

The Lighthouse Medical Practice Patient 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

Chairman: Gwynne Pickering Editor: Penny Briggs

Issue No. 14

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

In This Edition

- Front** Practice Team News
- Page 2** A Day in the Life
Help Save your Own Life
- Page 3** Patient Forum Members
Patient Forum News
- Page 4** Thought for the Day
- Page 5** The Importance of
Your Annual Respiratory Check Up
- Page 6** Flu Vaccination in Pregnancy
- Page 7** Making Appointments
and Information at the Surgery

Practice Team News

Welcome to **Norma, Julie and Michelle** our new Receptionists, and to **Lyn** who joins us as a Medical Notes Summariser for the Practice.

Congratulations to **HCA Pauline** who has passed her *Associate Practitioner* course gaining new skills which bridge the HCA-Nurse gap level.

Did You Know...?

Photographs by Roger Whellams

You hopefully have seen and enjoyed the interesting photographs on the walls and may have wondered about the photographer who created these.



Roger comments "Coming from a basic art background and moving to Eastbourne a few years ago, I decided to give my paint brushes and pencils a rest and develop my photography. Having previously been interested in both figure work and architecture, I realised that, generally, street photography seemed to be where my main interest lay, which of course would include people (figure work), and buildings (architecture). My main aim within photography is to add something a little different and I usually show my work (including my last exhibition at the Underground Theatre this April) under the banner of *'Simply, photography from a different perspective'*. **My aim at the Surgery has been to provide a happy blend of images that hopefully will suit all tastes.**"

The Patient Forum and the Practice want to thank Roger for brightening up College Road and Ian Gow. Please remember that Roger's pictures can be purchased via Reception.

Autumn Flu Vaccination Clinics for 'At Risk' People

Free flu inoculations if you are eligible.

We have carried out two clinics in late September/early October at both our sites and additionally some patients have received their inoculation either at their Practice appointment or turning-up and waiting for a flu-jab only slot. **If you have not yet had your flu vaccination, please ask our Receptionists to book you in today. Often it is possible to give you the jab at short notice, or even without an appointment. Also, if there is someone you rely on to care for you, please ask them to contact their own GP Practice to ask for their free flu inoculation.**

Dr Baldwin writes on page 6, of the importance to pregnant women and their baby of protecting against flu by having the vaccination.

**Those eligible include children aged two and three years, pregnant women, all ages living with a long term medical condition, everyone over age 65 and people with caring responsibilities. (Four to eight-year-olds will be vaccinated at school but 'at risk' children can choose to have the immunisation at the Practice if their parents prefer).*

A Day in the Life...

Patient Services Team Member – Ian Parkin

I have recently joined the Practice team and am married with two sons. My wife and I moved to Eastbourne with our two dogs in February this year and have settled in quickly helped by our friends in Eastbourne and regular visits from family. I enjoy walking with my dogs on the Downs and along the sea front and keeping fit. I am keen on DIY (I always have at least one project on the go!) as well as travelling, photography, watching football, and discovering the variety of restaurants, tea rooms and coffee shops in Eastbourne.



I started my working career with the Metropolitan Police Office where I worked in the Accounts, Policy and Planning, and Computer Audit departments. After eight years, I moved to the Financial Services sector in London where I enjoyed a long and varied career as an Internal Audit Manager until I took early retirement in 2016.

After taking a short career break I applied to join the Lighthouse practice. **I was attracted to the Practice by its reputation for quality and innovation. I was keen to get involved in work where I could apply my audit skills in ways that would benefit the Practice and support the high quality of service that the Practice provides.** My role within the Patients Services Team is to run the regular information audits and searches to support the Practice's compliance with claims reporting requirements as well as running periodic recalls and campaigns, helping to administer IT applications used by the Practice, and provide general IT support.

Repeat Prescriptions

Our service is to produce a repeat prescription in 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. The Practice are not contracted to run an emergency prescription service.

Remember: Don't tick it if you don't need it on your repeat prescription.



Help Save Your Own Life

Mark Bunker,
Lighthouse Paramedic

What To Do if YOU are on your own in an Emergency?

During many years working on 999 ambulances I have responded to an incredibly diverse range of incidents, emergencies in people's homes and in public places. Sometimes the person requiring the help has someone with them to deal with the situation, often they are on their own - so what do you need to consider?

