

## Patient Newsletter

### Winter vaccines

We are now giving RSV vaccines to all patients that are aged 75-79 years old. Please contact us for an appointment if you wish to have a vaccine.

The vaccine helps reduce the risk of RSV causing serious problems such as pneumonia and bronchiolitis. This is an ongoing vaccine throughout the year that you only need once. As people turn 75 they will be invited to book. This vaccine cannot be given at the same time as a flu or Covid vaccine.

Covid vaccines are given at the vaccine clinic at Bermondsey Spa Medical Centre and in some local pharmacies. Your invitation will come from Quay Health Solutions (the local NHS federation) who will ask you to book a Covid vaccine at Bermondsey Spa and they can give you your flu vaccine as well as can participating pharmacies.

In Nexus we will start giving flu vaccines from 3 October to pregnant women, children aged 2-3 years old, everyone aged over 65 and those who are 18-64 years old with a long term condition such as diabetes, COPD, learning disabilities or Heart disease. You will be contacted if you are eligible.

Our walk in clinics are at the following times and locations:

Decima Street Surgery	5 October	9am – 1pm
Surrey Docks Health Centre	5 October	9am – 1pm
Aylesbury Medical Centre	12 October	9am – 1pm
Princess Street Practice	12 October	9am – 1pm

These clinics are for any registered Nexus patient and **you will not wait as long if you come later in the morning.**

If you prefer to book an appointment at any Nexus site then please contact us for a timed appointment.

We are only giving vaccines for children aged 2 and 3 years. If your child is already in school they will be offered a vaccine by their school. Both we and schools have nasal sprays vaccines as well as injectable vaccines which do not contain gelatine.

If you are not eligible for a flu vaccine and wish to have one you can book this in a pharmacy for a small cost.

### New Aylesbury Medical Centre site

Due to ongoing building works we have been informed that the move to the new Harold Moody Health Centre is now scheduled for Winter 2024. We will continue to keep our patients up to date on the move. Until then the Aylesbury Medical Centre will continue to run a full service.

### Friends and Family Test (FFT)

In September 2024, **91%** of respondents said they would recommend Nexus Health Group to friends and family.

We value the feedback of our patients and service users and we use this feedback to help improve our services.

## Our Patient Participation Group

We held our most recent PPG on Tuesday 24 March. Thank you to those PPG members who were able to attend the meeting. As always our members gave us lots of valuable feedback to consider.

### 1. Dr Chris Damant (Nexus GP Partner) spoke about our changes to the prescriptions

Dr Chris Damant, Nexus GP Partner talked to the group about upcoming changes to how we process and deal with prescription requests. Although there are no major changes to what patients will need to do, hopefully you will experience a more responsive service with prescriptions dealt with in a standard way across Nexus sites. The transformation of our prescription process has four aims:

1. Improve patient experience.
  - a. Provide clarity around timelines for medications
  - b. Ensure reasons for rejection are clearly communicated
2. Standardise procedures across Nexus
3. Improve process for rejecting/reducing medications where Long Term Conditions review is overdue.
4. Reduce workload for clinicians in processing repeat medication requests.

### 2. Steven Hunt (Director of Services and Operations) updated on the Harold Moody Health Centre

The move was anticipated to take place over the summer but due to ongoing building works, the move will happen at the end of the year. A full service will continue at the current Aylesbury Medical Centre site until the move.

### 3. Extended Hours provision

All North Southwark extended hours provision – appointments in the evening and on the weekends – will take place at the Bermondsey Spa Medical Centre. These appointments are provided by the Primary Care Network (PCN). All Nexus Health Group sites will operate Monday to Friday 8am – 6:30pm.

### The PPG asked for clarity on who the PCN is.

Nexus Health Group are a member of the North Southwark PCN. You can find out more about QHS on their website [www.quayhealthsolutions.co.uk](http://www.quayhealthsolutions.co.uk). QHS provide services on behalf of member practices.

Patients will sometimes receive texts from QHS regarding screening, vaccinations or other health initiatives. The group said that it was not clear who the texts were coming from and QHS should be more explicit that the information is not from the GP practice but on behalf of Southwark NHS.

### 4. Claire Lannie (Nexus Nurse Manager) talked about the winter flu and RSV vaccinations that are now available.

Claire spoke about the various vaccines that are being offered to Nexus patients and who was eligible for each. Nexus Health Group is not administering Covid vaccines this year. If you are contacted with an invite to a flu vaccination, we strongly encourage you to make an appointment.

### 5. Ellen Kitching (Business and Communications Manager) spoke about the National GP patient survey

The results of the national survey continue to be poor for Nexus in the areas of access (getting in touch with the GP practice on the telephone, your experience at the front desk, and getting an appointment). We acknowledge these poor results reflect the experiences of our patients and service users.



- In March 2024 Nexus changed the way appointments were requested and moved to a 'total triage' model. This means that every request for an appointment must be submitted using our new online form. The information in the request is assessed by our clinical team and patients are then offered an appointment with the most appropriate clinician from our multidisciplinary team.
- Many of our patients are now using the form (via the Nexus Website or NHS app) to routinely contact us. This has led to a dramatic decrease in telephone wait times, and has led to more availability of appointments - with patients seeing the right clinician for their need.
- Patients who do not have the internet or do not wish to use the online form can still request an appointment on the telephone, or in person at reception, and the team will complete the form for the patient.
- We are focused on improving the professional approach of our front desk teams and Ellen has asked the group to feed back their experiences.

The changes we have made to access and information came into effect after the last National GP Patient Survey and we are hopeful that next years results are improved.

**The next PPG meeting will take place in the new year.** If you would like to become a PPG member, please use the form at <https://www.nexushealthgroup.nhs.uk/patient-participation-groups>

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## Pharmacy First

If needed, your pharmacist can now provide treatment and some prescription medicine without seeing a GP.

Conditions they can treat as part of Pharmacy First 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 you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed.

**They will then update your GP health record.**

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment



## 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](#).

You must be aged 13 or over to use the NHS App.



## 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
- book and manage appointments
- 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 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

For more information visit [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)