



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. 11

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

In This Edition

Front	Practice Team News
Page 2	A Typical Day in the Practice Team
Page 3	Meet the Patient Forum Members Patient Forum News
Page 4	Health Awareness
Page 5	Thought for the Day The Practice - Did You Know?
Page 6	Social Challenges of our Time
Page 7	Making Appointments and Information at the Surgery

Flu Inoculations are still available...



We still have a lot of patients who are eligible for a flu jab but have not yet had it. If you are eligible (details of eligibility can be obtained from the Practice) and would like a jab, please contact the Reception team for an appointment. If you are visiting the Practice for another appointment it may be possible to give you the jab then. **If however you do not want the jab, we would appreciate it if you could let us know so we can exclude you from the flu register.**

Practice Team News

I'm excited to report that we have our very first student nurse **Alannah Worms** on placement with us at the Practice!

As I'm sure you are all aware The Lighthouse Medical Practice is proud to have a long history of being a teaching practice as we feel it is vital to ensure great training opportunities for the GPs of the future. This philosophy is now reaching out further to include student nurses from the University of Brighton who will be on a final placement before they qualify and who have expressed a wish to work in Primary Care.

Student nurses undergo their final assessment whilst they are on their four-month placement with us. This looks at their knowledge and nursing skills and particularly their professional manner to assess whether they possess the qualities required to be a safe and kind nurse.

Some of you may have already met Alannah. She is engaged and excited by nursing in Primary Care and is set to qualify early in 2017. I am her named mentor, although the whole Practice Nursing team work together to teach her, and she sits in on many different clinics.

All the Lighthouse team are passionate about great patient care and we feel our outstanding Practice is a great location for student nurses' final placement before they enter the wonderful and challenging world of Primary Care nursing. *If you have any questions or feedback from your experience of student nurses, please do not hesitate to contact me at the Lighthouse.*

Rachel Edwards, Practice Nurse

**STAYWELL
THISWINTER**

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

Cold weather doesn't have to go hand in hand with illness.

Visit: www.NHS.uk/Staywell for some simple things you can do to help you and those you care for.

Stop Press...

Frequently Asked Questions Leaflet

This is being finalised to help answer the questions you raised in our 2016 Patient Survey and will be available at Reception and on our website.

Join the Lighthouse team...

We are always looking for skilled Staff.

If you are interested in joining our outstanding practice (CQC September 2016 rating) please visit our website:

www.lighthousepractice.co.uk/index.php/recruitment, complete an application form and email it to lighthousepractice@nhs.net for the attention of Amanda Sayer/Claire Carter.

A Typical Day in the Practice Team

Rachel Edwards



My nurse training was undertaken in Bristol at The University of the West of England. After this I moved down to Brighton and undertook my first qualified post which was working on a large and very busy gastroenterology ward. My Ward Manager had very high standard so it was a perfect first job. After three years I

stepped up to work on the Intensive Care Unit within the Brighton Hospital. I loved this job – it is highly pressured with your knowledge and nursing ability really stretched. I worked on the unit for four years before making my move across to Primary Care, and have now been at The Lighthouse Medical Practice for just over two years.

Hand on heart I can say that I have found my place in practice nursing. I enjoy getting to know my patients well and the nature of managing chronic illness. My main focus, once a patient has come into my clinical room, is to give them my full, undivided attention, to listen and carry out my role in a timely fashion, whilst ensuring my approach is holistic and the care I give is based on the most current evidence.

I spend most of my working day smiling and the time certainly flies past!

When it is time to go home I am mostly busy with my two young children and their ballet, tap and modern dance classes, swimming lessons, cycling club, the list goes on! We bought our new home early this year and the four of us are settling in well. During the summer I enjoy taking part in open water swimming events and triathlons and last year completed my first Olympic distance triathlon.

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.

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 also send updates on the Practice services.

