



## The Lighthouse Medical Practice Patients Forum

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

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

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

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

Chairman: Gwynne Pickering Editor: Penny Briggs

Issue No. 15

*We wish all our patients and the Practice Team a Happy & Healthy Christmas and New Year*

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### Practice Team News

*We welcome four new members to our Practice team: Chloe Corbell and Laura Bellingham both Prescription Clerks, and Receptionists Amelia Rayment and Debbie Eyles. A new Nurse, Tessa, is joining in January to work at both our sites. We also welcome back Dr Roz Cliff at the end of January from her maternity leave.*

*Three or four junior qualified doctors will join the Practice in the next few months for their rotational training through the NHS England SE Junior Doctors scheme for which Dr Stewart is Programme Director and the Lighthouse is a Training Practice. They will work with us from four to twelve months.*

**ATTENTION!** College Road is currently experiencing very high Reception staff shortages. We ask that you be patient with us as our services will be slower than usual, and encourage you to use our online and automated telephone service. **If you are experiencing delays in getting through to us and you have an urgent query, then you can contact our Ian Gow Practice on 01323 766358, but at his time of year both sites are exceptionally busy.**

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

### Stay Well This Winter

*Keep Warm - Eat Well - Get a Flu Jab*

Cold weather can be seriously bad for your health. That's why it's important to look after yourself, especially during the winter. **You can still get your flu inoculations** (free if you are eligible) - please ask at your GP or Nurse. Visit [www.NHS.uk/Staywell](http://www.NHS.uk/Staywell) for some simple things you can do to help you and those you care for to stay well.



### Parking on College Road, Eastbourne



We have had complaints from residents in College Road about parking. Please can everyone visiting or dropping off patients at the Practice be mindful not to leave your car blocking drives or entrances in the vicinity.

The Patient Forum is actively working to resolve the car parking problem at Ian Gow Health Centre where some parents dropping off and collecting children at Shinewater Primary School continue to selfishly use the Health Centre car park (despite being asked to park elsewhere) thus making it impossible for patients with medical appointments during these times to park.

### Welcome to Claire Clarke – Ian Gow Receptionist

I am one of the afternoon Reception Team at the Ian Gow Practice and have worked here now for about seven months. I really enjoy working here – every day is different, especially interacting with the patients and seeing different faces - many of which have now become familiar. I like to go away on weekend trips with my family, we enjoy visiting museums and historical places. I am Mum to three boisterous boys who take up all my spare time as well as having two cats and two guinea pigs!



# Congratulations! Awards Won by Practice Team

## Nursing Award - *Above and Beyond* Won by Pauline Barron, Associate Practitioner

Congratulations to **Pauline** who won the 'Above and Beyond' award presented in October at the East Sussex Better Together Conference to 'Celebrate the Value of Nurses in East Sussex'.

Pauline has worked at the Practice for several years as a Health Care Assistant and has recently achieved Associate Practitioner status through her Foundation degree course whilst working full-time.

### **Amanda Sayer- Practice Manager and Caroline Howells Lead Nurse, nominated Pauline for this award and comment**

"Pauline is inspirational and an excellent mentor for our junior staff who works really well with the Practice Nurses. Her knowledge and clinical skills are excellent, and she is always keen to learn and gain more professional and technical skills to further her scope of practice. Pauline's achievement is an outstanding example of both determination and leadership which reflects on the care her patients receive and the support she shows her working colleagues. Since becoming an

Associate Practitioner, Pauline has regularly helped to create new policies to help the Practice run safely and smoothly, working alongside the Lead Nursing GP and Lead Nurse. Pauline is Carers' lead for the Practice and her role was highlighted in our recent 'Outstanding' Practice rating from the Care Quality Commission. She works hard to ensure that patients and their Carers are provided with any relevant support and guidance, and works with Dr Rajendra, the Dementia Lead GP, to look at new ways of working."



## Top Award for Dr Andrew Baldwin GP Partner

*Comment by Gwynne Pickering, Forum Chairman.*

The Patient Forum wish to extend their heartiest congratulations to Dr Andrew Baldwin, a

full-time GP at Ian Gow Health Centre, on having received a '**Highly Commended**' accolade for his '**Outstanding**' contribution to medical literature in the 2017 British Medical Association (BMA) Book Award held on 11th September.

