



## The Lighthouse Medical Practice Patients Forum

The Forum consists of patients of the surgery who work together with the Practice staff and doctors to help meet and improve the needs of patients.

**College Road Surgery**, 6 College Road, Eastbourne BN21 4HY. 01323 735044

**Ian Gow Memorial Health Centre**, Milfoil Drive, Eastbourne BN23 8BR. 01323 766358

[www.lighthousepractice.co.uk](http://www.lighthousepractice.co.uk)

Chairman: Gwynne Pickering Editor: Penny Briggs

Issue No. 10

*We wish all our patients and the Practice Team a Happy and Healthy Autumn.*

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## Practice Update and Team News

- We are delighted to announce that **Dr Nathan Dixon**, who was a Salaried GP with us, has become a GP Partner. *Congratulations Nathan!*

### Welcome to Team Members...

- **Mikaela** (HCA) is returning from Maternity Leave!
- Our Receptionists **Courtney** – at Ian Gow and **Fay** – at College Road have been with us for almost a year, and **Sophie** will shortly be joining Fay.
- **Gemma** is our new Prescription Clerk, helping **Sarah** at College Road.

### Sad to see you go...

- **Rachel** is leaving us for a role in a local school. She has been a valued member of our College Road Secretarial team and we wish her all the best in her new job.

### New Roles...

- We have recently introduced Team Leaders to our Reception teams.

**Michelle** and **Emma** at *Ian Gow*  
**Jane** and **Sarah** at *College Road*

## HEALTH REMINDER

### Annual Flu Vaccination Programme for 'At Risk' People

**Free Flu Inoculations if you are eligible –  
Book yours today!**

For most healthy people, flu is an unpleasant but usually self limiting disease, with recovery generally within a week.



However, the following people are at particular risk of severe illness if they catch flu and are eligible for the vaccination – it is your best defence.

- \* Older people over 65
- \* The very young
- \* Pregnant women
- \* Those with underlying disease, particularly chronic lung or heart disease
- \* Those who are immunosuppressed

*If you are eligible for a flu vaccination (or would like to check if you are eligible), please contact the surgery to book an appointment or mention it during your appointment with the GP or Nurse.*

## Patient Forum 10-Year Anniversary

At the September meeting, members celebrated the ten year anniversary. Three of the founding members – Malcolm Finnis, Carol Voake and Tracey Smith – are still current members. Malcolm gave an interesting talk on highlights of the Forum activities over the years. (A full version will shortly be available on our website).

*Thank you Malcolm, Carol and Tracey for your contribution and work for the Forum over the past ten years.*

# A Typical Day in the Practice Team

## Amanda Sayer – Managing Partner

**Amanda shares with us an interesting insight into her very demanding role.**

### **What attracted you to work at the Lighthouse Practice?**

A GP at the Practice approached me about working with them. I was not sure about working in the Public Sector but I was bringing up three children alone and wanted to work closer to home. It was a huge culture shock moving from the private into the public sector.

### **How many Doctors and Staff do you manage?**

Twelve Doctors and forty three Staff and I also deal daily with numerous NHS and non NHS companies. I see the Practice as a Formula 1 racing team where it doesn't matter if you are the person who cleans the windscreen of the car, fixes the engine or drives, we are all vital to the running of the surgery and important in achieving our goals.

### **What does your job involve?**

Everything and anything!

I have to ensure that the Practices at both College Road and Ian Gow run smoothly on a day to day basis, comply with all NHS regulation and remain a financially viable business. I have an excellent team of managers and staff, but basically the buck stops with me. I look after everyone directly and indirectly. My role is huge and obviously I have to delegate. As a patient you might not have met me, but every aspect of the surgery falls under my remit including GPs, staff, finances, safety, legal issues and business development.

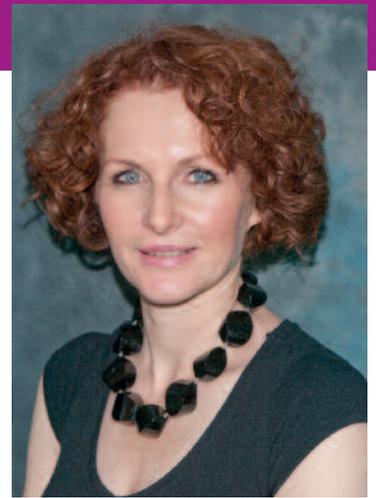
### **How long have you been our Practice Manager and what did you do before this?**

I've been the Practice Manager here for twelve years - firstly as an employee, then eight years as a Partner. Before working here I had been in the Retail business working for a number of International companies. The NHS was indeed a shock to my system!

