

# WELCOME TO NEXUS HEALTH GROUP

Your registered practice is:

## The Dun Cow Surgery

279 Old Kent Road, London, SE1 5LU  
 020 3302 3007  
[nexushealthgroup.nhs.uk/dun-cow-surgery](http://nexushealthgroup.nhs.uk/dun-cow-surgery)

**General opening hours:**  
 8am – 6:30pm Monday - Friday

[Evening and weekend appointments information](#)

**Closest bus stop:** Route 63 or 363. 5 mins walk

**GP Partners:** Dr Kenny Chan, Dr Neal Murphy, Dr Ben Sangowawa, Dr Chris Damant  
**Cluster Service Manager:** Sharon Coleman  
**Site Manager:** Ann Gibson

### Appointments and admin support

If you need an appointment, or have an administrative query you will need to complete our [online form](#) between 7am and 4pm.

Our team will review your request and get back to you with an appointment or information.

If you cannot fill in the form online, telephone us or visit your GP practice and the team will complete the form for you.

### Repeat medication

You can order repeat medication at your pharmacy, via the NHS App or on the form below.

[Click here for repeat medication](#)

### All Nexus Health Group practices:

- Are wheelchair/pram/buggy accessible.
- Have closed hearing loops in reception.
- Have access to translators including BSL.
- Strive to make our patient information clear and easy to understand.

We recommend that you download the [NHS app](#). You can manage your appointments, request repeat medication, view your vaccination status, and get information and advice on a range of health issues. Patients without a smartphone or internet access can still get information from our practice teams.

Your registered practice is the **Dun Cow Surgery**, but you may be offered appointments at any Nexus Health Group site. You can find information about all of our GP practices by [clicking here](#)



## Your care directory

Making an appointment	<ul style="list-style-type: none"> <li>Please complete <a href="#">this online form</a>. The team will review your request and contact you the same day with an appointment or information.</li> <li>If you cannot complete the form online, please telephone us, or visit your GP practice who will complete the form for you.</li> <li>You can book some appointments (for example smear tests) via the NHS App.</li> </ul>
Getting repeat medication	<ul style="list-style-type: none"> <li>If you are looking for a repeat medication, you can ask your local pharmacy to register you for the Electronic Prescribing Service. This means your prescription will be delivered directly to the pharmacy, so you do not need to come into the surgery or make an appointment.</li> <li>You can request medication via this <a href="#">contact form</a> on the website.</li> <li>You can request medication via the <a href="#">NHS app</a></li> <li>You can drop a hand written request off to one of the collection boxes on site.</li> </ul>
Getting a vaccination (you or your child)	<ul style="list-style-type: none"> <li>Request an appointment with the nursing team using the <a href="#">NHS app</a>, <a href="#">filling in this form</a>, or telephoning your registered practice.</li> <li>If you cannot complete the form online, please telephone us, or visit your GP practice who will complete the form for you</li> </ul> <p><b>Please note we do not currently offer travel vaccinations. These can be accessed via your local travel clinic, or pharmacy.</b></p>
Changing your personal details	<ul style="list-style-type: none"> <li>Please use the <a href="#">change of details form</a>, or the contact us form on the website</li> <li>Or you can write a letter to your registered practice.</li> </ul>
Getting self-help and self-referrals	<ul style="list-style-type: none"> <li>See our <a href="#">Services</a> menu on the website</li> </ul>
Join the Patient Participation Group	<ul style="list-style-type: none"> <li>You can fill in this <a href="#">form</a> on the website</li> <li>You can visit your local practice as ask to join.</li> </ul>
View your medical record and test results	<ul style="list-style-type: none"> <li>You can access this information via <a href="#">NHS app</a>.</li> </ul> <p>Contact reception for help registering with this service.</p>
Fees for services	<ul style="list-style-type: none"> <li>Your NHS treatment is free. There are charges for some services that which are not covered by the NHS for example medical or insurance reports, requests for letters and private sick certificates.</li> </ul>
Feedback and complaints	<p>We value your feedback</p> <ul style="list-style-type: none"> <li>Find information on feedback and complaints <a href="#">here</a></li> <li>You can speak to any member of the practice staff in person</li> <li>You can email the Site Manager at your registered practice.</li> </ul>
Chaperones	<p>You are entitled to have a formal chaperone join you for any consultation, examination or procedure. This will be a trained member of our staff. Please let us know when you request an appointment if you would like a chaperone to join you for your appointment. You are also welcome to have a family member or friend accompany you for your appointment if you wish however this is not a formal chaperone. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.</p>

## Our multidisciplinary team

As well as a multidisciplinary clinical team, we also have HR, IT and Finance specialists.

