



The Lighthouse Medical Practice Patient Participation Group (PPG)

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

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www.lighthousepractice.co.uk

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COVID-19 – Please Be Very Careful and follow the guidance from the Government and the Lighthouse Practice to Try to Keep Safe.

All Covid-19 information correct at time of publication.

In This Edition...

Front Practice News / Covid-19 Information
Page 2 Flu Vaccination Clinics / PPG News
Page 3 New Challenges and Opportunities
Page 4 Message to Carers / Thought for the Day

Page 5 Face Masks / Practice Team News
 Lighthouse Practice Going Green
Page 6 Coming Out of Lockdown / Be Kind
Page 7 Making Appointments and Information at the Surgery

Coronavirus (COVID-19)

CALL BEFORE COMING to the Practice.

The Practice is required to take all appropriate measures to protect our patients and staff and ensure that we can continue to deliver our healthcare services to our patients safely.

- All calls and online contacts are triaged by GPs.
- If a GP needs to see you, they will tell you. Even if a GP asks you to come to the Practice, do not come if you develop a new continuous cough, high temperature or loss of taste or smell – stay at home and call NHS 111.
- If you are told by a GP to come to the Practice, please do NOT arrive before your appointment time – please knock on the door when you arrive and wear a mask or face covering or you may not be allowed to enter for your appointment authorised by a GP or Nurse and pre-booked by the Reception team.
- You will be asked Covid-19 screening questions and your temperature will be taken before you are permitted to enter. **Please answer these questions honestly.** If you do not, and you enter the building with symptoms, we may have to close the Practice.
- You will be asked to sit in the waiting room. The toilets cannot be used.

NHS 111 Covid-19 advice: 111.nhs.uk/covid-19

The PPG, on behalf of all patients, give a very grateful *Thank You* to all the Practice team for the brilliant care and support all the Lighthouse staff have given to patients throughout the pandemic and lockdown.

PRACTICE NEWS

How We Help You When You Contact the Practice

To avoid face-to-face contact whenever possible, you can contact us by telephone, email or online through the Lighthouse website to use Engage Consult.

We will assess how we can help you. This may be a telephone consultation with your GP, a video consultation, or a face-to-face appointment where it is necessary - such as when a physical examination is required.

If you contact us by Engage Consult before 3pm we aim to respond within an hour, but it may take longer. Remember to check for the GP response.

With Autumn approaching we are going to see an increase in staff having to self-isolate due to Covid symptoms. It takes up to 3 days to get results back and this will inevitably put pressure on our face-to-face appointments and visits.

Thank you for understanding and following these procedures.

Flu Vaccination Clinics in Autumn 2020



GPs are being asked to deliver the largest ever flu vaccination campaign in order to protect as many people as possible against influenza in light of the Covid-19 pandemic.

We are currently planning our Flu Vaccination clinics at the Lighthouse. ONLY eligible patients will be vaccinated and clinics will run on Saturdays and Thursdays throughout October **by appointment only**. If you are 65 or over, or in an at-risk group, please contact the Lighthouse from mid-September to book into a Flu Clinic. You may also receive a text, email or letter invite from us.

People who are eligible for the free flu vaccine include:

- Pregnant women
- Anyone living with one or more of the following long-term medication conditions – any long-term lung, heart, kidney, liver or neurological disease, diabetes, a weakened immune system or are overweight with a BMI of greater than 40
- Everyone aged 65 and over
- People with caring responsibilities
- Close contacts of immunocompromised individuals and household contacts of patients who have been 'Shielding' due to Covid-19
- Children aged 2 and 3
- School children from Reception to Year 7 will be given the vaccine by the school nursing team (although children in 'an at risk' group can choose to have the vaccine at their GP surgery instead).

We look forward to welcoming you to our Flu Clinics. Your GP Practice is still the safest place in which to be vaccinated as we have your records on site.

We need to ensure appropriate measures are in place to keep you safe from Covid-19, therefore our Flu Clinics will run slightly differently than for previous years and the queues and waiting times may be longer. Please bear with us if there are any teething problems.

