



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. 13

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

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Practice Update

Appointment Text Reminders to Your Mobile Telephone with FREE Patient Messaging Service If You Need to Cancel – Ian Parkin, Patient Services Team

We have introduced this new service to help make the appointment process more flexible and convenient for patients.

We are also trying to use this system to reduce the number of 'No Shows' for appointments.

When your appointment is made, a confirmation text message is sent to your mobile telephone.

- You can cancel your appointment by sending a **free text message** to the Practice simply by texting CANCEL as the first word to 07903 594390.
- This is as an alternative to telephoning the Practice on 01323 735044/766358, or cancelling your appointment online.
- You will receive a text reminder for your appointment 24 hours in advance of it, giving you another opportunity to text back CANCEL if needed.

We are running a consent campaign to seek patients' agreement to participate in this new text messaging service or opt out.

Don't forget your appointment with Sarah Driver at 09:00 on Tue 25 of Jul at Ian Gow Memorial Health Centre. Please reply CANCEL if you can't attend

Practice Team News

Welcome to Team Members

We are delighted to announce the arrival of **Mark Bunker** (pictured with his children) – the first Paramedic to join our team as a member of staff. Mark is based at College Road and introduces himself on page 2.



We also are pleased to welcome **Ian Parkin** to the Patient Services Team. Ian will concentrate on the IT side of the Practice work.

Dr Clift is on maternity leave from 21st July. To cover her patient list, the Practice GPs will be working additional sessions, Locum doctors who we have worked with will do some sessions, and Mark Bunker, Paramedic, will take on GP visits to release the GPs to see patients at the Practice.

Autumn Flu Vaccination Clinics for 'At Risk' People

The free annual Flu Vaccination (if you are eligible*) will be held in our Flu Clinics at the end of September and early October.

The dates will be advertised online and in the surgery, and letters will be sent to patients who are newly eligible.

**Those eligible include: children aged 2 and 3 years, pregnant women, all ages living with a long term medical condition, and everyone over age 65 and people with caring responsibilities. (4-8 year-olds will be vaccinated at school, but 'at risk' children can choose to have the immunisation at the Practice if their parents prefer).*

Welcome to Paramedic *Mark Bunker*

My name is **Mark Bunker** and I have recently joined the Practice as a Paramedic. I am 39 years old and have two lovely, mischievous children – Daisy who is 11, who loves to sing, and Freddie who is 8 and loves animals. Being a father to them is my greatest achievement in life. We enjoy these sunny days, especially where we can go to the beach, race along on scooters or up on the Downs. Aside from my children, I enjoy most sports, and played football until I was 35. I have completed the London Marathon in 2013 and 2016, both times raising money for a local charity, The Sara Lee Trust. I enjoy trekking up mountains - most recently in the Austrian Alps, but the highest I have scaled so far is Mount Toubkal in Morocco, which is 4,167m high.

I first joined the Bedfordshire and Hertfordshire Ambulance Service (now the East of England Ambulance Service) in 2005 when I lived in St Albans, and I went on to gain my degree in Paramedic Science in 2012. By this point I had moved down to

Eastbourne, as Sussex is in my blood (both sides of my family are from Brighton and Hove). I have done extensive work with the local NHS 111 service providing clinical advice and training, and continue to do this on occasions at weekends. I first met the Lighthouse Practice whilst recently working for the East Sussex Health Trust. When the opportunity arose to work directly for the Practice as a Paramedic I jumped at the chance! I was already very impressed with the service the Practice provides and it is an amazing opportunity for me to develop my skills and knowledge further.



My main role within the Practice will be to assist the GPs with the daily home visits that come in, both urgent and non-urgent. I hope to provide an excellent service to everyone I come to see, and I'll always arrive with a smile!

Meet the Patient Forum Members – *Kath Boak*

My first involvement with the Lighthouse Practice wasn't exactly auspicious! I moved to Eastbourne with my husband Cliff at the beginning of 2015 when we retired. Unfortunately, my first Practice appointment gave rise to a complaint. I was pleased to be invited to a meeting with Dr Stewart (Senior Partner) and Claire Carter (Complaints Manager) and my GP to resolve the issues. The meeting was extremely positive. **I was so impressed that they really wanted constructive ideas from patients that I decided to join the Patient Forum.**

I was born in the North East, and I have lived and worked all over the country. My main career was as a manager in BT. I was also an Employment Tribunal member. I have also worked as a Classroom Assistant and a Citizens Advice Bureau Adviser. Since moving to Eastbourne, I have become involved with a lot of local activities – U3A, walking, dancing of many types (Folk, Ballroom, Belly and Zumba), the Devonshire Park Theatre group, the Young Carers Chill Club, a Cohousing scheme with Eastbourne

Borough Council, and the Patient Forum.