The best three bits of general advice I can give, in what do to in an Emergency are:

Be PREPARED for that Emergency to happen – have a contact list ready and available (ideally within ease of reach) with details of who can help (999 for emergencies, 111 if you are unsure or feel unwell, us at the Lighthouse Medical Practice 01323 735044 /766358), or friends and family.

If you are on your own, I cannot recommend highly enough the benefit to having Lifeline (I don't have shares in the company). The support and speedy response that they can provide is so very often invaluable to your safety and health.

Website: www.lifeline24.co.uk

Call: 0800 999 0400 Email: info@lifeline24.co.uk

STAY CALM – Easier said than done I know, but it will help if the time comes and an emergency happens. Understanding that such a situation can occur will help you manage it better.

Your GP Practice,
999, 111, Lifeline and other services
are all here to help YOU.

2017 Lighthouse Patient Survey Results!

Thank you to over 1,100 patients that completed the online and paper survey. We are presently reviewing the results and planning actions and objectives from these, and will update you in the Winter Newsletter.



Meet the Patient Forum Members – Malcolm Finnis



After work in professional offices and commerce and industry, I spent my last fifteen years before retirement in the NHS and with the Hospital Trust from its inception. I was pleased to receive the invitation from Dr Evason to be a founder member of the Forum as it gave me the opportunity to

continue to be involved, albeit in a small way, with the progress of the NHS.

I was the Chair of the Patient Forum from 2009-2012. Any highlights of my time as Chair were largely due, of course, to the support and involvement by the other members. Probably the highpoint was the Health and Wellbeing Event at the Winter Garden in 2010 that was a joint effort with the Seaside and Arlington Road Practices. This took several months of planning and was one of those rare occasions when everything went pretty well to schedule! Another enjoyable 'outreach' Forum happening was the Stroke Event at the Victoria Baptist Church. **All these and more, were opportunities to work with, and meet, many wonderful people.**

A significant feature, from the beginning, was the level of trust placed in the Forum by the Managing Partner, Amanda Sayer. The way that Amanda shared information with the members has been a great catalyst in raising the esteem and quality of the Forum.

Nearly eleven years on I still enjoy being in the Forum although, due to other interests and commitments, I am not as active as in the early years. **It is interesting, and a great privilege, to work with other members 'on the inside' to try to understand the complexities of running a successful modern Practice.**

Malcolm has kindly written an interesting history of the last ten years of the Forum, highlighting the achievements and activities, which will soon be added to the website.

Presentations at Forum Meetings

In September we heard from Jayne Stephens of Alzheimer's Society on the joint trial of a way of working by the East Sussex Alzheimer's Society and the Lighthouse Practice, by having an Alzheimer's Support Advisor attending Dementia Annual Review clinics. Dr Rajendra Lead GP, is hoping to run these pilot clinics with GPs and HCAs and support from the Alzheimer's Society. The clinics would run on set days for patients already diagnosed. Jayne said that this way of working already exists in West Sussex and the advisor is there to offer information and practical advice and support to those affected by dementia and their carers. The Forum will help support this initiative by the Practice.

Patient Forum News

Lighthouse Forum Liaison with Other Eastbourne Patient Forums

Forum Chairman Gwynne Pickering and Amanda Sayer, Managing Partner were invited to join a meeting of the Green Street Practice Patient Group and shared tips on their Patient Forums. Excellent Feedback has been received by appreciative Green Street members who are building their own Forum using several of our Lighthouse ideas.

Feedback and NHS Choices

Your feedback is important to us, so please continue to complete a Friends and Family form or feedback via the touchscreens every time you come to the Practice.

Would You Like a Quicker Prescription Service?

We can now offer a new service for patients who have been on stable repeat prescriptions for six months or more.

For these patients, we can electronically send up to a years' worth of prescriptions at a time to your Pharmacist. This service is open to most patients, however, if you are on a medication that requires regular monitoring and certain medications that have special prescribing requirements, you would not be able to get this service.

If you're interested, please either contact your Pharmacy or the Practice and let us know.

Wherever the art of medicine is loved, there is also a love of humanity.

Hippocrates

Thought for the Day...

Rev. Dr John Neal kindly shares his thoughts...