- Please keep to your allocated time slot and wait in the car or away from the surgery if you arrive early. If it is raining, bring an umbrella should you need to queue outside.

- Do not attend if you have any symptoms of Covid-19 or are self-isolating or are a contact of a suspected case. When you arrive, we will check your temperature and ask you to declare that you do not have symptoms.
- To ensure a quick process, please wear loose clothing over your arm, e.g. a T-shirt that can be lifted up and over the top of the arm so the injection can be given easily without the need to undress.
- Please use the correct entrances and exits as shown to you by our staff.
- Our toilets will not be in use during this time.

We really appreciate your patience and understanding during COVID but especially during the Flu clinics. This is a new world to all of us and we need to keep you and our staff safe.

To Our Patients Aged Between 50 and 64 and Not in a Clinical 'At Risk' Group

The Government has suggested that all those aged between 50 and 64 and not in a clinical 'at risk' group will also be eligible for the flu vaccination. We have NOT been commissioned to run this service and we do not, at this time, have enough vaccine to do this. We are awaiting further information regarding this, but we have been told that if GPs are asked to give the vaccinations to this group it will not be until later in the year (November at the earliest) once those at greater risk have been vaccinated, and if vaccine stocks are available.

Please do not call us about this at the moment.

We will update the website as soon as we have more information, so please check it to keep up-to-date.

If you are aged 50 to 64 and are in a clinical 'at risk' group which is eligible for the flu vaccination, you will be invited as outlined in the clinics above.

Patient Participation Group News

We held our first online PPG Meeting in July and will continue this way for the foreseeable future.

We heard from Amanda Sayer, Managing Partner how the Covid-19 situation had been physically and emotionally horrendous and very frightening initially for the team including the need to work in PPE from day 1 of Covid-19 and lots of risk assessments of staff and guidelines including for BAME patients. Amanda proudly

told us that the team had all coped brilliantly. Many of the team have been working from home, rotas needed to be set up, and initially several staff including GPs had to self-isolate for 14 days. She kept the two Practice sites as separate operations to reduce the risk of Covid-19.

As patients, we are fortunate that the Lighthouse was very advanced technically and so was able to move quicker than many other Practices in adapting as necessary.

New Challenges and Opportunities as the Lighthouse Shines through the Pandemic

Lighthouse team members and Ian Gow share with us how Covid-19 has impacted their daily work life...

Ellen Couch-Smith and Rebecca Maude – Receptionists, College Road

We did not read pandemic in our job description, nor did we think when the clock struck midnight that this would be the start to our year. As Receptionists, our dependence on technology has never been more relied upon than over the last six months.



All of our one-to-one and patient facing interactions quickly disappeared and became instead a service given over the telephone or online through emails or Engage Consult. Our relationships with patients became harder with the lack of body language and empathy we would have shown face to face. Very quickly, we had to learn to provide our level of care and comfort through alternative methods and still show compassion through text format. Quite often in the medical setting it is easy to read how a patient is feeling when they are seen in person, however over the last few months we have had to assess and understand someone's need to be seen by listening to their tone of voice and explanation of their symptoms.

Working for the Lighthouse Medical Practice, we are one large family between two homes. Throughout the pandemic we have site specific staff to ensure everyone's safety and to reduce the risk of spreading infection between sites which has impacted everyone's usual routines.

From early March with the beginning of the impact of the virus on England we felt that Reception turned into a Call Centre when our daily telephone calls from patients became questions on the virus, guidelines, and what the vulnerable or scared should do to stay safe. We tried to keep up with answers with the guidance changing daily from the World Health Organisation and Government. Our daily duties changed overnight, and our days went from consistency and repetition to abnormality with the feeling of living on the edge. It was clear to notice through the reduction in hospital post that A&E attendances had significantly reduced as well as Consultant appointments and follow-ups which

made us apprehensive for the patients who genuinely had medical needs. Thankfully, the initial feeling of eeriness from staff working from home has reverted slightly back to normal with staff being allowed back in the building, although we have to work socially distanced in the office and wear masks throughout the workplace.

