

## Patient Newsletter

### Access Hub Launch January 2023

We have launched our centralised access hub based at Sir John Kirk Close surgery.

Our Access Hub Coordinators are the first point of access on the phone for the patients registered at Princess Street Practice, Manor Place Surgery, Surrey Docks Health Centre, Decima Street and Artesian Practice.

In early March 2023, they will also assist patients registered at Sir John Kirk Centre, Aylesbury Medical Centre, Dun Cow Surgery and Commercial Way. The Access Hub is overseen by a clinician who triages patients' medical queries and supports the team.

Our Access Hub also ensures that your queries or requests submitted via e-consult is responded to in a timely manner and allocated to a clinician or whichever team is appropriate.

This leaves our site based teams better placed to deal with face to face patient queries at site and we trust will also improve our patient experience on the phones.

By April/May of this year we also hope to have a brand new telephone system which will offer more options to our patients and further improve the experience our patients have when contacting the Practice.

In addition to the Access Hub centre, we are in a process of launching a dedicated phone line for our more vulnerable patients. This service is already live at Decima Street Surgery. If you have been identified as someone who might benefit from this new service, we will contact you in due course and prior to launching it at the remaining sites.

### New Aylesbury Medical Centre site



We are anticipating the move of the current Aylesbury Medical Centre to their new site in the summer/early autumn 2023. As a result of a public vote, the new site is named the Harold Moody Health Centre after a local GP who came to London in 1904. We will keep all of our patients updated on the exact date of the move when we have confirmation of this.

## Getting the care you need

Did you know you can self-refer to a number of services in Southwark? Services that are available for self-referral include:

- Antenatal care
- Counselling services and talking therapies
- Sexual Health services
- Support for problem users of drugs, alcohol and their families
- Physiotherapy
- End of life care
- Cancer care
- Suicide bereavement service
- Podiatry/foot health
- Domestic abuse support
- Minor eye conditions scheme

If you have access to the internet, you can access many of our services via our website:

[Click Here To Self-Refer](#)

## Repeat Prescriptions

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

If you have a smartphone you can use NHS App or Patient Access to request your medications. Alternatively, you can send a request on our website; click [here](#) to use the form on our website. Please allow 48 working hours (2 working days) for your request to be processed.

[www.nexushealthgroup.nhs.uk](http://www.nexushealthgroup.nhs.uk)

Visit our website to:

- ✂ Find information about our sites;
- ✂ Do an eConsult and receive a reply from the team within 48 hours;
- ✂ Order your repeat medication;
- ✂ Contact the administration team:

## Care Coordinators

We have recently appointed 5 care coordinators to work across each of our neighbourhoods. This relatively new role will support our existing teams in delivering enhanced care with a focus on supporting and signposting patients with multiple long term conditions, learning disabilities, asylum seekers and patients at risk of harm or abuse. There will be a care co-ordinator based at Princess Street Surgery, Manor Place Surgery, Aylesbury Medical Centre, Surrey Docks Health Centre and Decima Street Surgery. These post-holders will work closely with our clinical teams.

## 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

At our last PPG meeting we discussed:

1. Access Hub update
2. Telephony system update
3. New Aylesbury Premises update
4. NHS APP
5. Influenza update
6. Cost of living crisis

**Our next PPG will take place on:  
21.03.2023 at 4:00pm (Virtual)**

We continue to hold these meetings virtually, however we are planning the next PPG in person (summer 2023).

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.*

Discussion items will be confirmed and shared with members closer to the event.