Health and Wholeness

I write as a patient who has been fully engaged with the Health Services since I was two, and since retiring sixteen years ago I have been a regular visitor to the Ian Gow Practice. A few months ago, I was the guest at the D.G.H. for a week and was waited upon by about nine of the ...ology departments. I was impressed by the quiet and synchronised efficiency of a cross-cultural team of workers. It was clear to me that without migrant workers, especially on the night shift, the NHS would collapse.

Bob Lambourne resigned as a G.P. to complete a B.D. Degree by thesis in 1961 and a Diploma in Psychological medicine. He became concerned that the American model of Pastoral Care and Counselling based on clinical, medical, and psychoanalytic processes lacked a theological input and ignored the whole person. He became a Lecturer in Pastoral Studies at the University of Birmingham in 1963 and together with the Rev Dr Michael Wilson, who had been a medical missionary in Africa for twenty years, developed the Diploma in Pastoral Studies (DPS) which focussed on health and wholeness. Needing to spend a period of study with a pastoral dimension 1979-80, I enquired about the Clinical and Pastoral Counselling Diploma. Although having a theological degree and having spent sixteen years as a Methodist Minister in British, Dutch, and American islands in the Caribbean, I was told I was not qualified enough! However, I was fortunate to spend ten months doing the Post Graduate DPS which included placements at the Birmingham Maternity Hospital and the Children's Hospital talking with parents with terminally ill children.

A statement from the British Medical Association reminded us that: 'People are body, mind and spirit, and health depends on the harmonious functioning of the whole, the task of medicine and

the church are inseparable ...' (*Whole Person Medicine, Report of Royal College of General Practitioners & The Churches Council for Health and Healing, 1989*). Consequently, we have Hospital Chaplaincy Teams and churches have healing ministries which include prayers of intercession for those who are sick, prayers of forgiveness and reconciliation, the Sacraments, healing services and pastoral care. There are also listening groups with the support of fellowship. In pastoral care confidentiality is important as are matters of Safeguarding Children and Vulnerable Adults.

For the Medical Practice, a holistic approach through pastoral care requires time and continuity. Sickness, retirement, and emigration of doctors, compounded by long leave, part-time working and Locums, work against continuity. The comprehensive but compartmentalised knowledge stored in a computer cannot see the whole person and is no substitute for personal conversation.

Overall, there are the constraints of a budget and being politically correct in the face of legislation that disciplines health care workers who talk about their Christian faith.

Holistic healing may be desirable, but not always possible.

I believe that as patients we often present a symptom without thinking about the emotional, mental, and spiritual stresses that are the cause of some of our ailments. We hide our guilt and shame and the need for forgiveness and reconciliation. The doctor also needs to understand our family system, cultural background, and social setting. **Healing is being met at a point of need, so as patients we work with the Lighthouse Medical Practice as we move towards health and wholeness in life's journey.**

Rev Dr John C. Neal

If you would like to share a thought for the day in this Newsletter please contact **Gwynne Pickering** via email: gpickering201@btinternet.com

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?



Severe Sepsis and Septic Shock are Medical Emergencies

Call 999 and ask for an ambulance if more severe symptoms of septic shock develop quickly, including severe breathlessness, severe muscle pain, feeling dizzy or faint, vomiting, a change in mental state such as disorientation, not urinating or a loss of consciousness.

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.



The Importance of Your Annual Respiratory Check Up with the Nursing Team

Nurse Rachel Edwards



It is very important that all our patients with either Asthma or COPD attend for yearly check-ups (you will receive a letter of invite in the month of your birthday).

Asthma is a respiratory condition which means the lungs are over sensitive and cause the airways to become tight, and the lining of the lungs inflamed. Symptoms are set off by triggers which can be anything from cat hair, pollen, or cold wind, to perfume, and vary for each sufferer. The

trigger causes the body to incorrectly send out a message that the lungs are being invaded by dangerous foreign bodies and it decides to have a strong immune response causing the tightness and inflammation. With trigger avoidance and the correct medication, asthmatics should be near symptom-free, with their lungs returning to 'normal'.

