



The Lighthouse Medical Practice Patient 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

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We wish all our patients and the Practice Team a Happy and Healthy 2019

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Online Access to College Road Surgery →

Help the College Road Team Help YOU in the Best Way by Dr Tim Caroe, GP Partner

Many of our College Road patients will recently have received an email or text from us about our new online system. For those of you who missed it, **it is a great new way for College Road patients to get in touch with us at College Road to let us know about the things you need help with.**

We are now getting 10-15 people using it every day which means fewer people having to wait in a queue on the telephone, and more people getting help in the most effective way, rather than just trying to book a face-to-face appointment which may be unnecessary.

The aim of the automated system is to gather information about you and your symptoms to help us effectively help you, rather than using precious time talking to a doctor in an unnecessary appointment. In the time we spend seeing one person who doesn't need an appointment, we could have helped 4 other people who have given us detailed information via our online system. In addition, we save you needing to trek down to us, find somewhere to park, and wait in a Waiting Room only to be told we could have managed this by telephone or email! The system frees up time across the whole Practice and saves your time.

Feedback so far has been great:

"Very easy and so much more efficient than waiting at the end of the 'phone line. I think this is a wonderful set up"

"Fantastic. I've been waiting for something like this for ages. Well done Lighthouse Practice for being among the first to do it!"

In order to make the most of the system, remember it is about you typing into the system the information that you would have done if you had seen us face-to-face. It is not about just entering a couple of words and asking for an appointment. For example, 'foot pain' doesn't help us to help you, but completing the questions in detail might allow us to diagnose the cause of the pain and email back a clear plan to help. The most important questions are the ones that you can type into the boxes – let us know what's happening and we can help you.

So if you are a patient at our College Road site, next time you think that you need help from us, please go to our website, click on the pink banner and answer the questions as clearly as you can. If you do this before 11.30am we aim to get back to you within the hour with help. Please remember to check for our response – if we offer you an appointment it may be quite soon after you enter your information, and we don't want you to miss it!

We are pioneering this new tool for the whole area, and if it works well we will be offering it to Ian Gow patients too. Watch this space!

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

Where Are They Now? News of our GPs after leaving the Practice



Dr Roddy McNicol

I am currently working as a GP in a Practice in Brisbane in Queensland, Australia.

It is a large Practice of GPs a few miles from the centre of the city. Working as a GP in

Australia is in many ways similar to the UK, you don't actually see too many snake or spider bites, not in the city at least! There is a lot more private medicine in Australia which is quite different to the UK, which does make access to healthcare easier for some. However, there is an excellent public system, though this does have the challenges of stretched resources as is common in most countries.

Over the years I have been able see with my family a little of this vast country, whilst also being able to visit family in New Zealand.

I have been fortunate enough to return as a regular visitor to Eastbourne and the Lighthouse Practice since leaving five

years ago, on returns to visit friends. I certainly miss a lot about the Lighthouse, especially the other doctors and their support and friendship, the loyal staff and of course many patients.

Eastbourne will always be an important place for me to visit for many reasons, not least because of the many friends, but also the happy memories of my family here growing up and our boys starting school.

I have also been so amazed and thankful for the ongoing generous support that many people in Eastbourne continue to give to The Ben McNicol Trust which provides accommodation for children undergoing cancer treatment very close to the Royal

Marsden Hospital in Sutton in memory of Ben McNicol. www.benmcnicoltrust.com

I am always looking forward to my next Eastbourne visit!



Practice Team News

Dr Rebecca Vaughan – GP

I have recently joined the Practice as a salaried GP. I have been with the Lighthouse since 2015 as a trainee and successfully qualified as a GP in July. Having had two maternity leaves and now working three days a week as well as being cross-site, it has taken some time to complete my training. There was little question about staying with the Practice, which I am very proud to be a part of. I originally hail from South Wales, spent my teens in Northern Ireland and I completed medical school and foundation years in the North East. We are very lucky to have found ourselves in sunny Eastbourne!

I am married with two young sparky boys of one and three years old who certainly keep me on my toes! I enjoy anything creative especially painting and getting out and about in the beautiful scenery Eastbourne offers. Last year, soft-play, visiting the Miniature Railway and muddy explorations also featured heavily!

Becoming a Mum with a fulfilling career has led me to realise the importance of basics which I once took for granted! Good sleep, relaxation, keeping active and having a good wholesome diet may seem simple but are very important for well-being which can get lost in a busy



world needing to juggle demands. A great place of work also helps!

There are so many aspects of being a GP I enjoy. I thrive on the variety of working cross-site between Ian Gow and College Road, and the array of patients I meet.

Forum and Practice 2019 Objectives

These will be outlined in the next Newsletter.

