

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. 16

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

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Telephoning the Practice for an Appointment

When you telephone us, you will hear a new first message from Dr Andrew Stewart, the Senior Partner of the Lighthouse Medical Practice:

"Welcome to the Lighthouse Medical Practice. You will shortly be put through to our Reception Team.

In order to direct you to the person who would be most suitable to help you, we have asked our Receptionists to ask you a little about the problem for which you are calling today. Of course, you don't have to do this, but this would help us to help you and other patients. Thank you very much".



Practice Update and Team News

We have welcomed a number of new staff at both practices. **Tessa**, our new Nurse, has now joined us, working at both our sites.

We are pleased to have welcomed back **Dr Roz Clift** from her maternity leave.

Dr Pedro Do Carmo is one of the two junior qualified doctors who has recently joined the Practice for his rotational training through NHS England and introduces himself in the Newsletter.

ATTENTION!

Both our sites are now almost fully staffed, but we have lots of our new team members in training, so our systems and processes are still slower than usual and ask that you be patient with us.

We would encourage you to use our online and automated telephone service as much as possible.

The new message has been recorded as part of a local NHS project called '**Care Navigation**'. **This initiative is trying to make the best use of GP appointments and to help support patients in seeing the right health professional in the right place at the right time.** Sometimes up to 50% of appointments seen in a day could have been dealt with by other health professionals. There will be more about 'Care Navigation' in our next issue and you may see posters and information start to appear in the Practice Waiting Rooms.

STOP PRESS!

Amanda Sayer, Managing Partner advises that there are going to be changes to the current extended hours (evenings and Saturdays) that the Practice operates. These will be implemented by our local Clinical Commissioning Group and we have no control over the changes. This may mean that extended hours are no longer delivered at individual Practices but at a local hub. *We will keep you informed about what these changes in extended hours are and when they will start.*

CONGRATULATIONS! Research Award Won



Improvement and Innovation in Life Changing Health Research.

Congratulations to the Practice team for getting 'Highly Commended' in February in the National Institute for Health Research Clinical Research Network Kent, Surrey, and Sussex Awards. **Dr Tim Caroe** has led this piece of work and is the Clinical Lead for research at

the Practice. **Participants get access to new and better treatments by being recruited into clinical research studies within our local NHS**

organisations and the research contributes to improving the health of both the local population and the country. Without this research there would be no new treatments, no new ways of alleviating pain or suffering, and no new ways to prevent and treat disease. *Amanda Sayer, Practice Partner says that the Lighthouse Practice patients and staff have participated in NHS health research in many different things, a few examples being patients with dementia or asthma, and stress in NHS staff.*

Welcome to **Dr Pedro Do Carmo**

I am one of the GP Registrars training in the area. I have worked at College Road for three months and have really enjoyed my time here. As a year one trainee, coming to General Practice for the first time can be daunting, but **everyone at College Road has been immensely patient and extremely supportive**. This post has actually reassured me that I have made the right career choice.

I moved to Hastings with my girlfriend Claudia eleven months ago, and we have been exploring the area since. We love hiking, travelling, cooking, and spending time with our friends and family. We have been impressed with the amount of fantastic local hiking spots we have found and love being able to get fresh fish and seafood from local fishmongers.



Patient Forum News

OBITUARY

Peggy Marshall

by Malcolm Finnis, Forum member

We are very sad to report the death of our dear friend and **Forum member Peggy Marshall**, who passed away in February. Several Forum members attended Peggy's funeral. **We will miss very much her insight, contribution, and friendship.**



Malcolm and Brenda Finnis have been friends of both Peggy and Bob for 51 years and write this tribute:

Peggy and husband Bob joined the Forum in June 2009 and have been involved in all the activities since then. Peggy was born in Balham, London but at five years old the family moved to Sussex and her great love of the country began. In 1944 the family moved to Eastbourne and it was while helping with the annual stocktake at Louis G Ford that Peggy met Bob. Following Bob's service in the Royal Navy they married in 1948 and had Peggy lived until June this year they would have been married for seventy years. Peggy and Bob had two children, Susan and Stephen.

Peggy was a St. John Ambulance volunteer and with no telephone on the seafront station, Bob and the children played on the beach so that, if necessary, he could dash to the nearest telephone box. She also had a Brownie Pack and what fun they had, with no red tape or risk assessment forms, in those days.