Sarah Walshaw

I have worked at the Lighthouse Practice for eight years and have seen many good changes! I have two different roles, firstly as the Lead Prescriber, overseeing the Prescription team to try to make sure that it runs smoothly and that prescriptions are ready for patients. My second role is as one of the Team Leaders for the College Road Reception. I help patients with queries and have to deal with lots of paperwork! I am very busy and enjoy my job, and like talking with our patients and getting to know them.

Two things that patients could help the Prescription Team with to enable our jobs to run smoothly:

- **Request prescriptions in enough time** so we have time to process them,
- **Talk to us** – let us know when you will be away and need your medications early.
Help us to help you – we don't know unless you advise us.

Outside of work I like to play football and play for Eastbourne Town Football Club, Ladies Team. The club has many years of tradition of being the oldest senior football club in Sussex, and prides itself on teamwork and hard work. I love football – it is the greatest game to play and being part of a team motivates me to do better, play better and work harder, knowing my teammates are behind me 100%. I bring this same attitude to work.



I would encourage people to join in on team sports, not just football. Great friendships are made and self-confidence is grown - all positives that you can bring to any aspect of your life.

Winter Flu Clinics

We have carried out two clinics in October at both our sites and additionally, some older or disabled patients have received their jab at their GP appointment. **We are pleased to have received very good feedback from patients being amazed at the efficiency of our clinics.** Thank you and well done to the inoculation and support teams which included several members of the Patient Forum. We have inoculated more patients at this stage of the year than last year.

Meet the Patient Forum Members – Sheila Nolan



Sheila and Bailey

I was born in Gosport and trained at St Mary's Hospital in Portsmouth. I was a District Nurse when I met my husband Denis and lived in London for a while where I was a foster parent mainly for young babies for one of the London Boroughs. I went

with my husband who was an Army officer on his posting to Cyprus. I returned to England and then Denis and I were posted to Germany for four years, followed by four more in Norway. I was responsible in Germany for the welfare of thirty-five Army families. I returned to London and my husband was posted to Northern Ireland for two years. We decided not to take our three sons to Northern Ireland at that time and I came to Eastbourne to live in Army accommodation. This was the start of my work as a trained nurse at the DGH.

On my husband's retirement from the Army we decided with our sons to foster. My last foster child was Zoe who came to us when she was ten and a half months. My husband sadly died of cancer two years later at the young age of 43 and I adopted Zoe two years later, something Denis and I had wanted to do. Zoe has Downs Syndrome and Cerebral Palsy. She is now thirty-five and has grown up to be an assertive woman. One day she said to me, Mum, you have never regretted having me. How very true.

I am very proud of Zoe's many achievements, amongst which is a Gold Duke of Edinburgh Award for which I accompanied her to St James Palace to be presented by HRH Duke of Edinburgh. She gained this through the Girls' Brigade run from Victoria Baptist Church. Zoe has worked voluntarily in the same hairdressers for fifteen years and has just started more work in a second salon. We are both volunteers at St Wilfrid's Hospice hub.

I continued with my nursing until I retired slightly early. I then retrained and became a Shared Lives Provider supporting vulnerable adults with learning difficulties. This brought Sally into my family life and she has been with us for ten years. Sally has learning difficulties with complex needs and my family and I help her to live as independently as possible.

I joined the Forum when I was asked for my comments on the Practice for the Patient survey and thought this was an interesting group of people and I wanted to join it.

Patient Forum News

Presentations at Forum Meetings

Forum members organise interesting and informative presentations for our meetings.

In September, Forum member Graham Payne outlined what work is being done in the project run by the NHS Eastbourne, Hastings and Seaford Clinical Commission Group to **help patients get the most from their medicines and reduce medicine waste**. Graham is representing the Practice on this project.

In October, we learnt from **Julie Fitzgerald, Director East Sussex Community Voice** about the *Healthwatch* service they run.

Practice 2016-17 Objectives

Following on from members contributing to the setting of these stretching objectives for the Practice and Forum, two members joined the presentation of these to the Senior Practice Partner, Dr Andrew Stewart and Amanda Sayer. The Practice GPs had reviewed these already and commented on how well thought out they were.

