



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

Chairman: Gwynne Pickering Editor: Penny Briggs

Issue No. 12

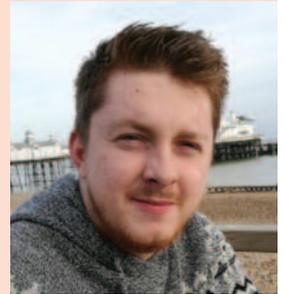
We wish all our patients and the Practice Team a Happy and Healthy Easter and Spring.

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Team News

Josh Wren is sadly leaving our team for a new job with the Police force and has written on his work experience here. I joined the Lighthouse Practice back in November 2013



when I was 20 and have enjoyed my time here.

I have primarily been a Receptionist at College Road surgery until recently when I also worked at Ian Gow. I also have another role here as an IT Assistant, helping develop the Practice systems to ensure that all the staff at both sites are saving time where possible, as well as helping with any technical IT issues.

Working at the Practice has allowed me to mature into the adult I am now, who pays bills, lives away from his parents, and is starting a professional career.

I am now moving into the Police force as first line support in IT and have the Lighthouse Practice to thank for that, as they helped me realise my passion in life was in IT (something that I was struggling to find for many years).

I have met some incredible people with very interesting stories that I will take away from here, whether that is from the patients, external staff members, or my friends here.

Practice Update

Waiting Rooms

We are planning to make more space for patients in the Waiting Room at College Road by moving some cupboards. We are also redesigning the Reception/Administration area at Ian Gow. These changes have been possible because we are utilising a secure offsite storage and retrieval service for the paper copies of patients' records.



Frequently Asked Questions Leaflet

Our answers to your main questions from our 2016 Patient Survey are now available on our website and also in leaflets in the Waiting Rooms.

Disabled Parking

The Patient Forum have submitted an application to East Sussex County Council for some disabled parking bays to be installed near both surgeries in Milfoil Drive and College Road, which would really be helpful.



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



Stop Press... Stop Press...

The Practice is in the process of setting up Credit and Debit machines at both sites so patients can pay for reports, medicals, and travel vaccinations by card.

A Typical Day in the Practice Team – Courtney Weir



I was born in Eastbourne and grew up in Hampden Park, spending all my life here apart from when I was eleven, when my family moved to Scotland for two years.

My partner Sam & I bought our first home in 2016 which is very exciting. We

share this with our fur baby Belle-Boo, a ten-month old kitten who I absolutely adore! I think my colleagues will agree that when we rescued her at fourteen weeks old, she rapidly became my obsession!

When I am not working, I like to try and keep fit. I have just started running – completing my first half marathon in March with my closest friend, fundraising for Motor Neurone Disease Association, a charity that is so important to us.

I joined The Lighthouse Medical Practice in November 2015 as a Receptionist. The role was not what I expected, being so much more and I love it! We do the 'usual' Reception duties of answering telephones, booking-in patients, and making future appointments, as well as processing all your letters, prescriptions, test results and hospital appointments. Reception is a very fast paced area of the Practice that is non-stop all day. I relish my role in the business of the Practice, and am very much looking forward to taking on a new role and responsibilities in April, as Afternoon Team Leader.

We deal with many challenges at Reception. A very regular problem is where patients have forgotten to request their medication on time. Sometimes this can't

be helped or situations occur that mean you need it earlier. **However, 'urgent' requests are a huge issue for us as we receive hundreds of prescription requests each day.** Our super busy Prescription Clerk is so efficient and works at lightning speed, but he is only human after all.

No two days are ever the same at the Practice and that is what I love about the job. We are continuously learning and trying to improve our systems and services. Just when you think you have 'got it', something new comes along and gets the brain ticking again. It is a great feeling when you have accomplished something new.

There are a few things that patients could do to help make our job a little easier:

- *Please remember it takes three working days for your prescription to be processed.*
- *Please understand that everything we say or advise has come direct from the GPs, Nurses, and HCAs. This is not something we can override, we follow their instructions. Procedures need to be in place for the smooth running of the Practice.*
- *Please be patient. We all work to the very best of our ability, every day. We try to complete things immediately, if possible. But with around 15,500 patients sometimes tasks can take a little longer than you may like. **Be assured your message/request will be in process, and it will be dealt with as quickly as we physically can.***
- *Please try to smile! To be at a GP surgery will mean you are generally unwell. We try to be positive and make it as easy as it can be. To get a smile and a happy response gives us all a boost. Especially on particularly busy and complex days.*

Meet the Patient Forum Members – Sarah Bowen

I grew up in Essex until 1958 when in my early teens my family moved to Eastbourne.

