

# PATIENT ENGAGEMENT NEWSLETTER



**Nexus Insight**  
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## **The NHS wants to hear from you!**

NHS services seek feedback on patient care in a variety of ways including: Patient Groups, Patient Surveys or Open Days to hear views from Patients, Carers and local people.

### **GP surgeries**

Nexus Health Group has a Patient Champion Group that meets regularly to help improve access and services at our practices, and to feed ideas into health service planning. The Patient Champion Meetings are a forum to hear your views. We currently host 3 site based meetings and 3 Open Day meetings per year.

As a Patient Champion for Nexus Health Group, you will work with Doctors, Nurses and Managers to deal with health issues that affect you and your families, your GP Surgery and the local community. You will be involved in our clinical service re-design and the services provided by the practice. Your views are very important to us and we need your in-put to improve our Care Quality Commission ratings. Our Patient Engagement Managers will be visiting practices to share how you can become involved.

### **How can I join my Patient Champion Group?**

Anyone can become a Patient Champion. We are always looking for patients who would like to get involved. If you are interested in joining our Patient Champion Group, please speak to a member of the Reception Team or the Operations Manager. They will give you a Patient Champion Joiners Form. Please complete the form and return to your practice.

# PATIENT CHAMPIONS GROUP



## What is Patient Champion Group?

Our Patient Champion Group works with the practice to:

- Offer patient perspective on services provided by the practice
- Contribute to the continuous improvement of services
- Foster improved communication between the practice and its patients
- Help patients to take more responsibility for their health
- Provide practical support and help to implement change

## Patient Champion Group is not::

- A forum for complaints, however complaints received will be channelled through our complaints process for thorough consideration/response
- A doctor's fan club

## Patient Champion Group works by:

- Building a relationship between the practice and its patients
- Building a relationship between different patients
- Breaking down the barriers between the practice and patients and between patients
- Sharing information

## Patient Champion Group should be:

- Self-organised and patient led who will provide support- i.e. – organise meetings, facilitate attendance by partner/manager etc. Nexus will facilitate the group as much as possible but NOT LEAD the group
- Confident in its ability to challenge the practice
- Able to have an open dialogue with the practice

## Advantages for the patients:

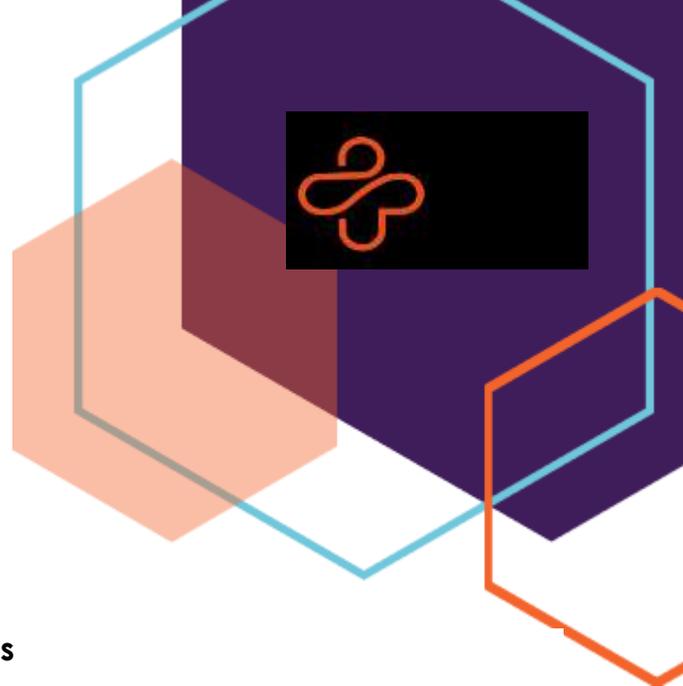
- Patients learn how to become more responsible for their own health
- Patients will have a better understanding about the practice and its staff
- Patients will be consulted on arrangements in primary health care before decisions are made
- Patients will have a forum to suggest positive ideas for change and voice concerns

## Advantages for the practice:

- The practice will be able to plan services jointly with patients
- Get closer to the community for whom they care
- Help patients with non-medical and social care issues
- Get help from patients to meet targets and objectives
- Have a forum to voice ideas and concerns

# PATIENT CHAMPION GROUP

## Frequently asked questions



**Q: Why are you asking people for their contact details**

**A:** We want to talk to people about the surgery and how well we are doing to identify areas for improvement.

**Q: Will my doctor see this information?**

**A:** No. It is purely to contact patients to ask them questions about the surgery and how well we are doing. Your doctor will only see the overall results.

