

Patient newsletter

Dear Nexus patients

Thank you all for your support you have shown our staff during this challenging year.

The very definition of 'normal service' has changed for primary care providers and 2022 will undoubtedly bring more challenges for Nexus and the health care industry. The pressure that GP services operate under is unlikely to be relieved in the immediate future.

The result of this is that you may continue to experience delays in accessing appointments, tests and assessments (at GP surgeries and hospitals) however we are working very hard to reach our most at risk patients to ensure continuity of care.

Achievements for us in 2021 include:

- **Establishment of an eHub** – this is a dedicated team that deals with eConsultations.
- Development of our **long term conditions care programme** – this is a holistic care pathway for some of our most complex patients. Our LTC programme means that patients can have multiple needs met in a single visit or interaction.

- Contributing clinical and non-clinical staff to the Covid **vaccine roll-out** in Southwark.
- The integration of **Paramedics and Physicians Associates** to our clinical skills mix – meaning that patients have access to a wider variety of specialists.

In 2022 Nexus will

- continue to be a training organisation and hope that, as before, some of our trainees will begin their careers with us.
- Resume operations at our Artesian Health site and move the Aylesbury Medical Centre into a brand new facility.

We wish you a restful and safe end of year period and we look forward to seeing you in 2022. Seasons Greetings and Happy New Year.

Dr Jane Doherty, Medical Director
Steven Hunt, Director of Services and Operations.

Focus on access

We are evolving the way our appointments can be booked.

We have a range of appointments available to our patients. We offer face to face, telephone and e-Consultations. Your doctor, nurse and reception team will help make sure you are given the best appointment for your needs.

1. We have a number of appointments that can be booked for a future date up to 4 weeks in advance. These can be booked via the reception team at your registered practice.
2. We have a number of on the day appointments that are used for urgent cases.
3. You can use eConsult online to do an online consultation where you will hear back from a doctor or nurse within 2 business days. This option means you do not need to come in to the surgery and is ideal for people who are looking for general, non-urgent medical advice.

We continue to use telephone triage due to the pressures on our services. This means that you will speak to a doctor or nurse who will assess you on the telephone, and if you require a face to face follow up, you will be offered an appointment.

Getting help and information without an appointment:

You may be able to get what you need without booking an appointment.

1. If you need a repeat prescription, you can ask your pharmacy to order this for you, or request via [eConsult](#) or Patient Access. You can also request medication via our [Repeat Medication request form](#). Your prescription can be sent directly to your nominated pharmacy.
2. You can find lots of health information and advice on the [NHS App](#) and [NHS.uk](#)
3. You can look at our [Services](#) menu for help with common health concerns, information on how to self-refer to services in Southwark and also general community information in Southwark.
4. If you need to update your personal details, you can do this via our [Update Details](#) form.

Our website

Head to www.nexushealthgroup.nhs.uk for:

- ✿ 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 you can join our Patient Participation Group, see our newsletters and find other information relating to our services.

Nexus Patient Participation Group

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 encourage feedback.
- ✚ To encourage a spirit of self-help and support among patients to improve their health and wellbeing.

OUR NEXT PPG MEETING:

**Tuesday 1 March 2022
at 1600.**

This meeting will take place virtually on
MSTeams
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.*

At our most recent PPG Dr Femi Osonuga presented on the various health care professionals we have at Nexus Health Group and the advantages to patients of having a mix of clinical specialists.

- There has been a lot of media coverage around access to GP appointments. The NHS is still operating in Covid space, likely into the spring. This means that we still operating with precautions in place for the safety of our staff and patients.
- You have the option to see Physicians Associates, Paramedics and Nurse Practitioners as well as our Nurses and GPs and you will get a similar outcome with non-GP clinicians.
- Oversight of Nexus clinical staff comes in the form of:
 - Formal clinical supervision
 - Monthly clinical education meetings
 - Protected learning time.

At our December meeting our Senior Pharmacist Heather we also discussed the various ways that our patients order their prescriptions. It was great to hear that our members used a number of ways to access their medication and many were very comfortable using the Electronic Prescription Service, where they collect their repeat medication directly from their local pharmacy.

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



Local sport and physical activity.

A full range of sport and physical activities can be found across Southwark regardless of your age or ability.

The local sports clubs offer everything from angling and fencing, to BMX and boccia, netball, athletics, tennis and much more.

See www.southwark.gov.uk/leisure-and-sport/local-sport-and-physical-activities for more details.