### **We hear a lot about the working days of GPs, can you tell us a bit about yours?**

As one of the Lighthouse Partners, it means I am a business owner. My Partnership responsibility "on paper" is 37 hours but I need to be available for my staff and the GPs, so my real responsibility is 24/7. It's hard to explain the level of responsibility I feel for everyone. I had a day off in July to go to Glyndebourne but still took calls from the Care Quality Commission (CQC) as I was eating my picnic on the lawn! My role needs me to attend meetings with the Clinical Commissioning Groups (CCG) and NHS England management, and to spend hours working to meet the requirements of the CQC. It is all

a huge challenge! I do whatever needs to be done, whenever it needs to be done. I care deeply about the Practice, staff and patients. I can't always make everything right all of the time, but I aim to treat people fairly, honestly and with dignity and respect.



### **What do you enjoy most about your job?**

No two days are ever the same and they say variety is the spice of life!

I have an amazing team to work with and I really enjoy my work with the Patient Forum. I love getting constructive feedback and ideas from patients and staff. Acting upon the feedback and seeing the difference it makes is really rewarding. Also, when a patient or member of staff thanks me for my help it makes it all seem worthwhile!

### **What has been your proudest achievement for the patients and staff?**

I have an amazing team and there are so many examples of being proud of them; every time we get a thank you, when they deal with difficult situations or I see them being kind and caring. I was extremely proud of them all during our recent CQC visit - the teamwork and team spirit were amazing and our 'Outstanding' rating made me really proud of everyone.

### **What are your interests outside of work?**

Do I have a life out of work? I actually have very little time but I fit a lot in. I have a wonderful family and three children who live in Eastbourne. My "Better Half" and I walk the dogs every day by the sea or on the Downs, usually early in the morning. I do Pilates once a week, as I suffer with a scoliosis of the spine. I love theatre, opera, music, dance, art and photography. I am a member of a book group and I read a lot as I don't really watch TV, other than Strictly Come Dancing! I used to be a member of local Amateur Dramatics groups and sing jazz in restaurants and I believe a photo of me as Titania still features in some council brochures but I just don't have the time now to do this. Oh and I love Charity shops and collecting fossils!

*Patient Forum comment – a Big Thank You Amanda for everything you do for the Practice and patients. It is not surprising that she won the 2014 Eastbourne Woman of the Year Business Award.*

## The Practice *Did You Know...?*

The Practice received an **Outstanding Quality Rating** from the Care Quality Commission (CQC) on their first inspection visit in June.

### CQC Lighthouse Ratings Summary

- \* Overall Rating - **Outstanding**
- \* Are Services Responsive to people's needs? - **Outstanding**
- \* Are services well-led? – **Outstanding**
- \* Are services effective? - **Good**
- \* Are services caring? - **Good**

The Patient Forum proudly congratulate all the Practice team on receiving this very well deserved top accolade which is not easy to achieve.

*Thank you in turn to all those patients who have contributed feedback to the Practice on the services they have received via the online Patient Survey and 'Friends and Family' test. Your feedback enables the Practice team to review and improve services on an ongoing basis, to the benefit of all patients.*

## Summary of Joint Patient Forum and Practice Objectives for 2016-17

- ★ Produce a 'Frequently Asked Questions' Leaflet for patients.
- ★ Increase the number of patients re-registered for online access by 100%.
- ★ Increase the number of patients' email addresses recorded to over 7,500.
- ★ Review the patient journey in the Practice and find ways to make improvements.
- ★ Improve health awareness and familiarity with the Ian Gow Practice for pupils at Shinewater and Causeway Schools.
- ★ Increase the number of Carers registered to the national average of 20%.
- ★ Reduce the number of 'No Show' for Nurses' appointments by 20% - down from a monthly average of 178 to 142.
- ★ Increase the use of the Electronic Prescription Service by patients needing repeat prescriptions to 90% of these patients.