When I left school, I worked in the office at Mansfield's Motor Garage in Cornfield Road and Cavendish Place. In 1966 a friend and I went to Germany to work for a short time in a hotel by the Rhine. After that I could not settle back in Eastbourne and I went to work in London for a printing and stationery company.

In 1982 I moved back to Eastbourne and commuted for the next 20 years to London. Unfortunately, in 2002 I was diagnosed with an autoimmune problem with my thyroid. Shortly after I was made redundant and then worked part time in my local Tesco store until my retirement. It had always been my aim when I retired to do some sort of charity work but sadly because of Chronic Fatigue that was not possible. I do like to help people whether it is going to a meeting or writing a letter with a purpose. I like going to the theatre, dining out and enjoy holidays in Mallorca

where I have some good friends.

I became a patient of The Lighthouse in 2004 and have not looked back. I heard about the Patients Forum and joined when the Forum was putting on the Health & Wellbeing Event with two other Practices at the Winter Gardens. It was great fun to be involved with this and also with the 2011 Stroke Event held at the Victoria Baptist Church. I look in from time to time at Ian Gow to put up posters and information in the Waiting Room that may be of interest and meet and greet patients at the annual Flu Clinics. **Being a member of the Patients Forum and seeing the changes made over the years, makes me appreciate how proactive this Doctors Practice is, and how hard the whole team works, always striving to improve things for the patients and the team.**



Patient Forum News

Annual General Meeting - held in January. We are delighted that Gwynne Pickering and Liz Walke continue as Chair and Vice Chair for 2017.

Highlights of the Chairman's Report

Gwynne Pickering (*The full Report can be seen in the AGM minute on the website and copies are available in the Waiting Rooms*).

Being a Chairman is not necessarily an easy life, but it is a great honour and privilege to serve in this capacity. As Chairman, you are only as good as your supporting team. Last year was both a memorable and momentous one for the Patients Forum. I know of no other business or organisation where you have outsiders looking over your shoulder and questioning what you are doing. This is the purpose of the Forum and I trust that we have done this in a helpful and supportive way.

I have attended meetings of other organisations such as Healthwatch and the Clinical Commissioning Group Area Forum, and it has been a real revelation. Out of the twenty-two or so Practices in the Eastbourne area, you are fortunate if you get representation from six to eight. It soon became apparent that the Lighthouse Patients Forum is streets ahead of any of the other Practice Forums. I take with me copies of our latest quarterly Newsletter and these are always received with interest.

10 Year Anniversary

The Forum celebrated this in October. The foundation stone was laid by the late Walter James, followed by Malcolm Finnis. This earlier work has served us well, and hopefully we can continue to build on this solid foundation. You do not become an admired Forum overnight – it takes time and persistence by a loyal band of members. While in the past, some members have come and gone, thank goodness for the loyal, long serving Forum members.

2016 On-Line Patient Survey

This was suggested by the Patients Forum and we were delighted when the Practice took up the 'Monkey' on-line survey. About 2,500 questionnaires were sent out and over 900 patients replied. The amount of information gathered was astonishing and has been really useful. The Practice and Forum have jointly produced a leaflet of replies to the ten most frequently asked questions (see front page).

Communicating With Patients

Thanks to the assistance of the Practice Team we can distribute our quarterly Newsletter by email reaching over 7,700 patients. Thank you particularly to Day Lewis Pharmacy Group who kindly agreed to sponsor this for a second year, enabling it to be professionally produced. The Newsletters have reported, amongst other Forum achievements, the members' assistance with the successful 2016 winter Flu Clinics which received many accolades from patients for the speed and efficiency with which the clinics were handled.

The Care Quality Commission "Outstanding" Award.

Four Forum members were invited to attend a meeting with one of the CQC Inspectors on their inspection visit. It was indeed an exhilarating experience. Our wishes were granted, with the Practice rightly awarded the "Outstanding" Category. Just for the record, since January 2015, out of 8,689 General Practices, only 250 have been awarded this "Outstanding" rating in the whole of England.

Special Mention

I would like to express my sincere gratitude to Amanda Sayer for all the assistance, help and encouragement I received as Chairman during the past year. Long may it continue. Thank you ever so much Amanda.

