GP practice does not have access to MyChart.** We cannot see the information that is on there and do not get updated with information is added.
- If you have had tests or referrals requested by a hospital clinician, you need to follow up with them for the results.
- There is a feature called 'Share Everywhere' where a patient can choose to securely share information from MyChart with healthcare professionals including GPs however this is done via a 'share code' and is only valid for 60 minutes. There is no access to the information after 60 minutes.

If you are not sure how to contact your hospital team to discuss results, or having difficulty getting a response you can contact the St Thomas' PALS (Patient Advice and Liaison Service (PALS) using this link

[Your feedback - Contact PALS | Guy's and St Thomas' NHS Foundation Trust](#)

Get the NHS app

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). 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:

- Request an appointment using our online form
- order repeat prescriptions
- 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)
- 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.