Annual General Meeting

The AGM was held in January. We are delighted that Gwynne Pickering and Liz Walke continue as Chair and Vice Chair for 2019.

Highlights of Chairman's Report – *Gwynne Pickering*

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

We can look back on the last year with considerable satisfaction, having celebrated our 100th meeting on the 26th July, after a 12.5 year journey, allowing reflection on the progress of the Forum over these years. There cannot be many Patient Forums in the land who have achieved this remarkable milestone, certainly not in Eastbourne. We are greatly indebted to Malcolm Finnis for writing the Forum History so accurately and elegantly – a noble record for posterity. As Oscar Wilde said, 'Anybody can make history, only a great man can write it.' Malcolm, our grateful thanks.

I am of the opinion that over the years the Forum has become a stronger line of communication between Patients and the Practice. As a Forum we are extremely fortunate that there is complete trust and transparency between ourselves and the Practice. For this we are indebted to Amanda, our Practice Manager.

For us, as a Forum, the question is: have we been of assistance to the Practice, and what has been our contribution? Meeting on a regular basis helps to keep the momentum. Last year we had eight committee meetings and a virtual one. At our 100th celebration we had the opportunity to meet former Lighthouse GPs. We had the opportunity to show them that the foundations they assisted to lay down had been firm and solid ones. Dr Simon Eyre captured the whole ambience of the evening brilliantly in his article in the Winter Newsletter.

For us, as a Forum, the Newsletter is our great input to the Practice, approximately 5,500 copies of each edition are emailed to patients. One of our objectives this year is to increase the numbers of patients who receive our Newsletter, if approximately 13,000 patients are happy to give us their mobile phone numbers, why not give us their email addresses?

A big Thank You particularly to Day Lewis Pharmacy who kindly have sponsored us for the fourth year in succession.

2018 was a challenging year for our objectives and we can give ourselves a pat on the back for the majority of these. A few fell short of our targets including the Patients Access system which the NHS EMIS system completely altered during the year and we did not find the new one so user-friendly. Also, the Electronic Prescribing Services, but we hope to get new patients automatically registered on this by making it an 'opt-in' on new registration.

The Forum assisted the Practice again at the annual Flu Clinics - it really was a fun day and gives us the opportunity of meeting patients, although briefly.

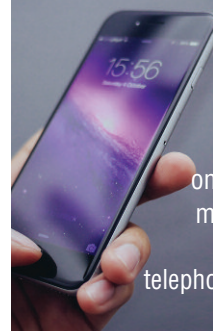
I express my gratitude to the Doctor Partners who always attend our meeting on a rota basis. Your presence gives us a powerful message, namely, you are interested in what the Forum is trying to achieve and that we have your full confidence and backing. Thank you ever so much for your support and being prepared to answer our questions and to explain matters in detail.

... STOP PRESS ...

New Lighthouse Website

Our new website is in the process of being designed and will be up and running in a few months. We will then welcome your feedback about what is good about it and if there is anything else you would like to see that isn't currently there so that we can consider this.

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.

Musculoskeletal (MSK) Pilot Has Ended

– Amanda Sayer, *Managing Partner*

Musculoskeletal (MSK) means a disorder, or injury with your muscles, bones, or joints.

It is estimated that 20-30% of GP appointments are with patients complaining of MSK conditions.

Commonly, patients with MSK conditions have multiple appointments with their GP prior to being referred on to a specialist service.

Last year the Lighthouse won a bid to be part of a trial for the MSK patient self-referral pilot. This meant that instead of a patient seeing a GP about an MSK problem they were 'signposted' by the Reception team to the MSK service, who were able to assist the patient in person without the need to see a Lighthouse GP first.

Sadly, this pilot ended late in 2018. The MSK service is in the process of being redesigned and we have given them feedback on the pilot via the GP MSK Lead and also our Patient Forum, who met with them.

We have not yet had the official feedback about the pilot but from our perspective the savings, benefits and problems were:

Savings:

- Patient time in visiting a GP.
- GP time through reduction in MSK caseload so releasing appointments to other patients.
- Primary care money through reduced diagnostic imaging costs.

Benefits to Patients:

- Very quick help by experts in MSK.
- Improved outcomes and experience.
- Greater levels of satisfaction reported when directed through the self-referral route.

Problems:

- Quite a lot of patients would not self-refer and insisted on seeing their GP.
- The MSK administration could not cope with the volume of patients with waiting times growing over the pilot. Also, they did not have the clinical staff to deliver the service and could not afford to employ more staff on a permanent basis.