Also to the General Practitioners who have attended all our meetings, put up with our questions, and did not duck the answers. This sends a very powerful message to all of us Forum members, namely that you are interested in what we are doing and trying to achieve, and that we have your full confidence and backing. Thank you for that.

I would now like to give a big thank you to Liz Walke my Deputy Chairman, who runs the Virtual group and the Practice Facebook page and provides the Forum with informative news regarding patients' experiences with the Eastbourne DGH and the Conquest Hospital, and from the numerous other medical related Committee meetings Liz attends.

A big thank you is also due to our Treasurer Carol Voake, who keeps a tight rein on our finances and ensures that we are always solvent. More importantly, Carol is also the real face of the Forum in College Road, coming in most weeks to keep the Notice Boards and Waiting Rooms tidy and up to date. Thank you also to Sarah Bowen for doing the same work at Ian Gow.

Finally, I take this opportunity to thank all other Committee members for their continued loyalty and support to the Forum throughout the Year.

Patient Forum News

Presentations at Forum Meetings

Forum members organise interesting and informative presentations for our meetings.

- **In January, the Practice Carers' Lead, HCA Pauline Barron** joined our meeting and updated us on her role. She writes for us on page six. The Forum has invited speakers from the **Young Carers' Association** to one of the Summer Forums to learn more about this organisation.
- **In February**, we learnt from **Stephanie Foard and Sophie Abramson of Southdown East Sussex Community Links Mental Health Recovery Services (ESCL)** about the service they run and which Stephanie writes about on page five.
- **Flu Clinics Review** – Forum members were invited to participate in this meeting to discuss how these clinics went. A lot of complimentary comments had been received from patients on the exemplary service and it was the year of the highest number of inoculations given.

Obituary - Graham Payne

The Practice and Patient Forum were very sad to hear that our friend and Forum member Graham Payne had passed away a few days ago, and have sent their condolences to his family.

Practice 2016-17 Objectives Update

Shinewater Junior and Causeway Secondary School healthcare projects

Causeway School pupils in Year 7 have been asked to complete a Healthcare survey developed between Dr Vaughan, Kath Boak of the Forum, and the School. A Health based half-day session has been organised by the Practice and Kath for these pupils at the School in April, incorporating items in the survey.

The Practice – Did you Know...

On average forty new patients a week register at the Practice. This presents a challenge for all the Practice team to maintain and develop the very high levels of service and efficiency recognised by our 'Outstanding CQC Rating' within the limitations of the NHS funding.

... Health Awareness ...

Urine Samples

Rachel Edwards, Practice Nurse

When it comes to urine testing I am pleased to say that we have come a long way from the days of tasting it to diagnose diabetes! Thankfully in today's modern health care we have a wide range of technology to tell us about our health from a simple urine sample.

The Lighthouse receives eighty samples of patients' urine every week. In order to ensure you get safe and effective care, **it is essential that you correctly complete the Urine Sample Form, as well as providing the sample in the bottle with the CORRECT COLOUR TOP.**

If you find writing on the bottles tricky (I know I do!) you can write on a sticker and stick that firmly on the bottle as your label.



< White topped bottle

If a urine sample has been requested by your doctor or Nurse as part of a routine health check, related for example to your kidneys or diabetes. This then gets sent off to the laboratory at the hospital.

Red Top Bottle >

If you think you have an infection due to symptoms such as the frequency to pass urine, urgency, or discomfort on passing urine. These samples are preliminary tested at the Practice for infection markers as for some patients this, along with reported symptoms, will help rule out infection straight away. Other samples will need to go to the hospital to find out what the infection is, and which antibiotic would be best prescribed.



- **Urine Sample Form** – It would be helpful if you can note your symptoms briefly as this gives us more clarity when interpreting the results.

(All available from your GP or Nurse or at Reception).

Due to the large amount of urine samples we receive, samples in the wrong bottle or without an accompanying completed Form will be discarded and we will ask you to provide another sample. We realise how inconvenient this is for our patients but it is the only way to be sure that we provide a safe diagnosis.

If you have any questions or want reassurance when dropping a sample off, please speak with one of our Reception team.

Thought for Easter...

The Reverend Professor Dr David Dunn-Wilson kindly shares with us one of his thoughts...

Just Four Letters

Dog owners are normally a friendly bunch. Since our dogs dictate our timetable, we greet each other punctually at the same time every day. Well that's not exactly true because Dog-Walkers' Etiquette demands that, first and foremost, we greet each other's dogs by name. Only then do we address their owners whose name we probably don't know any way!