*This is a short summary of the 2016-17 Objectives. Forum members have worked with Amanda Sayer, Managing Partner, and prepared 'SMART' objectives for the Forum and Practice to achieve.*

## 2016 Patient Survey Results

by Amanda Sayer, Managing Partner



We had nearly one thousand responses to the online survey.

**Thank you very much for your feedback.**

The results have enabled us to learn about your concerns and issues and plan improvements to our service. Some improvements were on the way or have already been made and others will be addressed as part of the Joint Patient Forum/ Practice Objectives for 2016/17.

## Meet the Patient Forum Members – Bob Marshall



I was born in Eastbourne and was educated at St Mary's Boy's School (now Ocklynge Junior School), before being evacuated to Bedford during the war.

I returned to Eastbourne when I was fourteen and went to work for Louis G. Ford – a Builders' Merchant that is now part of Graham plc. In

February 1945, seven months before the end of World War II, I joined the Royal Navy. I worked as a cook and was posted to different places including Grimsby. I received training in Portsmouth and was going to go out to Japan but was posted to Rosyth instead after the war ended. I was demobbed two years later and returned to work at Louis G. Ford, where I was an Estimator and Architect's Representative working in Guildford, Horsham and Ramsgate before eventually returning to Eastbourne.

I met my wife Peggy at the firm when she moved to the Eastbourne office, and we now have two children, three grandchildren and four great-grandchildren. Bowls was my hobby and I continue to enjoy going to the local theatres, particularly to comedy shows. I also enjoyed travelling and have visited many countries and am currently a Server at St Richard's Church.

*My wife and I were encouraged to join the Patient Forum about seven years ago by Malcolm Finnis, our friend and ex-colleague, and one of the founding and current Patient Forum members.*

**We have found it very interesting, especially liking the contact with other people, and have helped at the flu clinics and with Patient Surveys and at the Health Day held at the Winter Garden.**

## Eastbourne Osteoporosis Society Educational Day

Recently attended by Amanda Sayer, Practice Partner

I am interested in bone health as I have a scoliosis of the spine and osteopenia. Osteopenia means that my bone density is slightly below the average range, as revealed by bone density scans. This does not necessarily lead to Osteoporosis. I wanted to find out more and how I could improve my health.

The meeting had talks by Osteoporosis Consultants, Dieticians, Physiotherapists and Pain Management Consultants as well as a truly inspiring talk from a 70 year old lady with osteoporosis who had walked 500 miles on a Pilgrimage.

Key self care points I learnt:

 **Diet** - Vital for healthy bones. Eat foods high in calcium including dairy products, tofu, leafy green vegetables (spinach, kale), dried figs & apricots, breakfast cereals fortified with calcium and tinned fish.

 **Vitamin D** - To help regulate the way our bodies use calcium to ensure our bones, muscles and teeth remain strong. We get most of this from the action of sunlight on your skin so try to get sunlight on your face and arms for about 10 minutes once or twice a day without sun cream, but taking care not to burn.

 **Exercise** - Weight-bearing exercise that uses your body weight (such as walking and jogging) and weight-resisted exercise (which involves pushing against some resistance, as in strength training) help to improve bone strength. In later life, exercises to improve muscle strength and balance will also help to prevent falls.

 **Avoid** - Smoking and excessive alcohol intake as both increase the risk of osteoporosis.

The National Osteoporosis Society offer a lot of help advice and support: [www.nos.org.uk/about-us](http://www.nos.org.uk/about-us) as does the local Eastbourne branch, which runs meetings and events. Email: [nos.eastbourne@btinternet.com](mailto:nos.eastbourne@btinternet.com) or Tel: 0759 163 7753.

[www.nos.org.uk/eastbourne-and-district](http://www.nos.org.uk/eastbourne-and-district).

## ... Health Awareness ...

### Progressive Supranuclear Palsy (PSP) – My Best Friend Dorothy

I met my best friend Dorothy on our first day at school when we were 5 years old. She is 72 and was struck down by PSP about 3 years ago.

Never heard of it? You are not alone and also among many doctors as it is very difficult to diagnose in its early stages. There is no treatment and no cure although a lot of research is being undertaken. The progressive nature of the disease robs people of their ability to walk, talk, see or swallow.

Symptoms can resemble those of other neurological conditions such as Parkinson's, Alzheimer's, Stroke or Multiple System Atrophy; with the result that initial misdiagnosis is common. **By increasing awareness of the disease it should enable earlier diagnosis** which will give certainty to families who have to learn to cope with the terminal consequences and seek the right support including the hospice.

