

Patient Newsletter

It is encouraging that some of the restrictions put in place over the last 16 months have now been lifted. In health care settings – including all of our Practices, we need to continue to wear masks, socially distance and maintain hand washing and cleaning protocols.

We understand that this can be a difficult or frustrating message, but in order to protect our staff and visitors it is vital that these measures remain in place.

We will continue to offer appointments via a telephone triage first system. This means that you can only be booked for a face to face appointment following an initial phone call with a GP, Nurse or health professional.

Covid vaccinations

By now, many of you will have had both of your Covid Vaccinations. For those who have yet to take up the vaccine, we encourage you to make an appointment by calling 119.

You can also visit one of the many pop-up centres around Southwark. There is no appointment necessary at pop-up clinics, no ID required and no proof of residency required

Our Artesian Health Centre site will remain closed to normal services while the vaccine programme is ongoing. Services have been moved to the Decima Street site.

Getting the care you need

At our next Patient Participation Group meeting (details below) we will be providing an update on the various steps we are taking to improve access to our service. We are aware that many patients are still having difficulty getting through to us on the telephone.





If you have access to the internet, you can access many of our services via our website www.nexushealthgroup.nhs.uk or [Patient Access](#).

If you have a smart phone, you can access many of our services via the above options, and also on the NHS app. Download the app from your usual app store

If you need repeat medication, many pharmacies will be able to arrange this for you – meaning you don't need to contact the surgery.

www.nexushealthgroup.nhs.uk.

Visit our website to:

-  Find information about our sites;
-  Do an eConsult with a GP or nurse;
-  Order your repeat medication;
-  Contact the administration team;

Find us on Facebook @NexushealthGroup

Find us on Twitter @NexushealthLdn

Access focus

Nexus Health Group is undertaking a review of its access as part of the *Time To Care* access scheme. Over the next 12-18 months we are going to be working on improving access with facilitated support. Anticipated benefits of this work are:

- Better availability and improve access to GP appointments.
- Improve care to benefit patients and release time for staff.
- Developing skills and confidence to innovate.
- Embedding and sustaining positive changes already made.
- Improve patient experience.
- Effectively managing patients' unmet needs.

We will liaising with our patients at every step of this process. W invite all PPG members to attend our next PPG meeting to hear more about our developments in Access, and how you can get involved.

Nexus Patient Participation Group

What is the purpose of our PPG?

- ✚ To share information about our organisation, our services and our delivery in the future.
- ✚ For Nexus to understand the patients point of view and to encourage feedback.
- ✚ Encourage a spirit of self help and support amongst patients to improve their health and well being.

What do PPG members do?

- ✚ Attend your practice and Nexus wide meetings.
- ✚ Share your views and participate in discussions around the services we offer and how we are working with partners in Southwark.
- ✚ Click [here](#) to sign up to your practice PPG

Our next PPG will take place on **Tuesday 7 September at 1600.**

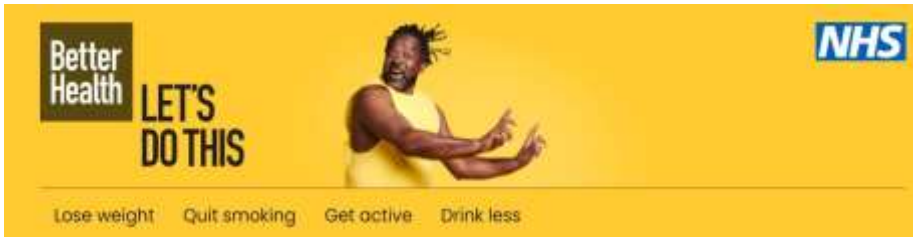
We continue to hold these meetings virtually.
Joining instructions will be sent to members before the event.

**Please note that this meeting is not a forum for individual complaints or single issues.*

Topics for the next meeting include:

- How we are improving access to our services
 - New Aylesbury Medical Centre site
- the South London CRN will come and talk to us about health research

NHS launches better health: Lose weight, quit smoking, get active, drink less.



The new #Betterhealth campaign is supporting people with healthier habits. You can find free tips and tools to help you make changes to improve your health, including the NHS Weight Loss app. Visit www.nhs.uk/better-health to get started.

Staying healthy

Keeping active, eating well and good weight management are the key to a healthy lifestyle. There is lots of helpful information on the [Southwark Council website](#) - including community walks and cooking classes you can take part in and tips on cycling in Southwark.

There are a selection of free or [low cost physical activity opportunities in Southwark](#), which are

perfect for starting out to increase your activity levels and several group options are available for extra support. There is also a [list of all the free outdoor gyms in Southwark](#) and [other leisure and sport activities available in Southwark](#). In addition, you can read about the benefits of [keeping active on our dedicated page](#).

Your mental health: [Mental health services in Southwark](#)

When you're worried about your mental wellbeing, it can be hard to know where to start. It can be difficult to know exactly what kind of support you might need, where to find it, and how to go about accessing it. Southwark Wellbeing Hub is there to take the stress out of finding, choosing and receiving support.

The Hub is available to all Southwark residents over the age of 18 who are experiencing mental illness including friends, families and carers. It offers advice on housing, welfare and advocacy, peer support, understanding a mental health diagnosis, understanding personal budgets, crisis support, carers support, enhancing friendship circles and healthy living.

The Hub is based at the Employment Academy in Peckham and will have pop-up locations across Southwark. It is open every day of the week with flexible access over evenings and weekends. You can drop-in or staff can arrange to meet you at a convenient location. The Hub has also developed an [online directory](#) to help people find relevant services and support across Southwark.

Southwark Wellbeing Hub contact details

Call: 020 3751 9684. Text: 'HUB1' and your query to 82727. Website: southwarkhub.together-uk.org

Spotlight on social prescribing

The Latin American Disabled People's Project (LADPP)

The LADPP improves the quality of life, well-being, mental health, independence and community integration of disabled and non-disabled Spanish and Portuguese speaking people, their carers, families and communities living in London through information, advice, advocacy, representation, interpreting, training, social and cultural events, Language support services and volunteering opportunities. The services are based in equal opportunities, confidentiality, empathy, and a non-judgmental approach towards our users.

LADPP supports the local community by supporting with disability, health, Welfare, Tax Credit, Housing, Employment rights, Covid19 support and information, children, youth and family support, Well-being and volunteer opportunities, English and IT and digital information support and alternative therapies and volunteer opportunities and placements.



To find out more about the support LADPP offer visit www.ladpp.org.uk

IMPORTANT INFORMATION

Please note that all of our sites will be closed on Thursday 19 August from 1230 for training. During this time you will not be able to enter the practice.

If you are a Nexus Health Group patient, or a Southwark resident and have a community group or well-being initiative that you would like be considered for our newsletter, please get in touch using our [Contact Us](#) form