

Patient Newsletter



We want to assure our patients and service users that during the second lockdown period, we are still open for business. 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.

Keeping our sites safe.

We want our staff and our patients to feel safe when visiting our sites. We have a number of measures in place including:

- 🚫 Limiting the number of patients waiting rooms.
- 🚫 Providing hand sanitizer at the entrance to sites.
- 🚫 Screens in reception areas at all sites.
- 🚫 Maintaining social distancing, while on site.
- 🚫 Emailing blood request forms to our patients to avoid a visit to the practice. (Please let us know if you have changed your email address since registering)

Patients who are shielding.

Those who are at high risk from COVID-19 are being advised to take extra steps to protect themselves.

[Click here](#) for advice for people in England who have received a letter saying they're clinically extremely vulnerable.

Our digital services have launched!

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.

We are social!

Follow us on Twitter and Facebook for news, events and information.



@NexusHealthLdn

Flu season has arrived.

This winter it is more important than ever to have the flu vaccine to prevent serious illness from flu.

Everyone over 65, children age 2-3 and those with long term conditions such as diabetes and COPD are eligible for a flu vaccine. **Please book yours now.**

All flu appointments are bookable online and over the phone.

During this flu season we ask that you take extra care of yourselves and your families. If you suspect you have the flu, we ask you to check that it is not Covid. Do you have

- 👉 a high temperature
- 👉 a new, continuous cough
- 👉 a loss or change to their sense of smell or taste

If the answer is yes, please get tested for Covid.

If you are suffering from the flu, here are a few ways you can help yourself to help you get better more quickly:

- 👉 Get lots of rest and sleep.
- 👉 Keep warm
- 👉 Take paracetamol or ibuprofen to lower your temperature and treat aches and pains.
- 👉 Drink plenty of water to avoid dehydration.
- 👉 Eat healthy hydrating foods such as fruit and vegetables as your appetite returns.



End of year opening hours

Please note that all Nexus sites will be closed:

- Friday 25 December
- Monday 28 December
- Friday 1 January.

Out of Hours Service

If your practice is **closed**, please call NHS 111 for all medical advice or 999 for emergencies.

For Minor injuries please visit Guy's hospital Urgent Care Centre for further details call: 0203 049 8970

Please ensure you have enough medication to cover you through this period of reduced opening hours.

You must allow two working days for the processing of any prescription requests.