In 1966 Bob's work took the family to Ramsgate. Peggy had a job at Manston Airport and after the airline's closure worked at a Chartered Accountants in Margate. On returning to Eastbourne in 1974 Peggy was a Samaritan volunteer for twenty-one years and took up horse riding at the Whites Horses of Wilmington stables. In 1997 she became Church Treasurer at St. Richards and this lasted fourteen years until she felt someone younger should take over. In a full life, Peggy was also a member of the Mothers' Union and the Guiders' Guild.

Peggy's family were very dear to her, husband Bob, their children, three grandchildren and five great grandchildren.

Patient Forum News

This year we will celebrate our 100th Forum Meeting in July. We are all really proud of this and grateful to all our members over the years for their input into our work with the Practice

Annual General Meeting - Held in February.

We are delighted that **Gwynne Pickering** and **Liz Walke** continue as Chair and Vice Chair for 2018 and the Practice wants to thank them for their continued support and dedication.

Highlights of the Chairman's Report – **Gwynne Pickering**.

Since our last Forum AGM, I am of the opinion that the Forum has become a stronger link of communication between the Patients and the Practice. **As a Forum we are extremely fortunate that there is a complete trust and transparency between ourselves and the Practice for this we must thank Amanda the Practice Manager.**

We are also grateful to Day Lewis Pharmacy for sponsoring our Newsletter for another year. This is the third year they have done this.

One of the most stunning successes the Forum achieved in 2017 has been in reducing the number of missed appointments. Last year we persuaded the Practice to text Patients 24 hours before their appointments. This started mid-2017 and comparing the missed appointments for the first half of the year with the second half, there is a substantial reduction.

During the past year, I have attended various other Practice's Forum meetings with Amanda and Liz Walke. I am always surprised when their members mention, frequently, that none of their GPs attend their meetings. **At our Forum, we always have a GP partner present.** This is done on a rota basis. On behalf of the Forum, I wish to express our sincere gratitude for your presence at all our meetings. Thank you also for being prepared to answer our questions and to explain matters in great detail where required. **Your presence gives us a powerful message, namely, you are interested in what the Forum is trying to achieve and that we have your total confidence and backing.** Together we can go from strength to strength. Thank you all ever so much.

The full Report can be seen in the AGM minute on the website and copies are available in the Waiting Rooms.

Liaison with other Forums

Forum Vice Chair Liz Walke has been elected as Chair of the Patient Participation Group Area Forum for the Eastbourne, Hailsham & Seaford Clinical Commissioning Group. Liz has also been asked to represent East Sussex as a Patient/Public representative on a wider group which covers Sussex and East Surrey for the Sustainability Transformation Partnerships which have been set up.

Summary of Joint Forum and Practice 2018 Objectives

Forum members have worked with Amanda Sayer, Managing Partner and prepared the objectives for the Forum and Practice to achieve in 2018.

The objectives are:

1. To increase the number of patients registered for on-line access to Patient Access to 30%.
2. To reduce the number of missed appointments without patients cancelling them, by a further 10%.
3. To support the Practice in their project on appropriate medication prescribing and to increase the use of the Electronic Prescribing Service (EPS) by patients needing repeat prescriptions.
4. To update the 'Frequently asked Questions' (FAQ) leaflet for patients.
5. To see if any improvements can be made to the types of Appointments available.
6. To improve the Waiting Room areas at both Practices.
7. To review the Patient Access set-up of Medical Records and see if improvements can be made in line with suggestions
8. To improve the car parking at Ian Gow.

Review of 2017 Joint Forum and Practice Objectives

The Forum are pleased to report that five Objectives were fully completed:

- FAQ Leaflet
- Increase in email addresses recorded
- Review of the Patient Journey
- Increase in Carers' numbers
- Review of the CQC report.

The Forum had set very challenging targets for three other objectives and although these got very close to their targets they have been carried forward to this year.

Have You Seen? New Parking Signage at Ian Gow Health Centre

Thanks to the support of NHS Properties and the work of the Forum, new signage is now in place. **This is the first stage of the initiative to improve the Ian Gow Practice car parking by deterring parents dropping off and collecting pupils at Shinewater Primary School from using it.**

Thought for the Day...

Canon Michael Cole is a patient at the Lighthouse Medical Practice and kindly shares with us one of his thoughts...

The Meaning of Easter

I wonder what Easter means to you. Is it just Easter eggs and hot cross buns? Is it some extra time off from work or school? Time to go shopping to get their special offers?