We absolutely adore Eastbourne - in under five minutes we can walk to the Bandstand and sea (our daily early morning exercise) as well as to two theatres and five restaurants. It is perfect for us and very different from the (too) closely-knit mining villages where I was brought up and the anonymous London suburbs where we've lived. We have made so many new friends here. Old friends and family who joked they were visiting us in 'God's Waiting Room' have left Eastbourne with a completely revised opinion of a vibrant, cosmopolitan town!

Whenever I can tear myself away from Eastbourne, my other great love is Greece. We have now visited over 40 Greek Islands, and hope to see more!



Medicines Waste Campaign

Ian Parkin, Patient Services Team

The Lighthouse is working with patients, GPs, Nurses, local Pharmacies, and the Patient Forum to reduce medicine waste and save NHS money. **On your repeat prescription please check your supplies before reordering and select only the medicines YOU NEED.** Any items not selected will not disappear from your future repeat prescriptions unless you have discussed your medication with your GP and it is altered.

Please discuss any concerns about your medicines or continuing their use with your GP or Pharmacist.

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



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 means you can request your repeats directly from your Pharmacy which will significantly cut down the time it takes to get your prescriptions processed as they will have them

ready and waiting.

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.

Patient Forum News

Presentations at Forum Meetings

Lighthouse Participation in Pilot Self-Referral with Sussex MSK Partnership East.

MSK is short for "musculoskeletal" and covers problems, diseases and injuries relating to muscles, bones, and joints.

The Forum had an interesting presentation in June by Anne Sabine, Patient Director of Sussex MSK Partnership East (SMSKPE).

The Lighthouse Practice and another East Sussex GP Practice have been participating since April 2017 in a self-referral pilot service to the SMSKPE. If your GP considers you require this service, you will be advised to self-refer yourself (rather than your GP instigating this), and you will be given information by your GP on how to do this.

Self-referral allows you the opportunity to provide a detailed account of your problem to SMSKPE by completing an online form. This in turn enables them to direct you more effectively to the service best suited to your needs. *Some patients may be*

Sussex MSK Partnership East

unable to do this self-referral and of course their GP will do this for them. Dr Woolhouse, Lighthouse GP attended the Forum and commented that *"the MSK service gives people some control in their healthcare and will save GPs a bit of time."*

Anne Sabine said that 70% of patients that have used the self-referral pilot, liked the service. SMSKPE note that despite broadening patient access they have received fewer referrals.

The performance of the pilot is being evaluated to help decide whether to expand self-referral to other GP Practices in East Sussex.

www.sussexmskpartnershipeast.co.uk

Lighthouse Patient 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 where tips were shared.

Practice 2016-17 Objectives

Update on the Shinewater Junior and Causeway Secondary School Healthcare Projects.

A Healthcare survey developed between Dr Vaughan and Kath Boak of the Forum and Causeway Secondary School, was sent out to pupils in year 7 in the Summer term and the results will be helpful for future work by the Practice with this age group.

2017 Lighthouse Patient Survey – On its Way!



We are currently sending out this survey, which gives you the opportunity to input your views and suggestions on how the Practice is run, which are important to us. Several improvements have already been made as a result of the 2016 survey and others are being addressed as part of the Joint Patient Forum/ Practice Objectives.

We will email the survey to all patients whose email address we hold. Paper copies for your completion will also be available at Reception.

We really would appreciate you taking a little bit of time to complete this survey.

A Frequently Asked Questions leaflet answering questions raised in the 2016 survey is available in the Waiting Rooms and on the Practice website.

Understand Your Clinical Laboratory Tests



Lab Tests Online® UK
Peer Reviewed • Non-Commercial • Patient Centred

If you want to get more information on the clinical laboratory tests that your GP or Nurse are using in their diagnosis, monitoring and treatment of you, then look at this informative website written by practising laboratory doctors and scientists.

