

Patient Newsletter

Harold Moody Health Centre

The team from the Aylesbury Medical Centre have now moved to the Harold Moody Health Centre which is located next door to the old Aylesbury site. Patients and staff report enjoying the new premises with its natural light and modern facilities.

Guy's and St Thomas' Hospital are running some community services out of the centre.

All Nexus Health Group patients are able to be seen at the Harold Moody Health Centre.



Spring Covid booster campaign

QHS (the Primary Care Network in North Southwark) have invited all patients aged over 75 in North Southwark to book a Covid booster at The Bermondsey Spa Medical Centre.

Only patients in this group are eligible as well as some patients who are severely immunosuppressed.

We do not administer Covid vaccines at Nexus Health Group sites.

Southwark Healthy Lifestyle Hub

In partnership with Southwark Council, The Healthy Lifestyle Hub can support you to improve your health and wellbeing. You will get free advice and guidance, and be given options for local services and activities that are right for you.

The Healthy Lifestyle Hub can provide friendly, supportive advice and guidance for up to 12 months, helping you to get healthier and feel better. This is a free service available to all Southwark residents that meet the criteria. To find out more go to

www.southwark.everyonehealth.co.uk

Or email

eh.southwarkreferrals@nhs.net

Pharmacy First

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.

Conditions pharmacists can treat 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 the Pharmacist has offered you treatment, they will update your medical record.

Our Patient Participation Group

We held our most recent PPG on 25 March. Thank you to those PPG members who were able to make the meeting.

- 1. Dr Kenny Chan (Nexus GP Partner) and Steven Hunt (Nexus Director of Services and Operations) talked about the Harold Moody Health Centre and Commercial Way Surgery and future premises.**



The long awaited move from the Aylesbury Medical Centre to the newly built Harold Moody Health Centre has now taken place. The team are very pleased to be in the new building and patients report enjoying the new space.

Steven and Kenny advised the group that Nexus has been reviewing each of its premises and following the decision that the site is no longer fit for purpose, Commercial Way Surgery will close in 2025. Unfortunately there are accessibility issues that cannot be solved with the current building, and the clinical rooms are no longer adequate. Patients registered at Commercial Way will be transferred to an alternative Nexus site and need to take no action should they wish to continue seeing the same team of doctors and nurses. Patients will be contacted directly but you can keep up to date with the latest information at www.nexushealthgroup.nhs.uk or you can speak to the team at site.

- 2. Steven Hunt (Nexus Director of Operations and Services) updated the group about the recent Care Quality Commission inspection.**

The CQC inspected Nexus in November 2024. We are very pleased to report that we have been upgraded to a rating of 'Good'. The team have worked very hard to turn around the issues that were identified at the inspection in 2018. [The recent report can be read here](#)

- 3. Dr Anna Kedian (Nexus GP Partner) spoke about our new access system one year after it was launched.**

It has been one year since we launched our total triage system that replaced the need for patients to telephone at 8am to request an appointment. The new system involved patients completing a request form, or asking the team to complete. The request has an assessment of need by our GP Partners and patients are matched with the right clinician for their concern.

The new system has led to improvements in access:

- Our telephone wait times are significantly reduced as those who are able to can now complete the request form online from 7am, freeing up the telephone queue for those who need to speak to the team.
- It has freed up appointments in the system as there is no longer a *first come, first served* system. Patients are matched with the most appropriate clinician or signposted to information or services.
- Where appropriate patients are now sent an Accubook link which lets them book appointments at any Nexus site.
- The PPG raised that it would be helpful if the Accubook options were listed in order of soonest available appointment – Dr Kedian will follow up with the software provider to see if that is possible.
- We have also set up an Amber line for those who need it.
- We will write to patients and ask them to feed back on their experiences with the new system.

The next phase of our access improvements will focus on the group who would benefit from continuity of care. This will begin with a pilot of housebound patients who will undergo a yearly Multidisciplinary Team (MDT) review. If the pilot phase is successful, we will roll out to other patient cohorts.

- The PPG asked why the new form is switched off at 4pm. Dr Kedian advised that this is to ensure that there is time to respond to everyone and to ensure that requests that do get submitted are, as much as possible, responded to on the same day. Dr Kedian advised that under the new GP contract we are being asked to keep our booking line open until the end of the day. We've not previously done this for patient safety but will need to consider how we would do this.
- Several other PPG members commented that they thought their experience was better using the new system.
- We are grateful to everyone for their feedback.

Dr Femi Osonuga (Nexus GP Partner) advised that those who cannot complete the form online should still telephone or visit a site and the team will complete the form on their behalf. He also advised that when extra time was needed (for example if a patient requires an interpreter) double appointments would be booked.

Dr Osonuga advised the group that there is help available beyond your GP Practice. In Southwark patients have access to:

- Pharmacy First
- The Minor Eye Conditions Scheme (MECS) where your optician can help with minor eye problems.
- Mental Health Practitioners
- Social Prescribers
- First Contact Physiotherapists

4. Claire Lannie (Nexus Nurse Manager) updated the group about Covid boosters, and our work with patients with long term conditions (LTCs).

Patients aged 75 and over will receive an invite to have a spring Covid booster at the Bermondsey Spa Medical Centre.

Nexus has developed a Long Term Conditions pathway. Patients with diabetes, those on the severe mental health register, those with learning disabilities, those with chronic heart disease and those who suffer with dementia or have had a stroke are included.

Throughout the year patients will be invited to a half hour appointment with a nurse. Physical checks will be completed and bloods taken. Results from the appointment will be followed up with a nurse and if it appears that the condition is poorly controlled, a follow up will be booked where a discussion about a way forward will take place.

In Southwark we have a lot of residents with uncontrolled diabetes and our aim is to get better health outcomes for these patients.

We also have 3 x Care Coordinators working across Nexus. They ring patients who are vulnerable to coordinate their appointments. Our nurses provide home visits for annual LTC reviews too.

Patients with asthma or COPD will be invited to complete a questionnaire and then followed up with a face to face or telephone appointment.

MyChart

If you have had care at Guy's and St Thomas' Hospital, or your child has been seen in the Evelina then you may have used MyChart.



The MyChart platform lets you securely access parts of your hospital health record. You can find your hospital test results and letters and it also allows you to support your friends and family with proxy access.

IMPORTANT INFORMATION FOR PATIENTS:

- **Your GP practice does not have access to MyChart.** We cannot see the information that is on there and do not get updated with information is added.
- If you have had tests or referrals requested by a hospital clinician, you need to follow up with them for the results.
- There is a feature called 'Share Everywhere' where a patient can choose to securely share information from MyChart with healthcare professionals including GPs however this is done via a 'share code' and is only valid for 60 minutes. There is no access to the information after 60 minutes.

If you are not sure how to contact your hospital team to discuss results, or having difficulty getting a response you can contact the St Thomas' PALS (Patient Advice and Liaison Service (PALS) using this link [Your feedback - Contact PALS | Guy's and St Thomas' NHS Foundation Trust](#)

Have your say

We would be grateful for your feedback on our appointment request system. Please click the link to complete the survey: <https://www.surveymonkey.com/r/NBW8J2Q>

Get the NHS app

The NHS App gives you a simple and secure way to access a range of NHS services.

Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by [logging in through the NHS website](#).

What you can do with the NHS App

You need to [prove who you are](#) to get full access to the NHS App. With full access you can:

- Request an appointment using our online form
- order repeat prescriptions
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- view your NHS number ([find out what your NHS number is](#))
- use NHS 111 online to answer questions and get instant advice or medical help near you.