The awards recognise outstanding contributions to medical literature and this year had over 600 entries. Dr Baldwin is the lead author of The Oxford Handbook of Clinical Specialties (10th Edition), which is aimed at medical students and junior doctors on clinical placement and contains a chapter on each of the clinical areas encountered through medical school and Foundation training such as paediatrics, psychiatry, orthopaedics, and dermatology, giving clear advice on diagnosing, investigating, and managing common conditions. The book is a best-seller in the UK and worldwide.

## 2017 Patient Survey Highlight Results

### Excellent or Good Ratings – all up from 2016

GPs 96% (2016: 94%), Nurses 96% (2016: 94%), Reception 90% (2016: 88%).

**96% would recommend the Lighthouse Practice to others (up from 93% in 2016)** with a consistent result for both surgeries.

1,120 patients completed our survey. **Thank you very much for your feedback.**

The results have given us a lot of useful information on how you prefer to make appointments and get you medication and enable us to learn about your concerns and suggestions for improvements which are being addressed as part of the Joint Patient Forum/Practice Objectives for 2018. A new 'Frequently asked Question Leaflet' will also be prepared in 2018.

There were lots of commendations for our team and individual GP's, Nurses, and Receptionists and the work of the Forum. One example is "*I think you all run an amazing Practice and should be very proud of what you do and the standard of service that you manage to deliver to all of us patients - I don't know how you do it! Your magazine, the Patients' Forum and this survey are examples that show that you are in touch with your patients and take pride in what you do - it's a breath of fresh air for a doctor's surgery. Well done everyone it is very much appreciated*". **The Forum congratulates the Practice Team on these excellent results.**

# Carers' Rights Day Supported by the Lighthouse

*Pauline Barron, Carers' Lead*



Pauline Barron and Charlotte Cook

The Lighthouse Practice proudly supported Carers' Rights Day on the 24<sup>th</sup> November which aims to raise awareness surrounding the rights of unpaid carers. Potentially one in ten people in the UK are an unpaid carer and many are not aware that they are one, or their rights as a carer, and the support they can receive. An email was sent to all patients with a registered email address and included lots of useful information. Displays at both our sites included information on the rights carers have as an employee, including flexible working hours, dependant leave, parental leave and time off in emergencies as well as the types of benefits that are available to carers and the person they look after. **This was one of our bids to increase awareness and to try and encourage patients that are not already registered as a carer at the practice, to do so.** Carers are entitled to the flu vaccination to protect not only themselves but to go some way protecting the person they look after from the flu virus.

Carers have the right to a carer assessment which Care For The Carers (CFTC) would carry out. To request this assessment, carers can either contact CFTC directly, by telephone **01323 738390** or email **cftc.eastsussex@nhs.net** or alternatively can ask the Practice to do a referral on their behalf when submitting a Carer Registration Form. CFTC will then make contact within one working day.

For further information and help with benefits, contact HARC Welfare Benefits Helpline **0333 344 0681**.

*If anybody would like more information regarding any of these issues then please contact either Pauline Barron, Carers' Lead, or Charlotte Cook, who has now become involved in raising awareness at the surgery, or CFTC directly.*

## Patient Forum News

### Presentations at Forum Meetings

Forum members organise interesting and informative presentations for our meetings...



In October, Joanna Whiteman outlined the way 'People Matter' work. They give free career advice and guidance for people seeking work or changing direction, offering training workshops. Amanda Sayer, Managing Partner has met with Joanna to explore the potential to help Lighthouse patients who need help and support with gaining confidence to enable them to link up with other services that could help them.

In November, we learnt from **Byron Stevens** on the work done by 'Linking Lives in Eastbourne', a newly formed local charity tackling loneliness and isolation. Byron outlined the befriending service being offered and how the scheme works.

### Did You Know?

There is now a sample bottle display in the entrance hall to allow patients from having to wait to ask for these from Reception, if they prefer.