**PSP symptoms include falling backwards, problems with vision, and confusion. It is estimated that around 10,000 people have PSP.**

With Dorothy the first sign was falling backwards. I am spending a lot of time with my friend giving all the support I can to her and her Carer husband.

Her situation and need for support has prompted me to consider starting a Support Group. I have no medical knowledge, **but think it helps a lot to be able to talk to other people who are carers, to share experiences over tea and cakes, and to know that they are not alone.**

*If anyone is interested in forming a support group with me, please contact me via The Lighthouse Medical Practice – Patient Forum.*

**Pat Hamblyn**, Lighthouse Patient

## East Sussex Emergency NHS Dental Service

### Out of hours Urgent dental advice and treatment

– for people eligible for NHS dental care.

If you think you need emergency dental treatment - such as for a suspected abscess or infection:

– **On Weekdays** you should telephone your dentist (not the Lighthouse) and ask for an emergency appointment.

If you are not offered an appointment (or are not registered with a dentist),

– **Before 12 Noon** - telephone the NHS Dental Helpline on 0300 123 1663.

You will be triaged (assessed as to the degree of urgency) and a same day one-off appointment locally will be offered to you if you meet the criteria (unlikely to be with your own dental practice as each has a number of emergency slots which can only be filled via this helpline).

– **After 12 noon - telephone 01323 449170 between 6.30pm to 10.30pm**, for appointments between 7.30pm to 9pm.

– **On Weekends - telephone 01323 449170 between 1pm to 5.30pm**, for appointments between 2pm and 4pm.



## Thought for the Day...

Hospitality in all its forms is what keeps the sacred alive in the ordinary. **After all, when we ourselves feel vulnerable, lonely or sad, what is it that we search for? If we believe in God, we turn to him in desperation, but we also need human empathy and warmth.** We need to feel that our grief matters and that others are there for us when we are alone or afraid.

My father, a consultant psychiatrist, had suffered a stroke in his old age. He had been working away as a locum consultant in Derby and it was a few days before Christmas. When he became ill his colleague at the hospital telephoned us at home to inform us of what had happened. We didn't know his colleagues there, but this person's voice had a note of urgency and my mother and I left home quickly, fearing the worst. There was silence in the car, the night seemed especially dark, and when we arrived at the hospital, we saw him looking dazed and so vulnerable. I had never seen my father in a hospital bed because he had never really been ill before. It is a strange feeling to see a parent so unwell. My mother talked to him, she said prayers over him and she remained so strong, but I knew that our lives had changed forever. However our immediate concerns were the practicalities of finding a place to stay as he couldn't be moved near home until after the New Year.

**What happened next has stayed with me reminding me that the kindness of strangers is the deepest kind of kindness, because it is spontaneous, full of compassion, and whenever it appears, it appears as a divine gift turning despair into hope.**

The senior consultant realised that we didn't know anyone and as we asked around for a decent hotel

near the hospital, he invited us to stay at his home. His offer was so genuine that my mother and I couldn't say no. We were prepared to stay in a nearby hotel but his words spoke of something more than just shelter. Those few days we stayed with him and his wife, made bearable the sadness and difficulty of my father's situation. We sat by my father in the hospital during the day and watched how the nurses cared for him. Family and friends came and went and sometimes we would venture to the shops for some light relief. We returned in the evening to a home cooked meal, a table always beautifully set out, and the warmth of a couple who tried to make things as normal as possible for us. It was both spiritual and physical nourishment. **They had given without any conditions and we had received without any conditions, and while this is the simplest kind of hospitality, it is the most emotionally and spiritually binding.** My father was transferred to a hospital nearer home in the New Year and although it's now almost two decades later, I never got to repay their hospitality.

My mother never stopped praying for my father's health over the next few years. Prayer and patience gave her hope. When I think about what sustains me in my life today as a Muslim, it is prayer. Prayer is not a petition, it is resilience, feeling anger and sadness but knowing that you are not alone. The Qur'an consistently says that 'God is with those who pray and who are patient.'