COPD – Chronic Obstructive Pulmonary Disease

is an umbrella term for emphysema and long-term bronchitis and this irreversible damage is nearly always caused by smoking. With good management, the condition can be optimised to allow COPD sufferers to live as full a life as possible. Those living with COPD can be prone to getting chest infections, with each infection leaving the lungs weaker than before. **Thus, for any signs of a chest infection (such as a productive green mucus cough), COPD sufferers need to see a GP urgently.**

Attending your annual respiratory check-up allows the Nursing team to support you. You will have your lung health and strength assessed, talk about how you are affected in your daily life, and where suitable, have your inhalers reviewed to ensure you are on the very best medication option for your condition.

With frequent developments through research and drug companies, it is important to attend your check up every year to allow you to feel confident that you are being cared for at the highest standard.

Before calling
an ambulance,
you can call
NHS 111 for advice



Join dementia research

Every 3.2 minutes someone in the UK Develops Dementia

There are numerous questions about dementia for which there are no clear answers yet. Research into dementia will help find these answers.

Everybody diagnosed with a form of dementia should have a chance to discover, get involved and participate in dementia research. Volunteers, both with and without dementia, who take part in research studies or clinical trials play an essential role in helping scientists and doctors to understand dementia and test potential new treatments.

Join Dementia Research provides a single point where people (over 18) who would like to support research can make themselves known to researchers recruiting to studies. It is possible to act as a representative on behalf of someone interested in taking part in dementia research.

By signing up to the service giving basic demographic and health information, you give permission for researchers to contact you with appropriate studies in your area matching your profile and research interests. You choose if you would like to participate on a case by case basis and can opt-out at any time. There are currently 32 studies open for recruitment in the South-East and over 2118 volunteers of which 12% are people living with dementia. Current

research ranges from clinical trials of new treatments, to surveys about what works in improving quality of life for people with dementia and their carers.

Join Dementia Research is funded by the Department of Health, and coordinated by the National Institute for Health Research (NIHR) and the three national Alzheimer's

charities: Alzheimer Scotland, Alzheimer's Society and Alzheimer's Research UK.

Join Dementia Research via charity helplines – Alzheimer's Research UK: 0300 1115 111 or Alzheimer's Society: 0300 222 1122 or online at: www.joindementiaresearch.nihr.ac.uk JoinDementiaResearch (@beatdementia) · Twitter

– Flu Vaccination in Pregnancy –

What You Need to Know and Do to Protect Yourself and Your Baby

Dr Andrew Baldwin, GP Partner

Pregnant women are at increased risk of getting serious complications from flu, compared with other healthy adults. Flu can also be serious for new-born babies, who can catch the infection from their mothers.

Flu is a highly infectious disease. The symptoms, that come on very quickly, include fever, chills, headaches, aches and pains in the joints and muscles, and extreme tiredness. Serious infections, although less common, can lead to hospitalisation, permanent disability and even death. Flu is caused by viruses that are spread from person to person. They infect the respiratory system (wind pipe and lungs), where they can lead to pneumonia and other complications.

Why does being pregnant make it more serious for me if I get flu?

When you are pregnant, your body naturally weakens your immune (defence) system to ensure that the pregnancy is successful. As a result, you are less able to fight off infections compared with when you are not pregnant. This means that if a pregnant woman catches flu, she is much more likely than a woman who isn't pregnant, to be admitted to hospital or, on rare occasions, be admitted to intensive care and even die.

How does my baby benefit if I have the vaccination?

Young babies are also at high risk of being seriously ill if they catch flu because their immune (defence) system is not fully developed and they are too young to be given flu vaccine.

Your baby will benefit if you have the flu vaccination because:

- You are less likely to get ill with flu and suffer complications such as pneumonia, particularly in the later stages of your pregnancy
- Getting flu during pregnancy can lead to an increased risk of miscarriage, premature birth or having a low weight baby. Having the vaccination reduces the chances of getting flu which in turn means the risk of these complications is much reduced.
- It will help protect your baby who will continue to have some immunity to flu during the first few months of its life
- You will continue to be protected throughout the flu season, and so be less likely to pass flu onto your new born baby

You can safely have the vaccine at any stage of your pregnancy from conception onwards. You will need the flu vaccination each flu season if you are pregnant because the flu viruses change each year. You will be given the vaccination as an injection in the arm.

Are there any other vaccinations I should have during my pregnancy to protect my unborn baby?

