

Nexus Health

Reception • استقبالہ

یہ کتابچہ آپ کو سسٹم استعمال کرنا سکھاتا ہے

pk-appointments.nexushealth.org.uk

Orange means the computer suggests — you always decide.

Guide v1.16.1 · 22 August 2026

Nothing you click can break it. Nexus Health support — support@nexushealth.org.uk

Sign in

1 / 18

سائن ان کریں

? Your own login. Never share it — the system records who did what

آپ کا اپنا لاگ ان۔ کسی کو نہ دیں۔ سسٹم ریکارڈ رکھتا ہے

1 Open pk-appointments.nexushealth.org.uk

اس پتے پر جائیں

2 Type your email and password

ای میل اور پاس ورڈ لکھیں

3 Forgot it? Press Forgot password

بھول جائیں تو Forgot password دبائیں

Nexus Appointments
Practice scheduling portal

Email
reception@clinic.nhs.uk

Password
.....

Sign in

[First time here? Read the guide](#)
Nexus Health · Staff access

The day in front of you

2 / 18

آج کا دن

? For seeing and running one day at a time

ایک دن کو دیکھنے اور چلانے کے لیے

1 It opens on today

یہ آج کے دن پر کھلتا ہے

2 Change the date at the top for another day

دوسرے دن کے لیے اوپر تاریخ بدلیں

3 The top line counts who is booked and what is still free

اوپر کی لائن بتاتی ہے کتنے بک ہیں اور کیا خالی ہے

The screenshot shows the Nexus Appointments interface for 'Example Clinic'. The main heading is 'Appointment book' for 'Wed, 18 Nov 2026'. A date selector at the top right shows '18/11/2026' with a calendar icon and an 'Add a time' button. A message box states: 'New here? There is a guide for this screen. Every job you do, step by step, in English with Urdu underneath. It takes about two minutes.' Below this, a summary shows '0 patients booked', '0 times still free', and '0 kept for today's emergencies'. The main area is empty with the text 'Nothing in the book for this day.' and a link 'How to put a time in the book'. The right sidebar contains 'Ideas for today' and a notification: 'Keep 3 more times free for emergencies today' with 'Apply' and 'Dismiss' buttons.

Put a time in the book

3 / 18

بک میں وقت شامل کریں

? For adding a one-off time the doctor's normal hours do not cover

ایسا وقت شامل کرنے کے لیے جو معمول کے اوقات میں
نہیں

1 Press Add a time

Add a time دبائیں

2 Choose the time and how long it takes

وقت اور دورانیہ منتخب کریں

3 Press Add slot

Add slot دبائیں

The screenshot displays the 'Appointment book' interface for 'Example Clinic' on 'Wed, 18 Nov 2026'. The interface includes a sidebar with navigation options: 'ORGANISATION', 'Appointment book', 'Patient requests', 'Booked online', 'Follow-up reminders', and 'Waiting list'. The main area shows a calendar view with a modal 'Add a slot' open. The modal contains fields for 'Time' (set to 11:30 AM), 'Duration (min)' (set to 15 min), 'Appointment type' (set to GP — routine), and 'Modality' (set to In person). There is also a checkbox for 'Hold as same-day urgent reserve (not bookable online)'. The modal has 'Cancel' and 'Add slot' buttons. The background shows a calendar grid with a 'New here? There is a guide for this screen.' message and a 'Keep 3 more times free for emergencies today' notification.

Book a patient in

4 / 18

مریض کی بکنگ کریں

? For putting a patient into a free time

مریض کو خالی وقت میں رکھنے کے لیے

1 Click the free time, then Book a patient

Book a patient خالی وقت پر کلک کریں، پھر

2 Type their name or phone number

نام یا فون نمبر لکھیں

3 Not found? Press Add new patient

نہ ملے تو Add new patient دبائیں

The screenshot displays the Nexus Appointments interface. On the left, a sidebar shows the 'Appointment book' section. The main area is titled 'Appointment book' and shows a calendar for Wednesday, 18 Nov 2026. A modal window titled 'Book a patient' is open, showing a search for 'Ayesha' and a list of results including 'ayesha.khan' and 'Ayesha Khan'. The modal also includes a 'Book appointment' button. On the right, a sidebar shows an 'Empty slot' for 11:30 - 15 min, with a 'Book a patient' button and a 'Delete this slot' link.