**Neither is easy and yet sometimes in life, silent prayer and quiet patience can give you the exactly the strength that you are looking for.**

*Professor Mona Siddiqui, OBE, FRSE, FRSA University of Edinburgh*

Article commissioned by our Forum Chairman, Gwynne Pickering

## Obituary Kirit Patel MBE, *Chief Executive Day-Lewis Group*

**Day-Lewis Group has very generously sponsored our Newsletter this year enabling us to produce it with professional colour print.**

The Practice and Patient Forum were very sad to hear in July that the co-founder and Chief Executive of the Group, Kirit Patel MBE, had passed away at the age of 66. The Practice and Patient Forum have sent their condolences to the family.

Amongst many personal accolades, he received an MBE from her Majesty the Queen in 2005. He served on many pharmaceutical professional and business boards and built with his family an empire of 280 pharmacies. He will be greatly missed by those who had the pleasure of knowing him and is remembered for having a great love for life and exceptional business acumen and generosity.



# Why do I cycle?

**Dr Greg Folwell,**

*GP Partner  
and  
Enthusiastic Cyclist*



- 6. Enjoyable cycle rides lead to regular cycling** – the freedom and exhilaration to be gained from being outdoors with so many places to explore and hills to coast down around our beautiful local countryside including the South Downs National Park with its miles of off-road tracks. Cycle paths make cycling safer and quicker in and around Eastbourne, including on our lovely seafront and the Cuckoo trail.
- 7. Cheaper than driving** and with no parking costs. To get started, maybe consider an inexpensive secondhand bike. You don't need any special clothing, although I would recommend you use a cycle helmet.

**Why do I cycle?** In a car, you are part of the problem – sedentary in traffic congestion with pollution, frayed nerves and CO<sub>2</sub> emissions, amongst many issues.

## **On a bicycle, you are part of the solution!**

Cycling has numerous benefits for our physical and mental health as well as our environment. The exercise helps in the fight against Obesity, Type 2 Diabetes and Arthritis, and also in the prevention of Cardiovascular Disease such as High Blood pressure, Strokes and Heart Attacks. It can also combat stress, loneliness and even depression.

## **7 Good Things about Cycling**

- 1. Low impact** – less strain and injuries than most other forms of exercise.
- 2. Good muscle workout** – all your major muscle groups are worked improving strength, stamina and aerobic fitness.
- 3. Easy skill** - high levels of physical skill are not needed. Once you have learnt how to ride a bike you don't forget.
- 4. Not overly time consuming** - two to four hours a week should enable you to achieve a general improvement to your health.
- 5. You choose how much physical effort** – low intensity to begin with (and if recovering from injury or illness), and higher intensity for a demanding workout.

## **My own cycling life started when I moved to Eastbourne and I spent many happy hours roaming the South Downs on my mountain bike.**

I then signed up to some long distance sponsored charity bike rides where I met like-minded individuals, culminating with road rides from London to Lausanne, Switzerland, raising money for the Royal British Legion, and a ride through the Alps from Lake Geneva to Cannes on the French Riviera. These rides cemented my love of road cycling, which, as a sport, has grown massively in this country over the last few years, partly as a result of our success in the 2012 and 2016 Olympic cycling events which have brought the joys of cycling to a new generation of riders.

I try to ride for a few hours twice a week and if possible I cycle into town as I find this quicker than driving and I don't have to look for or pay for parking! I also keep a bicycle at work which allows me whenever it is possible to cycle on my home visits to patients.

**I would encourage anybody to consider giving cycling a go. For most people it is a safe and effective form of exercise but if you have any existing medical problems or health concerns, then best to speak to your GP before you start. Happy and Healthy Cycling!**

For helpful information, advice and safety tips and details of local cycling groups for varying ability levels, visit: [www.cyclinguk.org](http://www.cyclinguk.org) and [www.nhs.uk/Livewell/fitness/Pages/Cycling.aspx](http://www.nhs.uk/Livewell/fitness/Pages/Cycling.aspx)

## **Night Visibility – Be safe – Be seen**

You and your children's (and dog's) lives depend on cars seeing you. If out at night, take extra care to be seen – wear an item of high visibility that is reflective or fluorescent.



## **It's Getting Cold – Think About Others**

Is there an elderly, housebound or isolated neighbour or relative you can make a bit of time to telephone or visit to make sure they are keeping well and warm (especially at night) and have stocks of food and medicines. Perhaps you can also help them to find ways to connect and keep in contact with their friends and the local community?