The Shinewater Junior and Causeway Secondary School healthcare projects are progressing. The latter school's website is now linked to the Lighthouse website and the Teen page. Pupils in year 7 will be asked early next year for their responses to a Healthcare survey developed between Dr Vaughan and Kath Boak of the Forum, and the school. This will then lead to the organisation by the Practice of a Health Half Day at the school.

You Said and We Did!

Following recommendations by the Patient Forum we have added an opaque window covering to the downstairs Waiting Room at College Road and are shortly installing a floor line to try to allow a little privacy when talking to the Reception team. Both the sites are having an ever changing display of photos on the walls.

We welcome your comments!

Please contact:

Gwynne Pickering (our Chairman)
on **01323 640517**

or email him on:

gpickering201@btinternet.com.

LADIES –

Why it is Important to have a Cervical Screening Test

Lead Doctor for Contraception
Dr Roz Cliff writes....

We know that every year in the UK around 3,000 women will be diagnosed with cervical cancer and that almost 900 women will die of this.

Cervical cancer is 100% preventable if we can detect changes in the cervix before they become cancerous. This is what cervical screening, or smear tests, are for. **Not going for your regular smear tests is one of the biggest risks for women getting cervical cancer.** A recent study showed that 350 extra lives could be saved per year if every woman aged 25-64 attended her cervical screening test when invited. It is just as important to attend your smear test when you are older as it is for younger women, with the same study demonstrating that if women aged 50-64 were not part of the cervical screening programme, five times more women would die of cervical cancer than at present.

Cervical screening is free on the NHS and all women aged 25-64 years old will be invited to have a smear test every 3-5 years. The test is quick, and involves a nurse or doctor taking a small number of cells from the cervix ("neck" of the womb) using a brush, which are then sent away to be looked at under a microscope. The results come back within a few weeks, and 90-94% of results are normal.

It is important to remember that smear tests are a screening test for pre-cancerous changes in women without any symptoms. If you are experiencing abnormal vaginal bleeding, pain, or a change in vaginal discharge, then you need to see a GP or a Nurse promptly about these symptoms.

If you are worried or nervous about having your smear test, please speak with one of our Nurses or GPs to see what we can do to help you overcome any issues and make sure we can do this life-saving test for you.

Here's some links to more information about cervical cancer and smear tests, which you may find useful:

www.jostrust.org.uk/about-cervical-cancer/cervical-screening-smear-test-and-abnormal-cells

Please ask at Reception to arrange your smear test, if you have received an invitation from the cervical screening service or believe you are overdue for your smear test. It could save your life. As well as our usual surgery times, we also have appointments between 6-8pm on Mondays and regular Saturday morning surgeries when you can have your smear test done. We can also provide you with a chaperone.

2017 New Year Resolutions for a **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.



Half of smokers will die of smoking related condition. Your risk of a stroke is increased by more than 50% as it increases your chance of a blood vessel aneurysm (a bulge in your brain) which if it bursts will cause a type of stroke. The good news is that on quitting smoking your risk of a stroke starts to reduce and within five years it will be down to the level of a non-smoker. 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

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



Be Septicaemia Aware...

Call the Practice immediately or 111 if, you have possible early signs of sepsis, as this requires quick treatment and without this it can lead to multiple organ failure or even death.

Sepsis symptoms may include a high fever or low body temperature, chills or shivering, fast heartbeat or fast breathing.

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

Night Visibility
Take Extra Care in Winter

Be safe – Be seen



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 Wonder of Christmas

It began, this year, way back in September. The shops started to promote their Christmas sales. They have been followed by much publicity and many adverts on TV, in the press and by email. The postman delivers requests from many charities inviting us to make a Christmas gift. We spend time planning family presents and writing many cards. We are making plans to hang the lights outside in the garden as well as in the house. We decide how to spend Christmas and the holidays. We may even have time to attend a Carol Concert at the Congress Theatre.