Please take either a white bottle if the urine sample has been requested by your doctor or Nurse, or a red top bottle if you think you have a urine infection as well as the Urine Sample Form, which is essential that you complete and bring with your labelled sample bottle when you drop it off at Reception, for testing.



## 2018 New Year, New You

### Take Steps NOW to Stop Smoking

This is probably the biggest single step you can do to improve your health and live a healthier and longer life. The Lighthouse offers day and evening cessation appointments so please come and talk to one of our specialist advisors. The NHS also offers a Smokefree service – [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

**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.

## Health Awareness

### Winter illness advice – Dr Jeremy Durston

There's lots to look forward to at this time of year - Christmas, and New Year, cold, crisp winter days, maybe even snow! But with the change in the seasons also comes the risk of outbreaks **of coughs, colds, sore throats, flu, diarrhoea and vomiting bugs, conjunctivitis, sinusitis, ear infections and other common infections.** These common illnesses can cause a big increase in people asking for appointments. Understandably, people don't like feeling ill. They can't afford to take time off work. They worry that they might spread their infection to those close to them. They hope their doctor can give them something to make them better as fast as possible.

**For most of these infections, there is nothing that a doctor can do to make them go away faster. Antibiotics don't work, because these infections are mostly caused by viruses.**

Doctors often feel pressured into prescribing them by the patient even when they don't think they will help. Sometimes patients get angry with the doctor if they don't prescribe them. Patients often believe they help because their cough or cold got better last time with antibiotics. However, most probably this isn't because the antibiotics made them better - it's because their

immune system fought off the infection at the same time that they were taking the antibiotics.

**The good news is that these types of infections will get better on their own *without any treatment*,** usually within a couple of weeks. This is because for most people, their own immune system can quite happily fight off the infection.

Your local pharmacist can tell you about treatments you can buy over the counter to help relieve the symptoms of these infections, but these will not make the illness go away any faster. If you need to take any time off work, you **do not need a doctor's note for the first 7 days** – even if your employer says you do – they are wrong! You can simply self-certify off work. If your employer insists, please advise them to look on the government website:

**[www.gov.uk/taking-sick-leave](http://www.gov.uk/taking-sick-leave)**

**There are occasions when it IS appropriate to seek prompt medical advice. Symptoms that may indicate a more serious infection include SHORTNESS OF BREATH, SHIVERING UNCONTROLLABLY, CONFUSION, SEVERE CHEST PAINS, to name a few. If you are genuinely worried about a serious infection we will always see you promptly on the same day.**

However, if you are just hoping for some antibiotics because you don't like the symptoms or are hoping you'll get back to work faster, then please don't come to the GP surgery. *There is lots of really useful information on the NHS Choices website to help you self-manage common infections: [www.nhs.uk](http://www.nhs.uk)*

## WHAT TO DO IF YOU HAVE A FALL – Mark Bunker, Lighthouse Paramedic

### Try not to panic!

At this time of year we can be particularly prone to falls especially in icy conditions. Remember if you have a fall, **try not to panic. Although you may feel shocked, remaining calm will help you to assess the situation.** What you do next will depend on if you're hurt and whether you're able to get up without help.

**Checking for injuries** The first thing you need to do after a fall is work out if you're hurt. Take a few minutes to check your body for any pain or injuries, then:

- If you're not hurt, try to get up from the floor
- If you're hurt or unable to get off the floor, call for help and keep warm and moving as best you can
- **Please do not stay on the floor injured or uninjured for longer than you must. The Ambulance Service is there to assist. Calling 999 does not always mean it has to be an emergency; the staff there will assess your situation and send the appropriate response. As an experienced Paramedic I have helped up countless people from many fall situations, it is an important and proud part of the Ambulance role.**
- Again, I will stress the importance of having **Lifeline** in place if possible.