Recently, I met an old friend who I knew had been 'dogless' for many months due to illness. So, I was delighted to see that he was beaming happily as he led a small, black puppy. He told me that he had rescued the dog from a terrible life of beating and neglect. It was wonderful to see the puppy was now as happy as her master. 'What are you going to call her?' I asked, expecting that he had discovered some exotic name. Instead, he said, "She's got a future now, so I've called her 'Hope'". What a wonderful idea!

It has set me thinking about the whole idea of Hope and I remembered something that the Christian Reformer Martin Luther said. "Everything that is done in this world is done by hope". It sounds a bit extreme but it makes a lot of sense. It is the hope of a cure which brings me through the doors of The Lighthouse Practice. It is the hope of success that makes students work to pass their examinations. It is the hope of some new discovery that drives scientists' experiments. It is the hope of Springtime that helps us

to endure winter, and the hope of future happiness that keeps us going in hard times. It is the hope of a safe haven that drives terrified refugees to sail in death-trap boats in search of a future for their children.

It is as though hope is woven into the very fabric of the universe. Certainly, as a Christian, **I believe that hope is one of God's greatest gifts to us - given to keep us steady when life is hard, and to move us on to greater things when life is easier. However, what the great preacher Charles Haddon Spurgeon said is true: "Hope is like a star... only discovered in the night of adversity". In other words, hope shines most brightly when life is at its worst.** That is the truth which appears so clearly in the drama of Holy Week and Easter, in the Crucifixion and Resurrection of Jesus Christ.

Life certainly was at its worst for Jesus on Good Friday. He had been unjustly tortured, beaten, crucified as a common criminal, and deserted by almost all of his friends. Surely, it was a hopeless situation, the power of evil had won the day. Yet Christians believe that, on Easter morning, it was Hope that triumphed! Jesus rose from the tomb and defeated evil and death, giving the gift of new hope both in this life and in the life to come to all who follow Him.

A Happy and Hope-filled Easter to you all!

Reverend Professor Dr David Dunn-Wilson

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

Southdown East Sussex Community Links Mental Health Service

Stephanie Foard – Team Manager

Our service can help you to find out about and access, activities in your local community that you are interested in, and help you create links with support agencies and groups. We will encourage you to have confidence in your own abilities and work with you to overcome any challenges you may have. **Meeting people and developing networks of support can make a big difference.**

This is a free service offering up to 12 individually tailored coaching sessions for adults (aged 16+) with mental health needs, or adults with Autism and mental health needs, to identify and achieve goals, develop skills, and sustain participation in a variety of activities including Employment /Volunteering, Education/Training, Faith /Spirituality, Arts/Culture, Health/Leisure, and Special interests.

Feedback received said, "Community Links has given



me confidence and helped me see what's available in my community. Thanks to the support I receive, I really feel like I'm getting somewhere." For further information please contact Stephanie on **01323 340151**, email: **s.foard@southdownhousing.org**, or visit: **www.southdownhousing.org/community-support/community-links-east-sussex**

THINK! What YOU Can Do to Brighten Someone's Day

As the days get longer in Spring some of us are fortunate to be able to get outside more, whether in our own garden or into Eastbourne. But not everyone is so lucky.

Is there an isolated or housebound friend or neighbour you can bring a bit of sunshine to their day to by making time to telephone or visit them? Perhaps you can also help them to find ways to connect and keep in contact with their friends and the local community?

Are you a Carer? – Carers' Lead, HCA Pauline Barron

Unpaid Carers are all around us and often invisible to you and me. A survey by the Carer's Trust showed 1 in 8 people today is an unpaid Carer. If the Government were to pay them for their role the cost would be a phenomenal amount!

Across Sussex there are more than 60,000 known Carers who provide care to a family member, loved one or friend, who without such help, could not manage their day to day life. Many simply see it as their job, as a husband, wife, son, or daughter. Some provide a small but vital amount of help, but for some it is a 24-hour job and no matter what they are doing, they must take their caring role into consideration.

In April 2015 two new Acts came into force - the *Care Act 2014*, which sets out the rights of adult unpaid Carers and their right to assessment by their local authority, and the *Children and Families Act 2014* which protects the rights of young Carers and adults caring for a child.