But it may not be like that for you. If you are honest you will admit that 'You'll be glad when Christmas is over and we can get back to our normal life.' This, sadly, is true for those who may be living on their own, are getting older, are in some unhappy relationship and especially are homeless. We are grateful for the work of such organisations as 'Crisis at Christmas'.

May I share a true story about someone who found himself 'left on his own'? It happened more than thirty years ago. The school class were going on a day's outing and travelling by coach. There were thirty-five children but only thirty-four seats available. Our youngest son found himself left out, rejected,

and that feeling of rejection is still there today.

I wonder how God feels when his only Son, The Lord Jesus, is left out of Christmas. That happens in many ways. Our focus is upon all the trappings of Christmas but not on the reality and wonder of Christmas itself. The Wonder of Christmas is focused in the fact that God who created the world with its billions of stars and 'Planet Earth' with the amazing animal life (have you been watching the latest David Attenborough film?) came into this world in the person of His Son, Jesus, born at Bethlehem, in order that he might become the Saviour of the World and bring us the message and wonder of forgiveness and peace because God is concerned not only with our physical and emotional health but also with our spiritual and eternal wellbeing.

There was no room at the inn when Mary was about to give birth so Jesus was born in the manger. Sadly, there is often no room in our celebrations and lives for the Lord Jesus who was born on the first Christmas day, lived in the world, died upon the Cross on the first Good Friday that we might know the forgiveness of our sin, rose again on the first Easter that we might know life and hope and then returned to the Father in Heaven on the first Ascension Day waiting to welcome us into Heaven. All that flows from God's Christmas present to everyone who invites Jesus to join them on the coach journey of life, rather than leaving Him behind thinking they can live life without Him.

You can read more about the Wonder of Christmas in Luke 2:8-20 and John 1:1-14.

Canon Michael Cole

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**

The Practice *Did You Know...?*



Many of you will remember **Dr Roddy McNicol**, who was a partner in this practice until 2013. Roddy, Emma-Jane, and Tom emigrated to Australia where they are now settled on the East Coast.

Roddy and Emma-Jane's second son, Ben, died tragically on 26th May 2012 less than 6 months after being

diagnosed with a brain tumour. Before they emigrated, the McNicols set up a charity to raise money to purchase a property where families can stay while undergoing treatment at the Royal Marsden Hospital in London. Some of you have kindly supported this charity: www.benmcnicoltrust.com

We are delighted to tell you that the Ben McNicol Trust has achieved its target and has just purchased the property. However, there is a final appeal to help furnish the flat: if you wish to help, please read more in this link: **www.justgiving.com/campaigns/charity/thebenmcnicoltrust/furnishbenshouseatthemarsden** Roddy visited the UK in November to set up some furniture. Dr Stewart's wife volunteered him to help Roddy put together the cupboards and beds!

*Winter, which, being full of care,
makes summer's welcome
thrice more wish'd, more rare.*

William Shakespeare

Social Challenges of our Time – Isolation



**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 in these cold months 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.

Top Tips for Activities you can join in Eastbourne

Take a look at the many different activities going on you could join and enjoy perhaps making new friends, offered by Age Concern Eastbourne, mostly based at the William and Patricia Venton Centre, Junction Road, which can be easily accessed from the Arndale Centre, by the exit next to Sainsburys. A wide choice includes film matinees, arts and crafts, music and singing, language and conversation (including a poetry circle, creative writing and a current affairs discussion group) exercise, dance and well-being classes. Their Eastbourne Shed provides a place where everyone can come along and take part in

activities similar to what you do in your own garden shed, but with the company of other like-minded people, and there is also an allotment project to join. There is also a coffee shop.
www.ageconcerneastbourne.org.uk – 01323 638474.

Age Concern also offer befriending services - a regular visitor to give friendship and



support to isolated older people who are unable to leave their home. Forget-me-not is a telephone befriending service that provides a regular contact call to brighten the day of an isolated older person. Contact 01323 749034.

The Under Ground Theatre situated beneath the Central Library, Eastbourne hosts a wide variety of events from music, art, jazz, Saturday morning music and a coffee shop.