Originally Easter marked the vernal equinox – the start of spring on March 20th/21st when night and day were equal in time in every part of the world. But this all changed when Jesus died on Good Friday and rose again on Easter Sunday. Jesus's death and resurrection are at the very heart of the Christian faith around the world.

Sadly, many who call themselves Christians in this country don't believe in the resurrection. One famous football pundit even twitted last year 'Funny how we

get brainwashed as children into believing these bonkers religious stories. Might be true though, I suppose'.

Jesus died and rose again that we might all experience forgiveness, peace and the assurance and hope of life in this world and the next. These are the gifts of Easter the Lord longs we should all have. Why not spend some time reading about the events of the first Easter that are recorded for us in the Bible at the end of Matthew, Mark, Luke and John? They will help you to discover the real meaning of the Easter that happened more than 2000 years ago. If you want to know more may I suggest that you take a look at 'The Easter Story - What's the point of Easter?' written by myself. Copies of these are available at the Reception at both sites.

Canon Michael Cole

If you would like to share a thought for the day in this Newsletter please contact

Gwynne Pickering via email:
gpickering201@btinternet.com

How **YOU** have helped

A BIG THANK YOU to all our helpful patients who took responsibility to cancel their appointment if they couldn't make it

We are pleased to report that the Forum's drive for text reminders and cancellations which started in mid-2017, has been successful. The graph shown here shows the fall in numbers of missed appointments from June 2017 from when this option started and the good start to this year with continued lower numbers.

If you give us your mobile telephone number, the Practice will text you a reminder of your appointment at least 24 hours before and you can then cancel by just texting back one number. If you know earlier that you can't make your appointment you can text CANCEL to 07903 594390 as an alternative to either telephoning or cancelling online via Patient Access.



Forum member and Treasurer, Carol Voake

(below), visits the College Road site weekly to ensure the Waiting Room has up to date notices. Carol also maintains the poster showing the monthly numbers of missed appointments, extracted from the Practice data by **Ian Parkin** of the Patient Services team.



The poster is the Forum's thank you message to those who cancelled their appointment if they couldn't attend.

Have **YOU** Been Referred to Hospital?

Available at: www.nhs.uk this helpful NHS leaflet describes what you can expect to happen when your GP refers you to see a specialist or consultant at a hospital or community centre. It includes a checklist for you when seeing a specialist.



**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.

Health Awareness

Minor Wounds and Management



– **Mark Bunker,**
Lighthouse Paramedic

With the arrival of Spring, I am writing on dealing with minor (and sometimes major) open wounds that may occur when we venture out into our gardens again or try some DIY.

A FEW POINTERS on how to manage these wounds

- **Check if there is anything still in the wound.** If it is minor (splinter size), it is best to try and remove it with clean tweezers once the injured area has been cleaned.

Larger objects should be left in situ and removed at A&E

- **If the wound is clear of large objects,** then apply direct pressure and raise the limb effected above heart level.
- **Cleaning the wound** – simply clean under running tap water (cold if possible) until bleeding slows or stops. I feel this is better than applying creams and whilst you can never fully guarantee it will prevent infection, it's the best approach.
- **Dress with appropriate clean dressings,** plaster or small band aids and keep the wound raised and apply pressure if still required.

- **If the wound continues to bleed through** at least two dressings or enough to soak a hand towel, you may need to have this assessed at A&E.

The Wound Itself

- Remember it is Normal for the wound to be slightly red around it and possibly raised, this is the normal healing process, and this may last for a few days.
- **IF that redness and swelling** starts to increase/worsen after 24-48hrs or if you notice some pus, this might be a sign of infection and you should seek medical advice – Call the Lighthouse Practice, 111 or attend the Walk-in clinic at Eastbourne Station Health Centre when the Practice is closed.

Tetanus Vaccination Programme

www.NHS CHOICES -Vaccinations

Remember Tetanus is a possible concern if the wound has been caused by a dirty or old (muddy or rusty) object. It is not of concern if it has been caused by a known clean object.

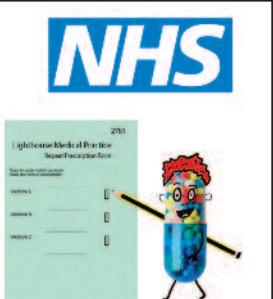
Vaccination against tetanus is given as part of the NHS childhood vaccination programme. A full course of tetanus vaccination consists of five doses of the vaccine and this should be enough to give you long-term protection from tetanus.