It includes details on all laboratory tests with various conditions, from preparing for these, collecting samples from you, the laboratory methods and the results and will help with any questions you want to ask your GP.

www.labtestsonline.org.uk/understanding.

There is also a mobile app available on their website.

Sepsis can be Very Dangerous...

When a germ or bacteria enters our body we have a range of options to try and destroy it and stop the spread of any infection. The body may display one or more of the common signs of infection.

If we think of an unclean splinter in your finger:

- Raised temperature (bacteria don't like temperatures too high) - *your finger will feel warm.*
- Extra blood sent to the area (oxygen in the red blood cells will help) - *the finger throbs.*
- Fighter white blood cells sent to the area - *pus around the wound.*

All the above are helpful. It is self-limiting and will only affect the small area around the finger.

In Sepsis all the above actions are taken by the body, but it doesn't keep it located to the problem area and starts to go into overload with too big a response, quickly causing more problems that it is fixing. The term 'blood poisoning' is incorrect and quite misleading.

What should I look out for and what should I do if worried?

If sepsis can be caught early and hospital care started rapidly, the hope is to stop the sepsis, though this is not always possible and some people who develop sepsis will need to be cared for in an intensive care unit for support with multiple organ failure.

Sepsis can happen at any age and from a range of sources, be it a urine infection, chest infection or post-operation infection.

I Wish I Had Looked After My Teeth!

Our teeth are amazing - how many parts of our body may last a lifetime with care and protection?



Teeth are covered with a very hard outer layer – enamel, which needs care to keep it in tip-top condition. The main enemy is acid, which dissolves the surface of the enamel and wears it away by many attacks over weeks and years. Acid may be present in our food and drink. Some can be hidden by other constituents such as acetic acid in malt vinegar, which is easily recognised, but also others such as sugar and flavours in 'smoothie' drinks. The enamel is also attacked by the bacteria of dental plaque which sticks to the tooth surface, using sugar from food and drink to produce acid as it grows. Over time, a hole may develop in the tooth surface - decay has started.

There is some good news! If you alter your diet to only have sugar containing foods at mealtimes, and sugar-free snacks and drinks at other times, your teeth are allowed the time to recover and repair themselves.

Fluoride is another of our friends, being found in most toothpastes, which should be applied twice daily - first thing in the morning and last thing at night. We need to remember to spit out any excess toothpaste but not to rinse it completely away from our teeth as this provides protection.

If you have babies, when you wean them off breastmilk, only give them milk or water in their bottles, as any form of sweetened soother could lead to the rapid decay of their milk teeth.

Visit your dentist regularly for examination of your teeth so that appropriate advice on diet and oral hygiene may be given. The dental profession is committed to preventing dental disease.

*John Kettle, LDS RCS Eng BDS,
Beech House Dental Practice, 16 College Road.
(Article requested by Forum member).*

Children's 'Red Book' health record (completed when they are immunised) lists the signs and symptoms of sepsis.

For adults we are thinking about the person having first a possible site of infection, then:

- **Urine output** – are they passing enough?
- **Mental state**- are they muddled?
- **Do they have a temperature?**
- **Is their heart beating very fast?**
- **Do they have cold fingers?**
- **Breathing** - are they breathing fast?

If you are unsure about yourself or a loved one dial 111 or if you extremely worried dial 999.

Thought for the Day...

Retired Lighthouse GP, Dr Simon Eyre Kindly shares his thoughts...

Our Own Legacy

There are certain times in our lives when we have cause to look back and reflect. Major life changes like marriage, the birth of a child or grandchild, retirement, and the approach of the end of our lives are often a trigger to this process.

When we look back, we are inevitably going to consider what differences we have made and what legacy we have left.

I retired as a GP partner at the Lighthouse Practice in 2014 but continued with locum work until 2016, finally relinquishing my thirty-year licence to practice with the General Medical Council a few months ago. If ever there was a time to reflect on my life, this was it!

Over thirty years a lot has changed at the Practice. In 1987 the work in Langney was being conducted from two converted flats at the top of Milfoil Drive. There were no computers, only two nurses and much of the equipment in use was rather rudimentary. What a different scenario now with improved equipment, and a heavy reliance on IT, but also the huge pressure on staff to deliver ever higher standards of health care. The latter resulted in the 'Outstanding' Care Quality Commission rating being awarded to the Practice in 2016.