**Q: Will the questions you ask me be medical or personal?**

**A:** General questions about the practice, how we are providing services and what we can do to improve them.

**Q: Who else will be able to access my contact details?**

**A:** No one beyond the practice.

**Q: How often will you contact me?**

**A:** Not very often. You will receive approximately 6 text messages per year to remind you of Patient Champion Group Meeting dates plus occasional ad hoc messages.

**Q: What is Patient Champions Group?**

**A:** It is a group of volunteer patients who are involved in shaping the services to patients.

**Q: Do I have to take part in the group?**

**A:** No, but if you change your mind, please let us know.

**Q: What if I no longer wish to be on the contact list or I leave the surgery?**

**A:** We will ask you to let us know if you do not wish to receive further messages.

**Q: Who do I contact if I have further questions?**

**A:** The Operations Manager or Team Leader.

# CQC FEEDBACK

**The National Patient Survey** results showed that the practices had performed low on experiences of making an appointment, and patients who were satisfied with the appointments they were offered. Since our last inspection, action had been taken to improve patient experience when booking appointments. There has been a drive to recruit additional non-clinical staff to manage patient bookings and telephone lines. The practices are aware of the areas that still require improvements; we are currently going through a transformation programme to improve our services.

Nexus Health Group has undertaken an audit of reception staff based on a number of complaints that had been received, as well as feedback left on other platforms such as "NHS Choices". Action has been taken following this audit which had identified some training needs in some instances.

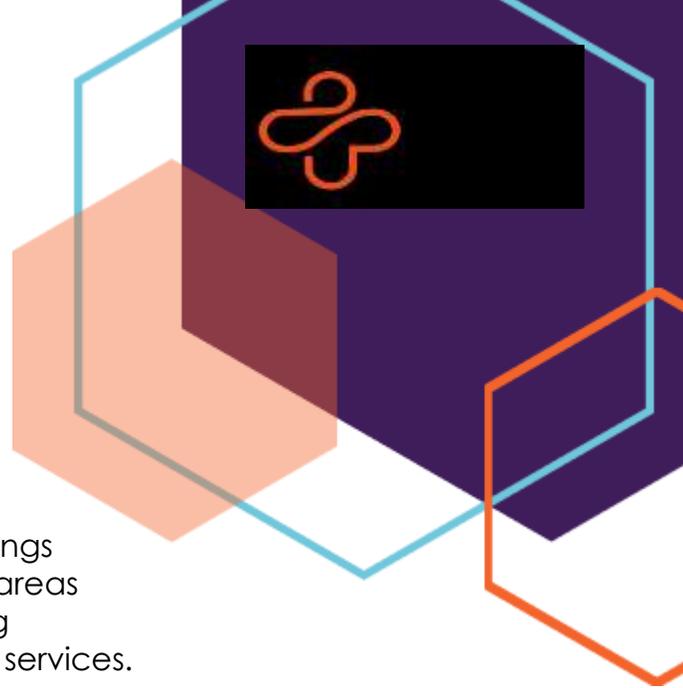
**National Patient Survey:** the survey is randomly sent to patients. If you receive the survey please complete as we need to improve our ratings. Please remember that we have taken on board your comments around our appointment system; you can now book on our webpage. Appointments are offered with Nurses, Nurse Practitioners and GPs. We will soon be offering home visits with Paramedics.

We have worked hard to improve our CQC ratings.

## NEW TELEPHONE SYSTEM

We are looking to improve the experience our patients receive when calling into the Practice. As such we are rolling out a brand new telephone system across all our sites called Babble Voice.

This system enables us to monitor the number of calls waiting in real time and the numbers of calls handled. This will enable us to proactively deploy staff at peak times to ensure that call wait times improve significantly for our patients. Currently this system is live at Nexus @ Surrey Docks Health Centre, Nexus @ Bermondsey and Lansdowne Medical Mission and The Artesian Health Centre. We will be rolling out the new telephone system across all sites throughout the rest of 2020.



# TELEPHONE TRIAGE

Nexus has implemented a Telephone Triage system across Nexus.

Telephone triage is an increasingly common means of handling requests for same-day appointments in general practice. Triage is the process of sorting people based on patient need for immediate **medical** treatment as compared to their chance of benefiting from such care.

The aim is to determine whether **telephone triage (GP-led)** reduces clinician–patient contact time on the day of the request (same day), compared with usual care.