Potential Threat to Local Pharmacies

– Gwynne Pickering,
Forum Chairman

The NHS is sending mixed messages - telling us to make more use of the expertise available from local Pharmacies, but then endorsing services which bypass them.

Why has the NHS launched a national campaign urging patients to talk first to their local Pharmacy if they have a minor complaint (rather than seeking an appointment from a hard pressed GP surgery) and at the same time endorsing faceless online suppliers to provide repeat prescription medicines on line or by telephone, delivered to your home without charge which could mean an end to the personal help and advice from your local Chemist, many of them now facing the challenge of increased business rates and higher

rents? Most Pharmacies are prepared to deliver your medication to your home

If you look at the leaflet accompanying your medication it says, "In the event of side effects consult your Pharmacist or GP"- but what if High Street Pharmacies no longer existed and you couldn't do that because the medicines come from a faceless online supplier.

The Forum does not believe that encouraging people to use the internet is a substitute for the personal advice of our local Pharmacist and we urge Newsletter readers and all our members to think very carefully before using online suppliers.

Pharmacists are the most easily accessible professionals in the NHS. They have five years training before being registered to practice and offer face to face help and advice – not to replace your GP but to free them to see more patients.

The Government have pledged to support the High Street by taxing online retailers so many things may change in the future.

Should any patients wish to discuss this matter, please feel free to contact me, my details are on page 5.

The Health Benefits of Singing – by Chris Dixon

Chris runs *The Eastbourne Community Choir* on Thursdays at 7.30pm at All Saints Church, Grange Road, Eastbourne.

In recent years the benefits to health of singing have, I am delighted to say, been brought more centrally into many people's consciousness. Recent scientific studies have shown that singing releases endorphins and natural opiates, and can boost both immunity and lung-capacity whilst reducing blood-pressure. Evidence of the health and social benefits of belonging to a singing group has been brought vividly into our living-rooms by Gareth Malone's "Military Wives' Choir" programmes and subsequent similar series. The growth of Community Choirs and Rock Choirs all over the UK in the last 15 years has also emboldened many to embrace a new method of music-making.

Music Therapy is well established as a possible treatment for medical symptoms, particularly for cancer-pain patients and post-operative patients. It has also been used for decades as an effective tool to help those diagnosed with Attention Deficit Hyperactivity Disorder (ADHD), perhaps because the pitch and rhythm of the music influences the brain's Limbic System.

Many of us will not find it difficult to agree that listening to music that we enjoy can often make us feel better. Perhaps it is also easy to acknowledge that deepening our breathing is probably a healthy, life-enhancing thing to do as it increases our oxygen intake and expands our lungs.

Joining a choir also has other benefits as it helps support people who feel isolated and lonely. The important thing is to find a group that suits you, one that makes you feel comfortable and welcome.

In this area we are lucky enough to have many

excellent Choirs. However, having run choirs for many years, in September 2018 I set up 'The Eastbourne Community Choir', to give local residents with some, little or no experience of singing, the chance to have a go at singing together in a group. We sing songs from a wide variety of styles but we do not put on performances and so are not obliged to "perfect" our singing.

The aim of this Choir is to have fun through singing in a mutually-supportive community environment. Within this environment a choir member is not only immersed in live music but is contributing to the music through a healthy use of his/her body's own sound. Each choir member is encouraged to "edit" my suggestions, as necessary, according to his/her own abilities and requirements. However it is my experience that, quite quickly, most people achieve far more than they ever thought they could. I hope and believe that it is true to say that most people, on most Thursdays, leave the singing room feeling better, recharged, and hopefully having made some new friends as well.

There are many choirs in Eastbourne but the author of this article, Chris Dixon runs The Eastbourne Community Choir at All Saints Church, Grange Road, Eastbourne. The cost for the evening is £5 which includes tea, biscuits and all lyric sheets. He operates on a 'drop-in' basis, so there is no need to commit for a long period of time (although he says he hopes that you will enjoy it and will want to come back).

More information is available from christopherwjdixon@yahoo.com



 **THINK!**

**Look Out for Others.
Who Can You help?**

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

"The great thing in the world is not so much to seek happiness as to earn peace and self-respect."

Thomas Huxley

Thought for the Day...

This popular column will return in the Spring/ Easter Newsletter edition.

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



Keeping Young People Safe

– Dr Roisin McCloskey, GP Partner

When I was asked to write an article on safeguarding for the Newsletter, my first thought was how safeguarding is of relevance to all of us. Safeguarding concerns arise in all age groups and concerns can arise when they are least expected. I decided as a parent to focus on one particular aspect of safeguarding in this article – child exploitation, of which sexual exploitation is a part. I hope you will find it helpful.