### Getting up from a fall

**If you're NOT hurt and FEEL WELL ENOUGH, you should try to get up from the floor as safely as possible, but as a guide, you should:**

- Roll onto your side then slowly pull yourself up so that you're on your hands and knees
- Crawl towards a sturdy object that can support you to get up – such as a solid chair or the stairs
- Using the object, and supporting your weight with your hands, slide one foot forward so that it's flat on the floor. Your other knee should remain on the floor
- Pushing up from your arms and legs, slowly rise to your feet or to a sitting position
- Sit for a few minutes before you try to do anything

**TOP TIP** - To improve your confidence and technique, it's a good idea to practice getting up from a fall in different rooms of your house and using different objects for support. For your safety, ask a friend or relative to be with you when you practice.

### Have you heard about FREE Winter Home Checks?

They can make a real difference to your keeping warm this winter. There is a definite link to our health and the cold. Call the service on **Freephone: 0800 085 1674** or look at **[www.warmeastsussex.org.uk](http://www.warmeastsussex.org.uk)**

# Health Awareness

## First 'Do No Harm' - When Pain Killers Make Things Worse

*Dr Tim Caroe, GP Partner*

One of the most important principles in medical ethics (the moral principles that govern the practice of medicine), is to make sure that when doctors suggest something to a patient, that we have considered both the benefit and the harm that may arise from it. If we are suggesting something but the potential harm is greater than the potential benefit, then we shouldn't be suggesting it. There is a simple phrase that all doctors learn from an early stage which expresses this – **First Do No Harm. Easy.**

In fact, it is not easy at all but deeply complex. How do you measure benefit or harm? And what if the doctor and patient disagree on benefit and harm? These difficult judgements are very real when it comes to prescribing for people with chronic pain. In the past it was quite simple. People experiencing severe pain would be given drugs like morphine to help them. If the pain went on for a long time, these opiate medications would be prescribed for a long time. The problem is that the medical profession has realised that being on opiate medication for a long time is not a good thing. It can cause all sorts of problems. It can actually make people experience more pain.

However, in the very short term, the opiate medication can make people feel better. So understandably people want to continue taking it. They often find over time that they also need higher or more frequent doses to feel better. People can then find themselves addicted to a medication that could be giving them more not less pain.

In this setting what is harm and what is benefit? These situations are difficult because the answer to this is not straightforward. **Also, these are not words on a page or medical theories, but real-life situations where as doctors we need to sign our names at the bottom of prescriptions to say that we believe that in this situation the benefit of giving a patient a medication outweighs the harm, and that this medication is the right thing to give.**

This becomes even more difficult when GPs know that in the long term these drugs can be dangerous. They can, make people more sensitive to pain, mess up people's sex hormones, weaken their immune system, increase the risk of heart problems, block the bowel and blunt the senses.

**They are also potentially fatal in overdose and sadly people have died as a consequence of taking too much accidentally.**

Put like that, it seems the choice is obvious, and we should just stop prescribing. But some people who are on these pain medications ask GPs to keep prescribing them, despite all these problems. Patients sometimes tell us that they are the only thing that works.

They also say that they don't want to go through the sometimes difficult process of coming off them. The truth is that often patients just don't realise that the troublesome symptoms they've have been getting are actually because of the drugs.

**GPs often have to have very difficult conversations with patients about what is best for them.**

**Sometimes people do come off these medications and tell us how fantastic they feel without them however sometimes both the patient and the GP feel stuck in the difficulty of what to do.**

GPs want to help and support their patients and do what is best for their long-term health and wellbeing. **If you feel that you might be stuck on medication that you think might be doing you more harm than good please talk to us. We want to make sure that first, we do no harm.** *There will be more on this in future Newsletters.*

## Forum Chairman Speaks at All Party Parliamentary Group Debate on *Developing the Role of Diabetes Nurses*

Diabetes UK invited Gwynne Pickering to address an All Party Parliamentary Group (APPG) on Diabetes chaired by the Rt. Hon. Keith Vaz MP, held in a Committee Room at the House of Commons, attended by Diabetes health care professionals, NHS officials and political members of the APPG. The APPG discussed the explosion of new drugs, training, and the role of the specialist nurse in the management of diabetes. It will help make sure the needs of people living with diabetes are properly considered when decisions about the future of diabetes specialist nurses are taken locally and nationally.