Young Carers aged between 5 and 18 usually care for a parent, grandparent, or sibling, and as many have not been identified as a Carer they often do not receive the support they are entitled to. The caring role can grow gradually and the responsibility can affect them socially, physically, emotionally, and educationally. Some may feel under pressure not to reveal their care role for fear of the family being

separated or to avoid bullying or any fuss.

At the Lighthouse, we want our patients to know that we really do care about our Carers and we recognise how important your role is and we are here to provide support. Young Carers should be encouraged to talk about their care role with others, such as someone within their School, or a health professional.

We want to identify as many Carers as we can so that we can assist in making sure you all are getting the help you are entitled to. You are entitled to a flu jab each year which protects you, and also helps in some way to protect the person you are caring for. You will also be entitled to referrals to organisations such as *Care for the Carers* or *Adult Social Care*.

We understand that attending some appointments at the Practice can be difficult if you are a Carer. By identifying yourself as a Carer we cannot guarantee that we will be able to offer you a more convenient appointment, but we can try. There is usually some flexibility if you are regularly attending Nurse appointments, although this may mean seeing a different member of the Nursing team.

Carers are welcome to contact the Carers' Lead, HCA Pauline Barron, to discuss their caring role – please ask at Reception.

Nutrition and Health for Ladies Over 50

– Amanda Sayer

I recently attended an interesting free talk at The Natural Fitness Centre by really positive presenters, Nutritionist Tracy Fuller and Centre Owner Alison Brown.

We were given talks about keeping healthy, diet and nutrition to support hormonal changes during the menopause and also well-being, posture and skincare. These were extremely informative with lots of ideas, advice and guidance. I learned a lot about my body, what was going on with it, and how to look after it. I realised that I am not alone in having hot flushes, lack of sleep and feeling generally "different" than I did before.

Alison is also a Pink Ribbon Rehabilitative Breast Cancer Exercise specialist. This is a training programme for women who have undergone surgery for breast cancer. She says that exercise is an important part of the treatment and recovery process. It will provide restoration of movement in the affected arm and shoulder, improve functional ability in day to day activities and improve overall well-being.

I would highly recommend the Natural Fitness Centre website and popping down to see for yourself.
naturalfitnesscentre.co.uk or pinkribbonprogram.com

Fund Raising News for the Ben McNicol Trust

Our Winter Newsletter included an update on the **Ben McNicol Trust**, which was a charity set up by ex-Lighthouse partner Dr Roddy McNicol and his wife in memory of their son Ben. The Eastbourne Lions Club (ELC) contributed towards the funds raised by the Trust to purchase a property where families can stay while undergoing treatment at the Royal Marsden Hospital in Sutton. On learning that further funds were required for equipment, the ELC financed the purchase of a television, washing machine, toaster, kettle, and microwave totalling £920.

If you also wish to help, please visit:

www.justgiving.com/campaigns/charity/thebenmcnicoltrust/furnishbenshouseatthemarsden



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

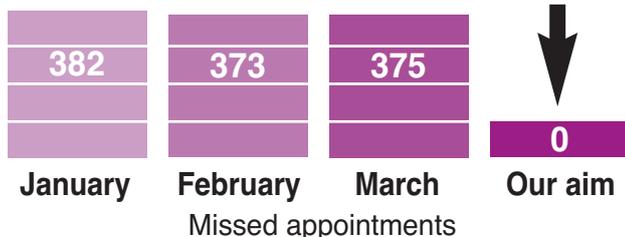
A question was asked whether it would save the Practice money if the patient purchased aspirin rather than obtaining it on prescription. For aspirin, the answer is yes. It is important to check with your GP.

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: lighthousepractice@nhs.net



Looking After the NHS Budget - Think How You can help

Before missing a GP, Nurse or hospital appointment for no good reason



Please don't be part of these statistics

Do YOU Enjoy Singing?

What about joining a local community Choir based at All Saints Church Hall that is a charity with no joining fees or need to read music.

www.robertpoultonfoundation.org.uk/jubilate

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.

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. The Practice are not contracted to run an emergency prescription service.

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

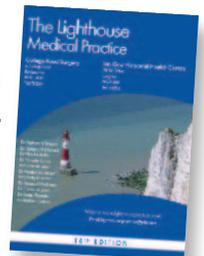
The Practice Booklet 19th Edition

Available at Reception and on website.

Patient Notice Board

Helpful information leaflets (also around the waiting rooms).

Practice Facebook



Don't Delay – Register Today!

key icon 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

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.

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.



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**