Finish the booking

بکنگ مکمل کریں

5 / 18

? The reason you write here is what the practitioner sees first

یہاں لکھی وجہ ڈاکٹر سب سے پہلے دیکھتا ہے

1 Click the patient's name

مریض کے نام پر کلک کریں

2 Write why they are coming

آنے کی وجہ لکھیں

3 Press Book appointment

Book appointment دبائیں

The screenshot displays the Nexus Appointments interface. The main section is titled 'Appointment book' for Wednesday, 18 Nov 2026. It includes a guide for new users and status indicators: 0 patients booked, 2 times still free, and 0 kept for today's emergencies. A 'Book a patient' modal is open, showing a patient named Ayesha Khan with 'Toothache' as the reason. The background shows a calendar with a 11:30 slot available. A sidebar on the right shows an 'Empty slot' for 11:30 - 15 min, GP routine, in person, with no doctor yet.

The booking is made

بکنگ ہو گئی

6 / 18

? The time now carries the patient's name

اب اس وقت پر مریض کا نام ہے

1 Click it any time to see or change it

دیکھنے یا بدلنے کے لیے کلک کریں

Nexus Appointments
Practice scheduling

Appointment book ?
Wed, 18 Nov 2026

< Today > 18/11/2026 + Add a time

ORGANISATION
Example Clinic

Appointment book

Patient requests

Booked online

Follow-up reminders

Waiting list

Guide

RE Reception
Receptionist

Appointment book ?
Wed, 18 Nov 2026

< Today > 18/11/2026 + Add a time

New here? There is a guide for this screen.
Every job you do, step by step, in English with Urdu underneath. It takes about two minutes.

[Open the guide](#) [Print it](#) [Not now](#)

1 patients booked | **2 times still free** | **0 kept for today's emergencies**

Any doctor
1 patients · 2 free

Ideas for today
You decide — nothing changes by itself

We look at today's book and suggest small fixes — for example holding a few times back for emergencies, or turning a quiet in-person time into a phone call. Press **Apply** to make a change, or **Dismiss** to ignore it.

+3 for emergencies
Keep 3 more times free for emergencies today
Only 0 times are held back today for patients who need to be seen urgently. This adds 3 at 10:00, bookable by staff only.

[Apply](#) [Dismiss](#)

1 longer visit
Make one time 30 minutes for a longer visit
One 15-minute time is still free. Making it 30 minutes gives room for a patient with several problems, instead of them coming back again.

[Apply](#) [Dismiss](#)

Cancel an appointment

7 / 18

اپائنٹمنٹ منسوخ کریں

1 For freeing a time when somebody cannot come

جب کوئی نہ آ سکے تو وقت خالی کرنے کے لیے

2 Click the appointment, then Cancel appointment

اپائنٹمنٹ پر کلک کریں، پھر Cancel appointment

3 Write the reason — the patient can read it

وجہ لکھیں — مریض اسے پڑھ سکتا ہے

4 Press Confirm cancel

Confirm cancel دبائیں

The screenshot displays the Nexus Appointments interface. On the left, a sidebar shows the 'Appointment book' section. The main area shows the 'Appointment book' for 'Wed, 18 Nov 2026'. It indicates '2 patients booked', '2 times still free', and '0 kept for today's emergencies'. A calendar view shows a slot for '11:30 Ayesha Khan' and '12:15 Ayesha Khan'. The right sidebar shows the appointment details for 'Ayesha Khan', including the time '12:15 - 15 min', type 'GP — routine', and doctor 'Nobody yet'. A 'No doctor yet' warning is present. The 'PRESENTING COMPLAINT' is 'Toothache'. There are buttons for 'Confirm', 'Arrived', and 'Didn't attend'. A 'Reschedule' section allows for date and time selection. A 'Cancel — reason (sent to the patient)' section has a text input field with 'Patient rang to cancel' and a 'Confirm cancel' button. A 'Patient summary' section at the bottom provides a plain-language summary of the appointment.

After cancelling

8 / 18

منسوخى كے بعد

? The time goes back on offer straight away

وہ وقت فوراً دوبارہ دستیاب ہو جاتا ہے

1 The cancelled card stays beside it as a record

منسوخ شدہ کارڈ ریکارڈ کے طور پر ساتھ رہتا ہے

Nexus Appointments
Practice scheduling

Appointment book
Wed, 18 Nov 2026

ORGANISATION
Example Clinic

Appointment book

Patient requests

Booked online

Follow-up reminders

Waiting list

Guide

RE Receptionist

Appointment book
Wed, 18 Nov 2026

New here? There is a guide for this screen.
Every job you do, step by step, in English with Urdu underneath. It takes about two minutes.