As a Practice we do ask that you take care and consider if you really need to visit the surgery for the safety of our staff and all of our patients. Please also bear in mind our telephone lines are now busier than ever and each call is taking longer than normal due to the extra queries we get asked. Because of the ever-changing advice and changes in restrictions, our process, policies, and methods also change. Therefore, we ask our patients to work with us in being flexible and adaptable with the changes to our clinics. Where possible, consider sending us a message through our Engage Consult system, which then can be directly sent to the Doctor or Prescribing team to action.

Coming to work can be daunting for us as well. We are all different whether in age, race, background or perhaps personal illness and we have family too. We are ordinary people facing an extraordinary situation. ***Thank you to all of our patients who too have been extraordinary in helping us get through this Pandemic.***

Josh Simmons – Receptionist, Ian Gow

The first six months I worked at the Practice seems like a distant memory now we have found a new norm. The second six months has seen a huge



difference as we have moved towards telephone, video calls and other online services, and we have been adapting to the ever-changing advice and guidance in NHS settings. We started with changing our appointment system to a telephone system. We moved from seeing hundreds of patients daily to seeing a minimal amount face to face, and our jobs have changed as most of our work came from patients seeing our clinicians.

Our staff and patients have shown their adaptability and flexibility and have co-operated well to continue to give the best service possible.

As the months go on, we have been allowing more patients in for appointments, and masks are now mandatory. We are very lucky that patients have carried on supporting us through this difficult time. We can only hope this continues as we look toward the next step of providing care for patients during the pandemic.

Message to All Carers and Those Being Cared For...

Pauline Barron, Carers Lead,

It has been lovely to speak to my Carer patients who I already know and am familiar with their situation, and simply be there as somebody to talk to and help them.

I worked throughout the lockdown, based at home, because I have been shielding due to my underlying health condition. I have felt very frustrated, perhaps like many of you, that my health condition has been categorised as vulnerable in this pandemic. I am used to spending my 37 working hours alongside my Lighthouse colleagues and working from home has caused me to be lonely from time to time without their company.

I am pleased that more patients have identified themselves to us as Carers and would encourage anybody that is a Carer to let us know.

Remember, there is support for Carers both from myself at the Practice and from *Care for the Carers* (CFTC). CFTC can support the Carer with counselling, Carer groups, one-to-one support and advice, and Carer assessments. Find information on the Carers page on the Lighthouse website and also on CFTC: cftc.org.uk

Carers can request a telephone consultation with myself to discuss their caring role and I can make a referral to CFTC on the Carer's behalf. CFTC can help create a contingency plan in case the Carer is unwell or needs to self-isolate.

Update on Government services:

- The Government will no longer be advising you to shield
- National Shielding Services of free food parcels, medicine deliveries and care will stop
- NHS volunteer responders will continue to deliver the food you buy, prescriptions and essential items if you need it
- You will still be eligible for priority supermarket slots (if registered before the 17th July)

We all still need to take precautions when going out. We need to wash our hands regularly, avoid touching our face, and follow the social distance guidance set out by the Government.

Alternative arrangements will still need to be made for medicines to be collected so patients can speak to their Pharmacy to see if they offer a delivery service. The NHS volunteer responders can help still with medicine delivery.

Thought for the Day...

What is going to happen?

by Canon Michael Cole.

That is the question we are all asking. Will we get back to some kind of normal life or will all things be new? I have a feeling that it will be neither of these two options for various reasons.

First, we are warned that the virus could reappear in any part of the world. Remember the three pubs that had to close after opening one Saturday in July because their clients were found to have the virus. We also have other parts of the world - like Leicester or Melbourne - having to return to lockdown.

Second, and I quote a recent newspaper article, 'More than a quarter of adults are considering changes to their home, job or relationship because of their experience of lockdown'. The Office for National Statistics also found that life for a considerable number of older people had changed for the better as they were more in touch with their neighbours, that life had slowed down, and others said they were speaking more with family and friends (as commented in The Daily Telegraph). So what could happen, what lies ahead for us?

