

Patient Newsletter

Changes to the way you access our service.

You may have received a text, email or letter advising you of changes to the way you can access our services. From Friday 22 March, if you need an appointment or admin support you will need to submit an online form. Our team will assess your information and you will get a call or text the same day offering you an appointment or information.

If you do not have access to the internet, or do not wish to submit an online form you can telephone or visit a GP practice and the team will complete the form on your behalf.

We met our PPG to discuss these changes and you can read about this below.

New Aylesbury Medical Centre site

We have been informed that the closure of the Aylesbury Medical Centre and its move to the new Harold Moody Health Centre is now likely to take place in summer 2024.

We will continue to keep our patients up to date on the move. Until then the Aylesbury Medical Centre will run a full service.

Southwark council wants to hear from residents on social care.

The council want to talk to you about how their adult social care offer can work best in the future, and what role residents and the community will play. For more information, and to feedback, visit <https://t.co/zMICb1T7H0>

Pharmacy First

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

Pharmacists can give you advice on a range of conditions and suggest medicines that can help. They may also be able to offer treatment and some prescription medicine for some conditions, without you needing to see a GP (this is called Pharmacy First).

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

Our Patient Participation Group

We held our most recent PPG on Wednesday 20 March. Thank you to those PPG members who were able to make the meeting. As always our members gave us lots of valuable feedback to consider.

1. Dr Anna Kedian (Nexus GP Partner) and Steven Hunt (Nexus Director of Services and Operations) talked about changes to the way you access services.



From 22 March, if you need an appointment or administrative support you will need to complete an online form between 7am and 4pm. Your request will be reviewed by our team and they will get back to you the same day with an appointment, or information.

You will have the opportunity to say how best to contact you (telephone call, text message etc). If you do not have access to the internet, or do not wish to complete the online form then our team is here to help and can complete the form for you.

Our telephone lines will remain open and patients can still visit their GP practice. Patients will continue to have the option of a face to face appointment, or a telephone appointment.

Appointments

This new system will help us make the most of our appointments. You may be seen in the GP practice (face to face) or you may be offered a telephone appointment.

We want you to see the right person at the right time, so your request will first be reviewed by one of our clinical team. You may be offered an appointment with one of our primary care team. We are a team of many different skills and qualifications and your appointment would be with best person for your needs. This may be:

- A GP (doctor)
- A member of our nursing team
- A clinical paramedic
- A Physicians Associate (PA)
- An Advanced Nurse Practitioner (ANP)
- A Healthcare Assistant (HCA)

If an appointment is not the best result for you, we will let you know where you can go for your help. This may be managing your problem at home, speaking to one of our administrative team, or visiting a Pharmacist, or other community service.

The next PPG meeting will take place in the summer. 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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