Open the guide Print it Not now

3 patients booked | 3 times still free | 0 kept for today's emergencies

Any doctor
3 patients · 3 free

11:30 Ayesha Khan

12:15 Ayesha Khan

12:45 CANCELLED Ayesha Khan

11:30 Available

12:45 Available

Ideas for today
You decide — nothing changes by itself

We look at today's book and suggest small fixes — for example holding a few times back for emergencies, or turning a quiet in-person time into a phone call. Press **Apply** to make a change, or **Dismiss** to ignore it.

+3 for emergencies
Keep 3 more times free for emergencies today
Only 0 times are held back today for patients who need to be seen urgently. This adds 3 at 10:00, bookable by staff only.

1 longer visit
Make one time 30 minutes for a longer visit
One 15-minute time is still free. Making it 30 minutes gives room for a patient with several problems, instead of them coming back again.

Patient requests

9 / 18

مریضوں کی درخواستیں

? For problems people ring in with, before they are a booking

ان مسائل کے لیے جو فون پر آتے ہیں، بکنگ سے پہلے

1 In queue means nobody has dealt with it yet

In queue یعنی ابھی کسی نے نہیں دیکھا

2 The red number in the menu counts what is waiting

مینو میں سرخ نمبر باقی درخواستیں گنتا ہے

The screenshot shows the 'Nexus Appointments' interface for 'Example Clinic'. The left sidebar contains a menu with options: 'Appointment book', 'Patient requests' (highlighted), 'Booked online', 'Follow-up reminders', 'Waiting list', and 'Guide'. The main area is titled 'Patient requests' and includes a '+ New request' button. Below the title, there are four status filters: 'In queue' (0), 'Urgent waiting' (0), 'Same-day' (0), and 'Closed today' (0). The 'Pending' tab is selected, showing a message: 'Nothing in this view. How patient requests work'.

Take a request at the desk

10 / 18

ڈیسک پر درخواست لیں

- ? For writing down a problem when there is no free time to book**

جب بکنگ کے لیے وقت نہ ہو تو مسئلہ لکھنے کے لیے

- 1 Press New request**

New request دبائیں

- 2 Write the problem in the patient's own words**

مریض کے اپنے الفاظ میں مسئلہ لکھیں

- 3 Add how they contacted you and their phone, then Add to queue**

رابطے کا ذریعہ اور فون لکھیں، پھر Add to queue

The screenshot displays the 'Nexus Appointments' interface for 'Example Clinic'. The left sidebar contains navigation options: 'Appointment book', 'Patient requests' (selected), 'Booked online', 'Follow-up reminders', and 'Waiting list'. The main area shows 'Patient requests' with a '+ New request' button and a summary of request counts: 0 In queue, 0 Urgent waiting, 0 Same-day, and 0 Closed today. A 'New triage request' modal is open, featuring a search bar for patient details, a text area for the problem (filled with 'Broken tooth after a fall'), and a note about emergency red flags. At the bottom, there are dropdowns for 'Channel' (Walk-in) and 'Patient urgency' (Routine), and a text field for 'Phone' (03001112222). The modal concludes with 'Cancel' and 'Add to queue' buttons.

It lands in the queue

11 / 18

درخواست قطاریں

? Now it is somebody's job, not a note on paper

اب یہ کسی کی ذمہ داری ہے، کاغذ کا نوٹ نہیں

1 Unregistered patient means they have no record yet

Unregistered patient یعنی ابھی ان کا ریکارڈ نہیں

The screenshot displays the Nexus Appointments interface for 'Example Clinic'. The left sidebar contains navigation options: 'Appointment book', 'Patient requests' (highlighted with a blue bar and a '1' icon), 'Booked online', 'Follow-up reminders', and 'Waiting list'. At the bottom of the sidebar is a 'Guide' icon and a 'Reception' role indicator. The main content area is titled 'Patient requests' with a subtitle: 'Patients who have described a problem and are waiting to be given the right appointment. Someone clinical checks each one first.' A '+ New request' button is in the top right. Below the title, there are five status filters: '1 In queue' (selected), '0 Urgent waiting', '0 Same-day', '0m Avg wait', and '0 Closed today'. A tab bar shows 'Pending' (selected), 'Triaged', 'Actioned', and 'All'. The main area displays a card for an 'Unregistered patient' with the text 'Reception - just now' and 'Broken tooth after a fall'. A 'Routine' tag is shown with a note 'GP — routine'. At the bottom of the card are buttons for 'Same-day', 'Routine', 'Nurse', 'Phone', '111', '999' (highlighted in red), and 'Navigate'.