General Practitioners (GPs)	Our GP Partners are supported by a team of salaried General Practitioners. They lead our clinical and non-clinical multidisciplinary teams to delivery holistic care to our patients. Our GPs see patients face to face, but also offer telephone consultations.
GP registrars	Fully qualified medical doctors who are completing their specialist training in General Practice. They work under the supervision of their allocated trainer.
Physicians Associates (PAs)	Physician associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. Physician associates are dependent practitioners working with a dedicated medical supervisor, but are able to work autonomously with appropriate support.
Paramedics	Our team of Paramedics work across all Nexus sites and are highly trained in dealing with acute medical issues. They usually perform acute home visits for our housebound patients.
Nurses	<p>We have a full nursing team across all our sites who have all done further training to become competent in skills needed for General Practice. Practice nurses can carry out cervical smears, immunisations, contraception reviews, wound care and chronic disease management such as asthma, COPD and Diabetes.</p> <p>Health care assistants work with the nursing team and are trained in adult immunisations, phlebotomy, wound care, ear syringing, NHS health checks, 24 hour BP monitoring and some annual reviews.</p>
Pharmacists	Pharmacists are responsible for the safe prescribing of complex and high risk medicines. They respond to central medicine alerts and conduct prescribing safety audits and adjust medication charts post hospital discharges
Physiotherapists	Physiotherapists are available at a number of our sites and you can book an appointment via reception to see them.
Mental Health Practitioners	Mental Health Practitioners work with our clinical team providing specialised mental health support. Your clinical team can arrange an appointment for you.
GP assistant (admin)	General Practice Assistants are an administrative function (non-clinical) responsible for sorting and signposting clinical post, and extracting important information from letters for coding;
Care Coordinators (admin)	Care coordinators help navigating care for patients with more complex health and care needs and bringing multidisciplinary teams effectively together to support these patients.

### QHS: Our Primary Care Network

Nexus Health Group is part of the North Southwark Primary Care Network [QHS. Read the NHS England PCN FAQs](#). QHS is a GP Federation providing Healthcare services within and on behalf of north Southwark. The Federation is a membership organisation that brings together healthcare services. Fourteen GP practices in north Southwark came together as a Primary Care Network with Quay Health Solutions Community Interest Company.

You may receive text message from QHS regarding vaccinations and other services they are carrying out on behalf of North Southwark GP Practices.

# About Nexus Health Group

Nexus Health Group was founded in 2016 with the coming together of a number of long established, like-minded local GP practices. We are one of England's largest provider of NHS Primary Care Services, serving a diverse list of approximately 78,000 patients from nine GP practices all based in South East London.

We are a well-recognised training organisation for GPs, nurses and allied health professionals.

Around 200 employees make up our multidisciplinary teams of GPs, Advanced Nurse Practitioners (ANPs), Paramedics, Physicians Associates, Nurses, Pharmacists, Health Care Assistants (HCAs) and local administration teams. We are focused on the development of our workforce and our services.

In addition to our clinical and administrative practice teams, we also have centralised back office functions providing finance, HR, administration, and data/IT support. Our organisation is led by our GP Partners and our Senior Management Team.

## Our GP Partners.

Our GP Partners own and work within the organisation. Our GP Partners are:

- Dr Kenny Chan
- Dr Anna Kedian
- Dr Stefan Lipinski
- Dr Neal Murphy
- Dr Olufemi Osonuga
- Dr Robin Rastogi
- Dr Ben Sangowawa
- Dr Sam Soo
- Dr Chris Damant
- Dr Mo El Labib
- Dr Grant Su

## Our Management team.

Our Senior Management Team works alongside the GP Partners to deliver services across the organisation:

- Steven Hunt: Director of Services and Operations
- Claire Lannie: Nurse Manager
- Kasia Surga: Senior Operations Manager
- Mus Chowdhury: Finance Manager
- Sabrina Sithanen: Human Resources Manager
- Ellen Kitching: Business and Communications Manager