# ON–LINE SERVICES PATIENT ACCESS

**Patient Access** is a great online service which allows you to book appointments, order repeat prescriptions, view your medical records and send secure message to the practice. The services is open 24/7/365 days and can be accessed from your home PC, Tablet or Mobile phone.

## Already Registered?

If you have already signed up for Online Services, you can access **Appointment Booking, Repeat Prescriptions, Message my GP, Change your Details** and **view your Test Results\***.

## New user?

To sign up is quick and easy:

- Step 1: Go to Patient Access on the practice website.
- Step 2: Click on Register
- Step 3: Where it asks you “Have you received a registration letter from your practice?” Click on No
- Step 4: Enter your surgery's postcode and click on the surgery name:

**Aylesbury Medical Centre SE17 2XE, Dun Cow Surgery SE1 5LU, Commercial Way Surgery SE15 6DB, Princess Street Group Practice SE1 6JP, Manor Place Surgery SE17 3DB, Sir John Kirk Close, SE5 OBB, Bermondsey and Lansdowne Medical Mission SE1 4QX, Artesian Health Centre, SE1 3GF, Surrey Docks Health Centre SE16 6NP**

- Step 5: Fill in your details.
- Step 6: Set up your security questions.
- Step 7: Read and Agree to the terms and conditions and click next



In order to **view your Medical Records including Test Results**, please call or speak with one of our reception staff who will need to establish your identity and may ask you to provide some form of identification such as a driving licence or passport. You will then have unrestricted access to this online service.

## SAFE SURGERIES

Nexus Health Group is registered as a Safe Surgery. This means that we are committed to providing equal access to our services for everyone in our practice area, regardless of their immigration status.

This is in line with our duties under NHS England guidelines for GP registration and informed by our knowledge of the barriers to healthcare faced by migrants in vulnerable circumstances. Reception staff have received guidance so that they can assist migrant patients seeking to register with our practice. For further information, please refer to website:

<https://www.doctorsoftheworld.org.uk/what-we-stand-for/supporting-medics/safe-surgeries-initiative/>



# HEALTH ARTICLE BY DR. NORA GHAILAN

## BREAST CANCER SCREENING

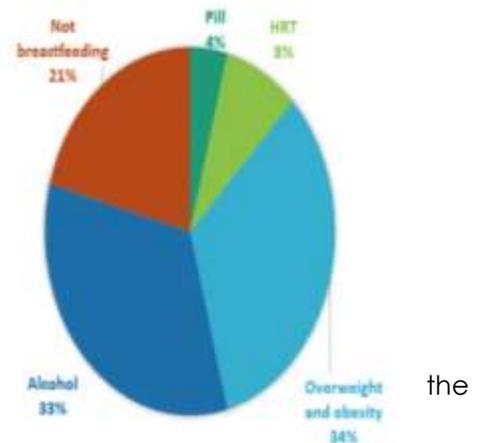
Breast cancer starts when cells in the breast begin to divide and grow in an abnormal way. It is currently the most common cancer in the UK with around 55,000 women and 57 men diagnosed with breast cancer every year. It is estimated that 1 in 7 females in the UK will be diagnosed with breast cancer in their lifetime.

There are multiple factors that have been found to be linked to an increased risk of developing breast cancer such as older age >50 years old (Approximately 80% of women diagnosed with breast cancer are >50 years old), genetics and exposure to certain risk factors such as excessive alcohol intake, overweight and obesity, hormone replacement therapy, the combined oral contraceptive pill and not breastfeeding.