How had I contributed to all this change I asked myself? I would like to believe that my presence in the Practice over thirty years has been a factor leading to this improvement and the quest for the highest possible levels of care to the patients. I then started to reflect on a more individual level. Contributing to an organisation is all very well, but what impact have I had on the lives of individual patients during those years? There has been plenty of opportunity, with over 100,000 face-to-face consultations, innumerable telephone calls and countless home visits. I know that there have been a few lives I have definitely affected by achieving a diagnosis, or standing alongside the person and their family during a critical time in their lives. I am equally aware that there have been times when I didn't do what was best and there is the thought of how I could have done better.

This looking back process will cover much more than our work. Most poignantly, we may look back on what has happened in our personal relationships. If we have children what legacy have we left them? If we have not been married, then what has been the effect we have had on our friends and wider family? I am not thinking here of a monetary legacy, but rather what have those whom we have lived with so intimately with over so many years, received from us during that time together. At its most basic, have we provided materially for them? Have we spent time with them as we should? (One thing is certainly true, very few people approaching the end of their lives wished they had worked more, but many regret missed opportunities to give more time to family and friends). Have we loved those closest to us as we should?

One area that we may consider is what Spiritual legacy are we leaving? For those with a faith this can be very important, while for others, they may come to realise that this is an area of their lives that they have neglected for far too long or indeed may never have even given thought to. Have we allowed the Spiritual part of our nature to develop and mature, and have we taken the opportunity to share this Spiritual legacy with those around us?

One of the outcomes of my retirement has been the opportunity to have time to write and this has led to the production of a small book entitled "**Let the Fruit Grow. A General Practitioner's Guide to the Holy Spirit**". It is a book that charts my own journey of faith and increasing awareness as a Christian that the power of the Holy Spirit has the capacity to transform our lives. It has very much been my hope that this short book would establish a kind of legacy that people could receive hope and encouragement from in the years ahead.

So, what is your legacy looking like? What do you feel as you look back upon what you have achieved at work? How do you feel about the important relationships in your life? Perhaps most importantly, at whatever stage you are in your life, what Spiritual legacy do you feel are you developing?

(If you would like a copy of Dr Eyre's book, please ask at Reception).

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**

Disabled Parking Application to East Sussex County Council – Outcome

We were disappointed in the outcome of our application. College Road would have to lose one of the existing GP parking spaces to make this a disabled bay, and no additional space at Ian Gow was offered. Amanda Sayer, Managing Partner, comments that if a disabled parking bay replaced one of the GP spaces at College Road it would cause a problem with the often-needed ambulance access.



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.

Heatwave Tips

Stay Out of the Heat:

- Keep out of the sun between 11am and 3pm.
- If you have to go out in the heat, walk in the shade, apply sunscreen, and wear a hat and light scarf.
- Avoid extreme physical exertion.
- Wear light, loose-fitting cotton clothes.

Cool Yourself Down:

- Have plenty of cold drinks, and avoid excess alcohol, caffeine, and hot drinks.
- Eat cold foods, particularly salads and fruit with a high-water content.
- Take a cool shower, bath, or body wash.
- Sprinkle water over the skin or clothing, or keep a damp cloth on the back of your neck.

Keep Your Environment Cool:

- Keeping your living space cool is especially important for infants, the elderly, those with chronic health conditions, or those who can't look after themselves.
- Place a thermometer in your main living room and bedroom to keep a check on the temperature.
- **Keep windows that are exposed to the sun closed during the day, and open windows at night when the temperature has dropped.**
- Close curtains that receive morning or afternoon sun. Be careful if you have metal blinds and dark curtains, as these can absorb heat. Maybe consider replacing them or putting some reflective material in-between them and the window space.
- **Turn off non-essential lights and electrical equipment – they generate heat.**
- Keep indoor plants and bowls of water in the house as evaporation helps cool the air.
- If possible, move into a cooler room, especially for sleeping.

- Electric fans may provide some relief, if temperatures are below 35°C.

If You Have a Health Problem:

- Keep your medicines below 25°C or in the refrigerator (read the storage instructions on the packaging).
- Seek medical advice if you are suffering from a chronic medical condition or taking multiple medications.