Yes - you should have the whooping cough vaccine but this needs to be given ideally between 28 and 32 weeks to provide the best protection to the new born baby.

Source: 'Flu, your pregnancy and you' (Published by Public Health England)

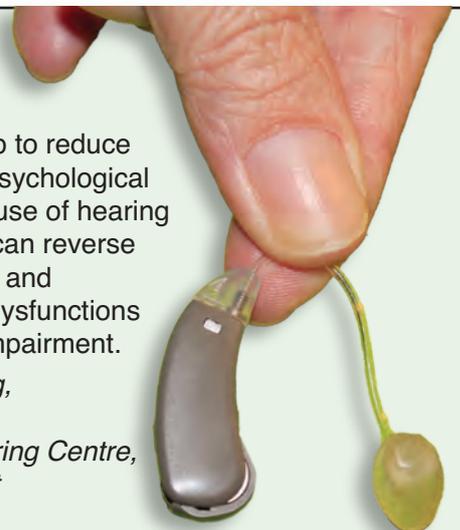
Hearing Aids Improve the Overall Quality of Life of Hearing Impaired People

The conclusion of a scientific review 'Evaluation of the Social and Economic Costs of Hearing Impairment' (*Hear-it October 2006*) is that the overall quality of life of most hearing-impaired people is significantly improved by using hearing aids. Other findings include the enjoyment of better overall health than non-users, with the benefits of taking part in group activities and family relationships and having greater self-confidence. They are also perceived by their families to have better cognitive functioning than

non-hearing aid users, and to be less introverted. Hearing aids help to reduce deterioration in psychological functioning because of hearing impairment and can reverse social, emotional and communication dysfunctions caused by this impairment.

*Graham Sperring,
Audiologist, The
Eastbourne Hearing Centre,
108 South Street
Eastbourne*

(Article Requested by Forum Chairman).



Lighthouse Virtual Forum Group

We invite you to 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

Comments received recently include "Have visited the Surgeon at the Horder Centre for a review of a recent knee replacement operation. From the beginning, the referral by Dr Cliff, followed by the initial assessment at the Horder, Seaford, the Surgeon's analysis at Crowborough, the operation and the hospital stay, the therapy sessions, the issuing of equipment, the removal of the staples and the weekly review of the healing scar by the Lighthouse Nurses Pauline and Mikaela, has all been faultless, considerate and professional."

Patient access Don't Delay – Register Today!

On Line Patient Access to Your Own Summary Medical Records

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

You need to register for this internet service with 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 assessed without these.

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

Don't Forget you can now cancel your appointment by free text messaging to the Practice – text CANCEL to 07903 594390 as an alternative to either telephoning or cancelling online.

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 send updates on the Practice services.

WE WELCOME YOUR COMMENTS ON THIS NEWSLETTER.

Please contact: Gwynne Pickering (our Chairman) on 01323 640517 or email him on: gpickering201@btinternet.com.

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

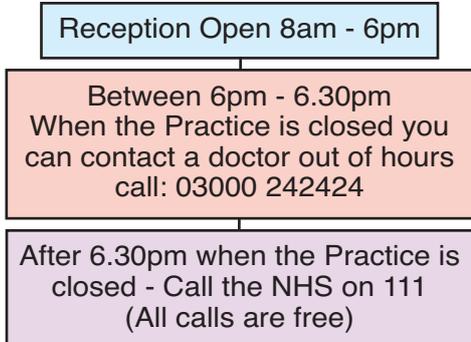
Disclaimer notice: Any opinions expressed in this publication are not necessarily of the Partners of the Lighthouse, but we have tried to ensure the information contained is correct. They cannot be held responsible for any inaccuracies.

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

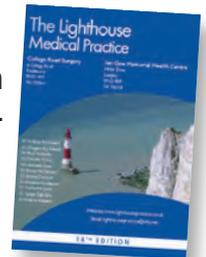


Practice Website – take a look!

Lots of regularly updated information, including a [separate section for teenagers](#).
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

LOOKING AFTER THE NHS BUDGET
 Think how you can help before missing a GP, Nurse or Hospital appointment for no good reason

MISSED APPOINTMENTS

		■ GP	■ Nurse		
JULY	AUGUST	SEPT	OUR AIM		
223	284	231	0		
102	121	112	172	122	109

Please don't be part of these statistics



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**