Emergencies are flagged for you

12 / 18

ایمرجنسی خود نمایاں

? A safety net: dangerous words are spotted the moment you save

حفاظتی نظام: خطرناک الفاظ محفوظ کرتے ہی پہچان لیے جاتے

ہیں

1 Instant word-spotting, NOT AI — it never waits on a computer

فوری لفظ شناسی ہے، AI نہیں — کبھی تاخیر نہیں کرتی

2 EMERGENCY in red means show a practitioner NOW

سرخ EMERGENCY کا مطلب ابھی معالج کو دکھائیں

3 Never leave a red one sitting in the queue

سرخ درخواست قطار میں نہ چھوڑیں

Nexus Appointments
Practice scheduling

ORGANISATION
Example Clinic

Appointment book

Patient requests 3

Booked online

Follow-up reminders

Waiting list

Guide

RE Reception Receptionist

Patient requests ?
Patients who have described a problem and are waiting to be given the right appointment. Someone clinical checks each one first.

+ New request

3 In queue

1 Urgent waiting

0 Same-day

0m Avg wait

0 Closed today

Pending Triaged Actioned All

EMERGENCY Unregistered patient
Phone - just now
Bad chest pain since this morning
Possible cardiac event (chest pain)
Emergency GP — same-day
Same-day Routine Nurse Phone 111 999 Navigate

Unregistered patient
Reception - just now
Broken tooth after a fall
Routine GP — routine
Same-day Routine Nurse Phone 111 999 Navigate

Unregistered patient
Reception - just now
Broken tooth after a fall
Routine GP — routine
Same-day Routine Nurse Phone 111 999 Navigate

Decide what happens

13 / 18

فیصلہ کریں

? For recording what was decided, so the next person knows

فیصلہ ریکارڈ کرنے کے لیے تاکہ اگلے کو معلوم ہو

1 Press the decision on the card — Routine, Urgent and so on

کارڈ پر فیصلہ دبائیں — Routine، Urgent وغیرہ

2 It moves to Triaged with the decision written on it

یہ Triaged میں چلی جاتی ہے، فیصلہ لکھا ہوتا ہے

The screenshot displays the Nexus Appointments interface. On the left, a sidebar shows the 'Nexus Appointments' logo and a list of navigation items: 'ORGANISATION Example Clinic', 'Appointment book', 'Patient requests' (highlighted with a red badge), 'Booked online', 'Follow-up reminders', and 'Waiting list'. Below these is a 'Guide' section and a 'Reception' button. The main area is titled 'Patient requests' with a subtitle: 'Patients who have described a problem and are waiting to be given the right appointment. Someone clinical checks each one first.' A '+ New request' button is in the top right. Below the title, there are five status cards: '4 In queue', '2 Urgent waiting', '0 Same-day', '0m Avg wait', and '0 Closed today'. A tab bar at the bottom of the main area shows 'Pending', 'Triaged' (selected), 'Actioned', and 'All'. The 'Triaged' tab displays a card for an 'Unregistered patient' with the text 'Reception - just now', 'Broken tooth after a fall', and 'Decision: book routine'. A 'Mark actioned' button is at the bottom right of the card.

Close it off

مکمل کریں

14 / 18

? For clearing your queue once the patient is dealt with

مریض کا کام مکمل ہونے پر قطار صاف کرنے کے لیے

1 Press Mark actioned

Mark actioned دبائیں

2 It leaves the queue but is never deleted — find it under Actioned

قطار سے نکلتی ہے مگر حذف نہیں ہوتی — Actioned میں ملے گی

The screenshot displays the Nexus Appointments interface. On the left, a sidebar shows the 'ORGANISATION' as 'Example Clinic' and lists various functions: 'Appointment book', 'Patient requests' (highlighted with a red badge), 'Booked online', 'Follow-up reminders', 'Waiting list', and 'Guide'. The main area is titled 'Patient requests' with a subtitle: 'Patients who have described a problem and are waiting to be given the right appointment. Someone clinical checks each one first.' A '+ New request' button is in the top right. Below the title, there are five status boxes: '5 In queue', '3 Urgent waiting', '0 Same-day', '0m Avg wait', and '1 Closed today'. A tab bar at the bottom of the main area shows 'Pending', 'Triaged', 'Actioned' (selected), and 'All'. Under the 'Actioned' tab, a card for an 'Unregistered patient' is shown, with the text 'Reception - just now' and 'Broken tooth after a fall'. A 'Routine' button is visible on the right side of the card.