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. Call ANYTIME on: 0800 4 70 80 90

See more ideas for things going on in the town you could join at the following website:

www.thebestof.co.uk/local/eastbourne/community-hub/blog/view/top-tips-for-loneliness-in-eastbourne

Top tips for loneliness in Eastbourne
14th April 2014 | Author: Welbeing | 0 Comments
Eastbourne is a wonderful town to retire to and we are very lucky to have the Downs, the beautiful countryside, the sea and the gentle peace and quiet. However, loneliness can affect us all and the statistics about older people and loneliness are frightening. If approximately 10% of the population aged over 65 is chronically lonely, this equates to over 860,000 people in England. Luckily there are lots of great services in Eastbourne there for you:
1. **Age Concern Eastbourne** has two brilliant services: Befriending offers a regular visitor to give friendship and support to isolated older people who are...

Extra Support in Power Cuts

UK Power Networks Free Priority Service Register.

Would this Benefit You, a Friend or Relative?



UK Power Networks (UKPN) offers free additional help and support during a power cut to those who rely on electricity for medical needs or the more vulnerable elderly or homes with a young baby. UKPN has partnered with the British Red Cross and other charities and 35,500 people in East Sussex are already registered.

The service provides:

- Welcome pack with useful advice about preparing for a power cut.
- Priority 24-Hour telephone number to call if you have a power cut
- Regular text message or telephone updates until your power is back on. Text 'Power' followed by your postcode to 80876.
- Extra support in an emergency with a home visit by UKPN or British Red Cross staff (they check with you first).

Join up at: www.ukpowernetworks.co.uk/priority
call: **0800 169 9970**

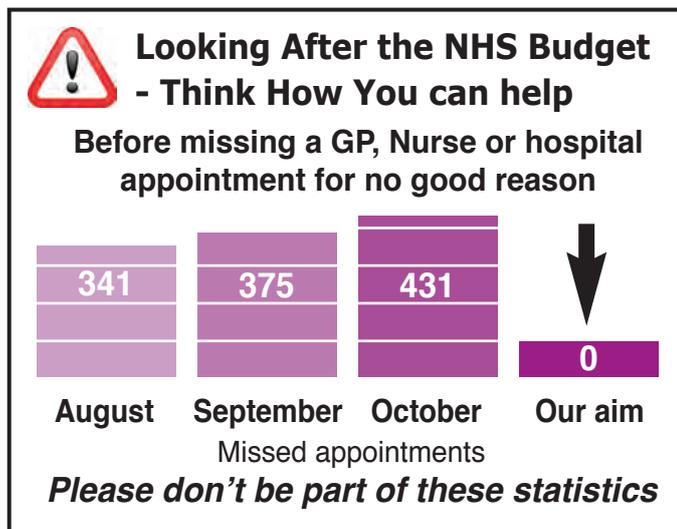
or email: psr@ukpowernetworks.co.uk

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

Recent comments by Members of the VG include commending the exemplary service of the flu clinics at both sites and the amazing efficiency of the electronic repeat prescription system.

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



Over Christmas and the New Year the Practice is **closed** on **26th and 27th December** and **2nd January**.

On other working days the Practice has Normal opening hours with extended hours pre-bookable appointments only between 6.30pm-8.15pm on Wednesday 28th December and Wednesday 4th January.

Repeat Prescriptions

Our service aims for the turnaround of prescription requests in three working days. If you need your prescription urgently please ask at your Pharmacy who can issue emergency medications in many instances if there is no health risk.

The Practice are not contracted to run an emergency prescription service. **With Christmas and New Year please plan ahead and put your requests in early, no later than 16th December.**

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

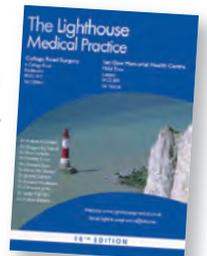
The Practice Booklet 19th Edition

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.

Any opinions expressed in this publication are not necessarily of the Partners of the Lighthouse Practice, 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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