# Lighthouse Virtual Forum Group

Please join our Virtual Forum Group (VG), who email feedback on their experience and suggest improvements to the service offered by the Lighthouse and the Eastbourne DGH. Please email **Liz Walke** on: [liz.walke@dsl.pipex.com](mailto:liz.walke@dsl.pipex.com)

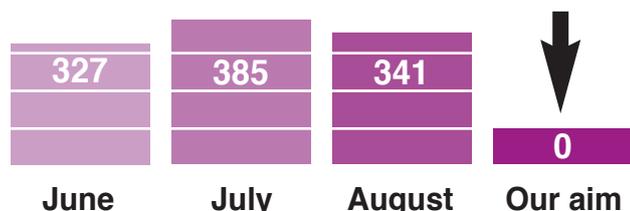
Recent comments by Members of the VG include commending the electronic prescription system with the extremely efficient home delivery service by our local pharmacies.

Please note the Patient Forum and Virtual Group are not a complaints gathering service and the Practice has a system for dealing with complaints - contact Senior Administrator and Office Manager **Claire Carter** on: [lighthousepractice@nhs.net](mailto:lighthousepractice@nhs.net)



## Looking After the NHS Budget - Think How You can help

Before missing a GP or hospital appointment for no good reason



June

July

August

Our aim

Missed appointments

*Please don't be part of these statistics*

## Repeat Prescriptions

**Our service is three working days.** If you need your prescription urgently please ask at your Pharmacy who can issue emergency medications in many instances if there is no health risk. We do not run an emergency prescription service.

## Communication to Patients on our Practice Changes



Please keep the Practice up to date with your email address as well as your mobile and landline telephone numbers to enable them to contact you and also send updates on the Practice services.

We welcome your comments – please contact:  
**Gwynne Pickering** (our Chairman) on **01323 640517**  
or email him on: [gpickering201@btinternet.com](mailto:gpickering201@btinternet.com).

## Information & Booking Appointments

### Surgery Information

Opening hours: Monday to Friday 8am - 6pm  
Monday 6.30pm - 8.15pm alternating between the two sites. Saturdays once a month 8am - 9.30am alternating between sites.

College Road Surgery - Tel: 735044  
Ian Gow Memorial Health Centre - Tel: 766358

### Times for Contacting a Doctor

Reception Open 8am - 6pm

Between 6pm - 6.30pm  
When the Practice is closed you can contact a doctor out of hours call: 03000 242424

After 6.30pm when the Practice is closed - Call the NHS on 111  
(All calls are free)



### Practice Website – take a look!

Lots of regularly updated information, including a separate section for teenagers.  
[www.lighthousepractice.co.uk](http://www.lighthousepractice.co.uk)

### The Practice Booklet 19th Edition

Available at Reception and on website.

### Patient Notice Board

Helpful information leaflets (also around the waiting rooms).

Practice Facebook



## Don't Delay – Register Today!

patient access

### On Line Patient Access to Your Own Summary Medical Records

- Access services and information day or night including your test results
- Book appointments without telephoning
- Order repeat prescriptions instantly

You need to register for this internet service with [patient.emisaccess.co.uk/Register](http://patient.emisaccess.co.uk/Register)

You can access this via the Lighthouse website on our home page. On registration you will be issued with a unique user identity and password for your use only and your medical records cannot be accessed without these.

*For more information, please see the online Patient Access leaflet on the Lighthouse website.*

## A larger print version of this Newsletter is available on request.

Any opinions expressed in this publication are not necessarily of the Partners of the Lighthouse Practice, but we have tried to ensure the information contained is correct. They cannot be held responsible for any inaccuracies.



Services Available at Your Local  
**Day Lewis Pharmacy,  
Eastbourne**

- Advice on how to use new medicines
- Medicine use reviews
- FREE repeat prescription collection & delivery service
- Betterlife - Mobility & independent living aids
- + many more!

We wish to congratulate  
the Lighthouse Practice on achieving an  
*'Outstanding' Care Quality Commission Rating*

**2 Furness Road  
Eastbourne  
East Sussex  
BN21 4EY**

We are opposite the  
Lighthouse Medical Practice!

**Call us today on:  
01323 734 448**

**Opening Hours:**

**Monday - Friday: 9am - 6pm**  
**Saturday: 9am - 12pm**

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PATIENT FORUM NEWSLETTER**