Child Sexual Exploitation (CSE): *Who is affected?*

Sexual exploitation can happen to any young person – whatever their background, age, gender, race or sexuality or wherever they live. It is a hidden crime. Young people often trust their abuser and don't understand that they're being abused. They may depend on their abuser or be too scared to tell anyone what's happening.

Signs, symptoms and effects - Sexual exploitation can be very difficult to identify. Some of the following warning signs can easily be mistaken for 'normal' teenage behaviour:

- withdrawal
- suddenly behaving differently
- anxious or clingy
- appearing depressed
- aggression
- having problems sleeping or nightmares
- eating disorders or changes in eating habits
- taking risks
- missing school or going missing from home
- obsessive behaviour
- use of drugs or alcohol
- self-harm and thoughts about suicide
- appears intimidated and fearful of certain people or situations
- hanging out with groups of older people, or antisocial groups or gangs
- having older boyfriends or girlfriends
- spending time at places of concern
- be involved in petty crime such as shoplifting
- unexplained physical injuries
- changes in physical appearance, for example losing weight.

One area that parents should be aware of is the risk of abuse online where young people may be persuaded or forced to send or post sexually explicit images of themselves, take part in sexual activities via a webcam or smartphone, have sexual conversations by text or online.

Abusers do not necessarily need to be older adults – exploitation can also happen with young people of the same age at school. Abusers may threaten to send images, video or copies of conversations to the young person's friends and family unless they take part in other sexual activity. Images or videos may continue to be shared long after the sexual abuse has stopped.

CSE can be stopped. To prevent CSE and keep children safe, it is vital that:

- There is more public and professional awareness of the signs of CSE
- We teach children and young people about healthy relationships
- We make sure everyone knows how to report concerns

Resources And Support

www.thinkuknow.co.uk - information and advice on power, abuse and control in relationships

www.barnardos.org.uk - 'False freedom' a film made by young people

The Wud U? App from Barnardos – shows children how to make safe decisions.

The #ListenToYourSelfie campaign – this uses videos and advice to help children and young people work out what's right and wrong when it comes to sex and relationships

Pantosaurus – a video for young children to help them understand the pants rule - www.nspcc.org.uk/preventing-abuse/keeping-children-safe/underwear-rule/

Keeping Children Safe Online

www.vodafone.com/content/parents.html

http://consumers.ofcom.org.uk/phone/mobile-phones/safety-and-security/using-apps-safely-and-securely/?utm_source=updates&utm_medium=email&utm_campaign=apps-guide

<http://ee.co.uk/our-company/corporate-responsibility/sharing-connectivity/digital-living>

Help in an emergency Child in immediate need of danger – **Phone 999**

Children's Social care – can be contacted via Single Point of Access (SPOA) on 01323 464222

Childline - available 24/7. Calls to 0800 1111 are free and confidential. Childline have also produced 3 animations for children and young people to help raise awareness and understanding of, and prompt discussion about, sexual exploitation, grooming and trafficking

The NSPCC Helpline – 0808 800 5000
www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-exploitation/helping-children/

Missing People run a free confidential Runaway Helpline for young people who are thinking about running away, or have already run away. You can call the helpline or text them, for free, 24-hours a day, on 116 000. You can also email the team on 116000@runawayhelpline.org.uk.

Lighthouse Virtual Forum Group WE NEED YOU!

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: "Because I had skin cancer, am very aware of anything that looks suspicious have been very happy with the Practice system, and booking procedure within two weeks."

🔑 **Don't Delay – Register Today!**

Patient access

NHS ANNOUNCES IMPROVEMENTS to Online Patient Access

So Why Not Sign Up to Access Your Own Summary Medical Records

- Access services and information day or night including your test results
- 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.

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.

We welcome your comments on this Newsletter.
Please contact:
Gwynne Pickering (our Chairman) on **01323 640517**
or email him on: gpickering201@btinternet.com.

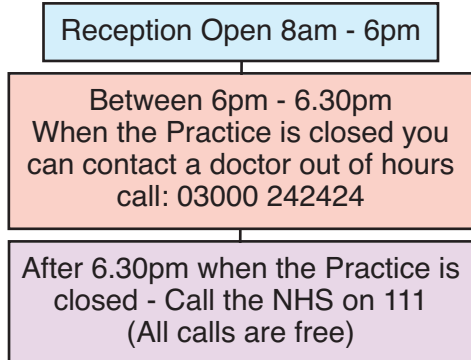
Information & Booking Appointments

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



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

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

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

NOVEMBER	DECEMBER	JANUARY	OUR AIM
290	224	280	0
135 (GP) 155 (Nurse)	118 (GP) 106 (Nurse)	139 (GP) 141 (Nurse)	0

Please don't be part of these statistics

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**