However, if you're not sure how many vaccination doses you have received, you may need a booster dose after an injury that breaks your skin. But, if you have received five doses of the tetanus vaccine, you are fully vaccinated and don't need a booster dose. *The Lighthouse can let you know how many doses you have had.*

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.

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



“Be the change that you wish to see in the world.” – Mahatma Gandhi

Think!
What You
Can Do
to Brighten
Someone's Day



As the days get longer (and hopefully warmer) 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?

The Wonderful Benefits of Walking

Claire Carter, Senior Administration and Operations Manager

I thought I would take this opportunity to tell you about one of my hobbies and how this benefits me in both my working and personal life, and how this may help others to start getting active.

I have been on a continual weight loss journey for most of my life and recently have lost three stone in weight. I am now focusing on generally being more healthy and active, and trying to make the right choices to be the best that I can be, both mentally and physically, inside and outside of work.

During the middle of last year one of my friends who is an avid walker asked me if I wanted to join her in an Ultra Challenge in May 2018, whereby we would be walking 106km around the Isle of Wight in around 24 hours. This would be a challenge both mentally and physically with regards to the impact on your body and sleep deprivation. I thought that I would take her up on this challenge to give me something to focus on during 2018.

I therefore started my walking training in the summer of last year. This has been going well but has really tested me both mentally and physically. It is making me stronger in many ways, and above all I really enjoy it. I have already completed a Mini Challenge this year by completing the 20km Winter Walk in London.

The trick is to start slow - a short local walk is best and gradually work up to longer walks on different types of ground.

This exercise is also great if you want to meet new people and socialise more. There are online forums where people meet up for hikes and on social media there are lots of people that hold health and wellbeing walks – I have joined the Hailsham Sunday group.

Happy Walking! If you see me out and about on the South Downs at some stage, please do come and say “Hi”.



The Mental Wellbeing of Walking

- It can reduce the effect of the part of your brain that brings about bad moods.
- Regular closeness to nature can restore cognitive function like memory and focus.
- Wandering where there is no technology available to you can really help to relieve the effects of mental tiredness that using technology can bring.
- Research shows walking outdoors can lead to an increase in your creativity when it comes to problem-solving.

The Physical Benefits of Walking

- The majority of us use exercise as a way to lose weight. Walking through nature with the ups and downs of hills can burn a lot of calories and it also uses all your muscle groups, resulting in a full body workout.
- Walking can really increase your strength as it is a weight-bearing exercise, it encourages stronger bone structures and density. Your stability and balance also improve as you develop your core muscles.

south east water

Support and Advice for Customers who need a little extra help.

South East Water offer a free Priority Service Register for customers who are vulnerable or have additional needs. The service provides you with priority treatment should your water supply be interrupted, including delivering bottled drinking water as quickly as possible.

Priority Service Register

For more information on the service, which includes ensuring customers on this register are offered the lowest tariff available, visit:

www.southeastwater.co.uk/get-help/help-for-priority-customers

Or call their dedicated Customer Care Team on:

0333 000 2468

Lighthouse Virtual Forum Group

We Need **YOU!**

We are looking for new members to join our Virtual Group (VG).

We invite you to join this online group which enables you to email feedback on your 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.

Recent comments include "Cataract operation performed in Jubilee Suite at DGH. Most professional team-work and a real 'centre of excellence' as also reported by friends who have undergone the same experience".

Repeat Prescriptions

Our service is three working days from the time that you drop off your prescription to the time it is sent to the Pharmacy or printed for you to collect. The Practice are not contracted to run an emergency prescription service.

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.



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

DECEMBER 217 JANUARY 263 FEBRUARY 240

108 109 140 123 125 115

OUR AIM
0
↓
↓

Please don't be part of these statistics

We welcome your comments on this Newsletter.

Please contact:

Gwynne Pickering (our Chairman) on 01323 640517
or email him on: 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

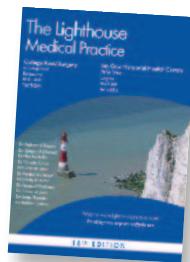
Between 6pm - 6.30pm
When the Practice is closed you
can contact a doctor out of hours
call: 03000 242424

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



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!

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 assessed 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

**PROUD SPONSORS OF THE
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PATIENT FORUM NEWSLETTER**