If You or Others Feel Unwell:

- Try to get help if you feel dizzy, weak, anxious or have intense thirst and headache. **Call the Practice, 111 or 999.** Move to a cool place as soon as possible and measure your body temperature if you can.
- Drink some water or fruit juice to rehydrate.
- Rest immediately in a cool place if you have painful muscular spasms (particularly in the legs, arms, or abdomen (in many cases after sustained exercise during very hot weather), and drink oral rehydration solutions containing electrolytes.
- Medical attention is needed if heat cramps last more than one hour.
- **Consult your doctor if you feel unusual symptoms or if symptoms persist.**

For more information see: www.nhs.uk/Livewell

Think! Look Out for Others on Heatwave Days

Remember to keep an eye on isolated, housebound, elderly, or sick, neighbours, family, or friends during a heatwave, by making time to telephone or visit them to make sure they are able to keep cool and are well.

Ensure that babies, children, or elderly people are not left alone in stationary cars. **Call a doctor or social services if someone is unwell or further help is needed.**

Try YOGA...

It Benefits Both Your Body and Mind

This gentle exercise practice can help improve your posture, muscle strength and flexibility. Relaxation and meditation helps to calm your mind and body.

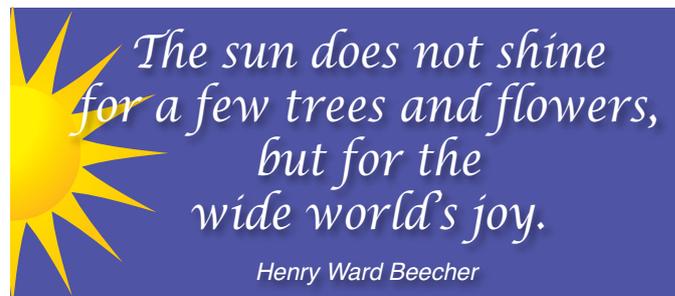
Eastbourne has several venues with classes that welcome beginners:

Yoga in Gildrege Park 11am-12noon on Summer Sundays 07525 140578

Lessons are free but donations are welcomed to *Cancer Research UK*.

www.yogaforwellbeing.co.uk

www.naturalfitnesscentre.co.uk



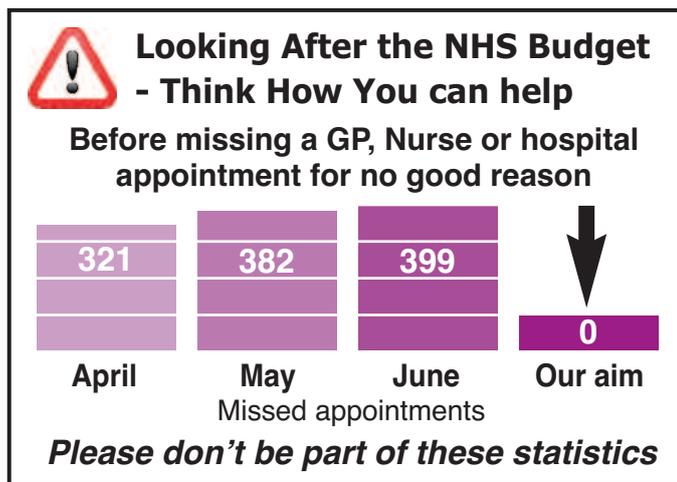
Before calling
an ambulance,
you can call
NHS 111 for advice



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: "I had to contact the College Road surgery at 8.00 am on a Monday morning about a long-standing cough and feeling very unwell. I was offered an emergency appointment in the afternoon at 3.30pm and was given a prescription. **Excellent, fast response and as usual all staff were extremely helpful.**"



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.

The Practice is **CLOSED** on
Bank Holiday Monday 28th August.

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

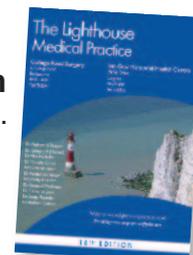
The Practice Booklet 19th Edition

Available at Reception and on website.

Patient Notice Board

Helpful information leaflets (also around the waiting rooms).

Practice Facebook



Don't Delay – Register Today!

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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LIGHTHOUSE MEDICAL PRACTICE
PATIENT FORUM NEWSLETTER**