Gwynne recounted to the APPG his experience of the excellent Diabetes Nursing care he had received over many years, including those at the Lighthouse

Practice. Very high praise was received for Gwynne's contribution and insight from attendees including Caroline Ansell, Eastbourne's previous MP, who said his speech was the only one to receive spontaneous applause, and Keith Vaz welcomed learning of the perspective of someone living with diabetes.



Keith Vaz MP (left) and Gwynne (right)

## Thought for the Day...

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

### Christmas Gifts

“What shall we get them for Christmas?” and “What do you want for Christmas?” are two of the very frequently asked questions at this time of the year.

Although Christmas Day isn't until December 25th the shops have been telling us about Christmas since early September, and the nearer we get to the day, the more our thoughts are about food, family, decorations, the Christmas tree, presents, and possibly the Carol Service at the local church. We may also find ourselves invited to support financially a number of different national charities that work to help people in mental or physical need. Locally, we may have been able to give something extra to the Eastbourne Foodbank.

**We remind ourselves to send Christmas cards. Often this is the only time in the year that we have contact with people we have known over many years.**

Incidentally the first printed Christmas cards were commissioned by Sir Henry Cole (no relative!), in May 1843. He also commissioned the first postage stamp, the Penny Black and founded what was to become the Victoria and Albert Museum.

**For some people, living on their own, the Christmas card means a great deal - they have not been forgotten.**

Of course, I've missed something out and I was reminded of it when I looked up 'Google-Christmas' and up came 'Google Santa Track'. Is that really what Christmas is all about? Fortunately, I continued reading through the many Christmas quotations until I came to this one '**There has only been one Christmas – the rest are anniversaries**' by W.J. Cameron. **At last I was getting to the real heart and message of Christmas.**

I found myself going back to the message of Christmas in the Bible. St Luke records the message of the angel to the shepherds 'Do not be afraid I bring you good news of great joy that will be for all the people. Today in the town of David a Saviour has been born to you. He is Christ the Lord' (Luke 2:10-11). God has not forgotten us! He longs to bring us an inner peace and a quiet joy.

So, let's go back to the presents you will receive. Do you leave them unopened to deal with later? Do you say 'thanks' but really you intend to pass this particular gift on thinking you don't need it? Do you open another one immediately and use it every day?

I wonder how you have responded to the unique Christmas Gift of Christ the Saviour whom we all need. **Another quotation I discovered said 'Christmas is not as much about opening our presents as opening our hearts'**. Opening our hearts to the love of the family and above all opening our hearts to the saving love of God revealed in Jesus is what Christmas is all about and responding in this way now can make this coming Christmas a very special event for you.

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**

## 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.



### 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.

*Do all the good you can and make as little fuss about it as possible.*

*Charles Dickens*

### Think!

**Especially over the Christmas season, not everyone has a cosy home with a warm meal and someone to talk to.**

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 safe and warm and keeping well 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? **A kind word, especially at Christmas, goes a long way.**

# 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](mailto:liz.walke@dsl.pipex.com).

Comments received recently include: "Booked appointment on-line 5pm Sunday. Saw Carolyn Rubens (very nice) 9.20 this Monday right on time, back home by 9.40. Sorted!"



## 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



**Please don't be part of these statistics**

## 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.

**Christmas and New Year Practice Closed 25<sup>th</sup> and 26<sup>th</sup> December and 1st January. On other working days the Practice has Normal Opening hours** with extended hours pre-bookable appointments between 6.30pm-8.15pm on Wednesday 27<sup>th</sup> December and Wednesday 3rd January **only**.

**We welcome your comments on this Newsletter.**

*Please contact:*

**Gwynne Pickering** (our Chairman) on **01323 640517** or email him on: **[gpickering201@btinternet.com](mailto:gpickering201@btinternet.com)**.

## Information & Booking Appointments

### Surgery Information

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

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

### Times for Contacting a Doctor

Reception Open 8am - 6pm

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

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



### Practice Website – take a look!

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

### The Practice Booklet 19th Edition

Available at Reception and on website.

### Patient Notice Board

Helpful information leaflets (also around the waiting rooms).

### Practice Facebook



**Don't Delay – Register Today!**

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

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

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

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

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

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

*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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