

Our Patient Participation Group

We held our most recent PPG on 22 September 2026. Thank you to those PPG members who were able to make the meeting.

The meeting covered the following topics:



1. INTs – Dr Femi Osonuga, GP Partner

Integrated Neighbourhood Teams (INTs) are now in operation. INTs bring together teams from the NHS, local councils, and voluntary organisations. They take a holistic approach to managing patients with complex needs by supporting people's health and wellbeing by bringing care closer to home, making services easier to access, and helping people live healthier, more independent lives. The neighbourhoods in Southwark are:

- **Camberwell and Walworth** (Harold Moody Health Centre, Manor Place Surgery, Sir John Kirk Close Surgery)
- **Bermondsey and Rotherhithe** (Dun Cow Surgery, Artesian Health Centre, Surrey Docks Health Centre)
- **Borough** (Princess Street Practice, Decima Street Surgery)

The areas that the INT will focus on initially is Multiple Long Term Conditions, Frailty, and Children and Young People. Patients who will benefit from being cared for under the INT will be contacted directly from Nexus or Hospital / Community services. You can find out more about INTs [here](#).

2. Seasonal vaccines – Claire Lannie, Nurse Manager

Eligible for the vaccine now:

1. Flu vaccines are available now for **pregnant women** and they can get these in the pharmacy
2. **Children aged 2-3** years old are being given flu vaccines in pharmacy or booked in Nexus
3. **School aged children** are being contacted from this week to be given flu vaccines in school

Eligible for the vaccine in from 1 October:

1. Close contacts of people with weakened immune (carers)
2. Frontline health and social care workers
3. People experiencing homelessness
4. Anyone over 65
5. Patients with a long term condition from age 6 months
6. Those living in residential adult care homes

Why are flu vaccines starting later?

- The NHS has said in recent years that flu vaccines should not be given until at least 1 October.

- This is because flu peaks around Christmas and new year and being vaccinated later gives you protection when you need it most
- Flu vaccines are given to young children as they are 'superspreaders' so this helps to reduce spread.
- Patients will be contacted to book flu in Nexus or a local pharmacy when clinics begin
- Housebound patients will be contacted for a nurse visit in October or November

3. Heidi Scribe, Steven Hunt Nexus Director of Operations and Services

To maximise our focus on you during your appointment, and to assist with record keeping, our clinicians will shortly start using Heidi Health scribe software. During the appointment, Heidi software listens to the conversation and transcribes it in real time. Heidi then uses the resulting transcript to generate draft clinical notes, which the clinician reviews and edits, before adding the notes to your medical record. You are welcome to ask for a copy of any notes from the appointment at reception or can view this on the NHS App.

We believe that Heidi Health will add value to your appointment. If, however, you would rather not have this transcription tool active during your appointment, **please mention this to your clinician at the start of your appointment**; this will not affect your care.

Questions from the PPG:

Q1. Will the whole conversation be recorded, even just chit chat?

Answer: The recording will take place from the beginning to the end of the consultation, but only information relevant to medical care will be entered into the patient record. All other conversations will be filtered out.

Q2: How are we going to make sure the transcription is correct?

Answer: The transcription has to be checked and approved for your patient record by the clinician. The clinician will ensure the record represents a correct and meaningful record of the consultation before it is entered into the notes.

Q3: What challenges to we anticipate with issues like accents and people using non-UK medical phrases etc?

Answered: Heidi Health uses a custom engineered speech to text and large language model that is designed to understand heavy regional accents, dialects and complex medical terminology with high accuracy. Furthermore any content will be checked for accuracy before it is entered into the medical records.

Q4: Will it record all conversations on site?

Answer: Heidi scribe is only being used in clinical rooms by doctors, nurses and other clinical staff. It is not being used by reception, our telephone access or hub or any other non-clinical teams.

4. Patient satisfaction, Ellen Kitching, Business and Communications Manager

We collect feedback via 5 main routes:

1. The Friends and Family Test (FFT).

This is a survey sent to a random group of patients each month and it asks patients to rate their overall experience at their most recent appointment. It also allows for free text comments. Our average score

for FFT is 87%. This means that 87% of respondents rate their overall experience as *Good* or *Very Good*. We share feedback with the whole Nexus team, and discuss areas for improvement.

2. The national GP Patient Survey.

This is a survey run by NHS England. It asks a series of questions about access and experience.

- Nexus had an overall score of **79%** which was higher than the national and North London average.
- **84%** of respondents said reception and admin teams were helpful
- **87%** of respondents said they felt involved in decisions about their care
- **89%** said they had confidence in the clinical they saw.
- We had increased satisfaction rates for accessing our services on the telephone, via the Nexus website and via the NHS app.

We are very pleased with the positive scores we received this year. We acknowledge there is always improvements to be made, and we will continue to work with our patients and teams towards a positive patient experience.

3. Google reviews.

Google reviews are a chance to publicly comment on the service. We believe they are helpful for new patients when they are searching for a new GP Practice. We respond to reviews and share them with the practice teams.

4. Complaints and comments at sites.

We have a complaints process. We monitor complaints for themes and improvements, and report our complaints activity to NHS England each year.

5. Feedback from our Patient Participation Group (PPG)

We value the feedback and input from our PPG members. We discuss our PPG sessions with our management teams. We would encourage more members to attend our meetings where possible as it is useful for us to get feedback from a range of patients and service users.

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. 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).

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.