ان بکنگ کے لیے جو مریض نے خود کیں

1 Waiting for your decision — the time is held until you say yes

آپ کے فیصلے کے منتظر۔ وقت روکا ہوا ہے

2 Already confirmed — it is in the book, nothing to do

تصدیق شدہ۔ بک میں شامل، کچھ نہیں کرنا

3 Patient online means they booked it, not you

Patient online یعنی مریض نے خود بک کیا

Nexus Health — Reception · v1.16.1

Follow-up reminders

16 / 18

فالو اپ یاد دہانیاں

? For bringing patients back when they are due — six-month check-ups and the like

مریضوں کو مقررہ وقت پر واپس بلانے کے لیے

1 Patients are grouped by what they are due for

مریض ضرورت کے مطابق گروپ میں ہوتے ہیں

2 Work down the list and ring them

فہرست کے مطابق فون کریں

3 A greyed-out switch is an admin's to change, not yours

غیر فعال سوئچ ایڈمن کے لیے ہے، آپ کے لیے نہیں

Nexus Appointments
Practice scheduling

ORGANISATION
Example Clinic

Appointment book

Patient requests 9

Booked online

Follow-up reminders

Waiting list

Follow-up reminders ?
Patients who are due to come back — invite them in for their next visit.

0 Patients due to come back

0 Invited so far

0 Have booked in

Nothing set up yet

Here you group patients who need to come back — for example everyone due a six-month dental check. Once a group exists you can invite everyone in it by email and in the patient app, instead of phoning them one by one.

A clinic admin sets these up.

Guide

RE Reception
Receptionist

آج کے مشورے

? AI reads today's book and suggests small fixes — holding times for emergencies, or a longer visit

AI آج کی بک دیکھ کر چھوٹے مشورے دیتا ہے

1 Nothing changes by itself. You press Apply or Dismiss

خود کچھ نہیں بدلتا۔ آپ Apply یا Dismiss دبائیں

2 A suggestion never moves a patient who is already booked

مشورہ کبھی بک شدہ مریض کو نہیں ہٹاتا

3 Every change is recorded and can be undone

ہر تبدیلی ریکارڈ ہوتی ہے اور واپس ہو سکتی ہے

The screenshot displays the Nexus Appointments interface for 'Example Clinic'. The main section is the 'Appointment book' for Wednesday, 18 Nov 2026. It shows a calendar view with appointments for Ayesha Khan at 11:30 and 12:15, and a cancelled appointment at 12:45. The interface includes a sidebar with navigation options like 'Patient requests', 'Booked online', and 'Follow-up reminders'. A right-hand panel titled 'Ideas for today' provides suggestions for improving the schedule, such as 'Keep 3 more times free for emergencies today' and 'Make one time 30 minutes for a longer visit'. The interface is clean and professional, with a light blue and white color scheme.

Waiting list

18 / 18

انتظار کی فہرست

? For patients who want an earlier time than you can offer

ان مریضوں کے لیے جو جلدی وقت چاہتے ہیں

1 Nothing free? Add the patient here

کوئی وقت خالی نہ ہو تو یہاں شامل کریں

2 When a cancellation frees a time, this tells you who to ring

منسوخی سے وقت خالی ہو تو یہ بتائے گی کسے فون کرنا ہے

The screenshot displays the Nexus Appointments interface for 'Example Clinic'. The left sidebar contains navigation options: 'Appointment book', 'Patient requests' (with a red notification badge), 'Booked online', 'Follow-up reminders', and 'Waiting list' (selected). The main content area is titled 'Waiting list' with a help icon. Below the title, it states: 'Patients who would come in sooner. When a time frees up, offer it to one of them from here — they get an email and a message in the patient app.' There is an '+ Add to list' button. Below this, four status boxes are shown: 'On waiting list' (0), 'Needs soon' (0), 'Offered this week' (0), and 'Avg wait cleared' (—). A green callout box contains the text: 'Offering is manual for now: when a time is cancelled, press "Offer" next to a waiting patient and Nexus emails them and messages them in the patient app. Nothing is sent until you press it.' At the bottom, a message says 'No one is waiting' with instructions to add a patient to the waiting list. A '+ Add to list' button is also present at the bottom right.