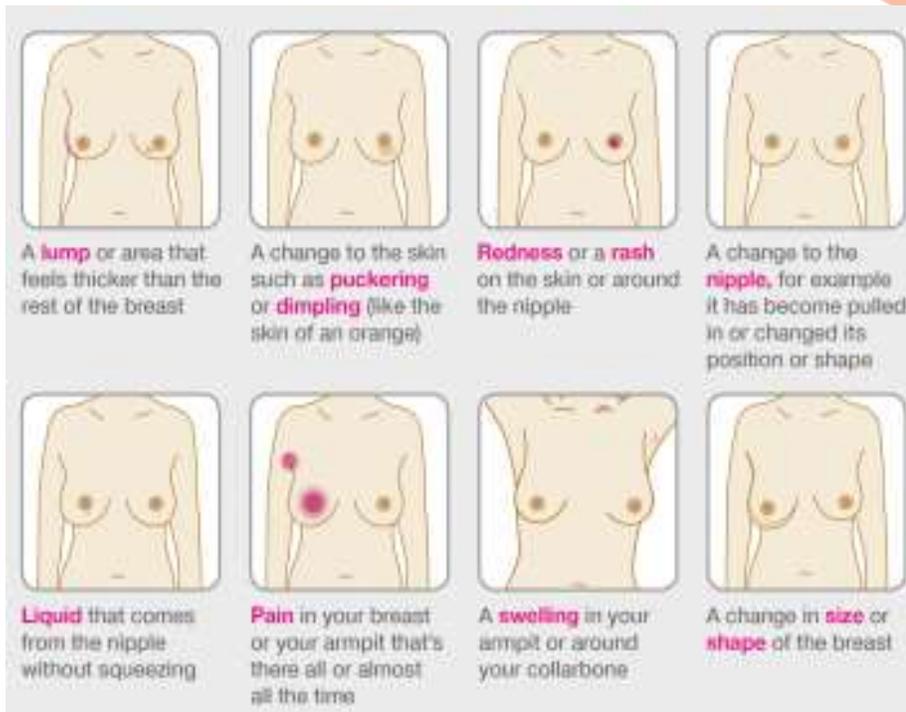
Whilst some of these factors are uncontrollable such as age and genetics, there are certain things that have shown to help reduce the risk of breast cancer such as breastfeeding and pregnancy, keeping a healthy weight, reducing alcohol intake, not smoking and staying active.

The National Breast Cancer Screening Programme in the UK invites all women aged 50- 70 every 3 years to have a mammogram (a breast x-ray). This is to help detect breast cancer before any signs or symptoms develop and this means early treatment and a potential for preventing early death. It is estimated that approximately <1 per 100 screened have breast cancer. It has been shown that approximately 65% diagnosed with breast cancer will survive >20 years with the correct and early management.

It is estimated that more than 1 in 10 breast cancers are diagnosed late in the UK. This figure can be reduced by taking part in the Breast Screening Programme and regularly self-examining your breasts. There are a number of signs and symptoms of breast cancer to look out for:



# BREAST CANCER SCREENING



It is very important that all women examine their breasts regularly.

**TOP TIP:** Make it a habit to examine your breasts regularly when you shower or before you go to sleep.

Remember **TLC** : **T**ouch, **L**ook, **C**heck!

**Touch:** Can you feel any lumps on your breasts, upper chest or under your arms?

**Look:** Look for any abnormal changes. Is there any asymmetry? Are there any new skin changes?

**Check:** Check any changes or concerns you may have with your doctor

If you are in the age range eligible for breast cancer screening and have not received an invite through the post, please speak to your doctor.

If you notice any changes to your breasts as explained in this article or you have any concerns, please speak to your doctor.

Resources: Breast Cancer Now, Cancer Research

# UPCOMING EVENTS

## Nexus Patient Champion Meetings

- **Site Based Meetings:**

**February, April, September.**

Your surgery will advertise dates on the Patient Board,

- **Nexus Open Days:**

**18<sup>th</sup> February      Time: 3.00 p.m. to 5.00 p.m.**

**9<sup>th</sup> June              Time: 2.30 p.m. to 5.30 p.m.**

**8<sup>th</sup> December      Time: 2.30 p.m. to 5.30 p.m.**

**All Nexus Open Days will be held at Inspire, the Crypt, St. Peters Church, Liverpool Grove, London, SE17 2HH**

- **Nexus Patient Focus Group**

**Topic: Long Term Condition or Chronic Illness**

If you would like to join our Focus Group to assist us in redesigning how we deliver your care, please join us on **Wednesday 5<sup>th</sup> February at Manor Place Surgery, 1 Manor Place, SE17 3BD. Time 2.30 p.m. to 4.00 p.m.**

- **Southwark Patient Participation Network Group**

The Southwark PPG Network Group was established by local patients, GP Practice Managers and the CCG Patient Engagement Team. The purpose of the group is to bring practice staff and patients from across Southwark together to develop solutions to common issues faced by Patient Groups and to share good practice. The network communicates via a range of tools including meetings and an online forum.

**Meeting Dates: 14<sup>th</sup> January and 3<sup>rd</sup> March 2020. Time: 5.30 p.m. to 7.30 p.m.**

**Venue: Cambridge House, 1 Addington Square, Camberwell, London, SE5 0HF**

- **National Association of Patient Participation**

**National Association for Patient Participation** promotes and supports patient participation in primary care.

N.A.P.P events can be found on <https://www.napp.org.uk/>