As I ponder the question, I suddenly recalled a hymn I knew but had not sung for some time. 'I do not know what lies ahead, the way I cannot see; yet One stands near to be my Guide, He'll show the way to me' (Mission Praise 269) There is also this chorus 'I know who holds the future, and He'll guide me with his hand; with God things don't just happen everything by Him is planned. So as I face tomorrow, with its problems large and small, I'll trust the God of miracles, give Him my all.' These words give us a whole new hope and attitude about the future in this world and in heaven above. We have God, in the Lord Jesus, to help and guide us in the days ahead.

This should result in three things for us. First we bring our prayers and needs to the Lord to seek His guidance and wisdom and we know that His wisdom is far greater than any human wisdom, then second we find ourselves moving from prayer to praise to thank the Lord for His love, care and protection with the result, thirdly, that we have a peace that passes all understanding.

I still don't know all that is going to happen both personally, nationally and even what will happen about holidays in Eastbourne but I do know that the Lord is able and longing to lead me in the right way if I seek His will and follow His guidance. May that be increasingly true for everyone!

Face Masks to Protect the Lighthouse Team

We gave special thanks in our June Newsletter for the wonderful masks made for the Lighthouse team by **Judith Darracott** (right) who tells us about her really kind gesture...



I am a freelance costume maker, working in theatre, opera, and film. In mid-March I was about to embark on making the costumes for a cast change for *The Mousetrap* in London when suddenly theatres were closed, and I was asked to hold fire until further notice.

I had already made a few masks for family and friends, and it appeared that PPE was in extremely short supply. Maybe I could help? I had a workroom full of fabric left over from various plays, a sewing machine sitting idle, and lots of spare time! I quickly ordered 500 metres of elastic and got started!

I approached the Lighthouse (our GP surgery) first, in case they could use some, or would know where they would be most needed. Amanda, Practice Manager, asked me to make some for both sites, and through her I also sent some to other local surgeries. I have also been supplying other local health organizations.

I have made around 700 masks and am glad that I can use my skills to help in a small way with this strange situation we find ourselves in."

*A huge thank you from the Practice to Judith for her masks and ongoing support. **Amanda Sayer***

Practice Team News Welcome to Charlotte Samuel!

My name is Charlotte and I am a Medical Secretary here at the Practice.

I joined the team a little over a year ago. I really enjoy my job and hope to build my career here and stay for years to come.



Since joining I have also been able to take on some extra administration responsibilities, but my favourite role is co-ordinating the medical research studies that the Practice takes part in, as health-based research is a personal passion of mine. I graduated from Brighton University with a research-based degree in Applied Psychology and Criminology and currently studying a postgraduate diploma in HR management in my spare time as I like to keep busy and continually learn new skills. I have done courses in a range of subjects from painting and decorating to advanced statistical analyses. I am a married mum of one and I enjoy reading, walking my dog, watching documentaries and most of all, shopping! I also like to be creative and take a keen interest in dance, makeup, and beauty. When I am not at work I love to be at home with my family or having dinner with friends.

The Lighthouse Practice is GOING GREEN! – Charlotte Samuel & Heather Lane

We have enrolled on the Green Impact for Health Project!

This project has been developed by GPs, medical students and trainees to help General Practices like us to become more efficient and improve our sustainability and environmental impact. The project was a response to increasing awareness of the relationship between health, the environment and the impact that the provision of healthcare can have on the environment and wider society.

Our responsibility as your healthcare provider is not only to treat illness, but to address their causes such as climate change where we can, to improve the health and wellbeing future of all our patients and staff. Research suggests the NHS contributes around 3% of the UK's annual carbon footprint, producing more carbon emissions than those emitted by all the planes at Heathrow airport.

Some of the Lighthouse Pro-Sustainability Changes include:

Encouraging Social Prescribing

Social Prescribing provides a holistic approach to mental health and wellbeing by connecting people to community

groups and statutory services for both practical and emotional support. This reduces the amount of GP input needed, thus reserving Practice resources and improving sustainability.

Encouraging staff and patients to cycle or walk to the surgery

Reducing the amount of car journeys made by our staff and patients can significantly reduce the amount of carbon emissions produced by the Practice.

Facilitating the recycling of old inhalers via the GSK scheme in local Pharmacies

We encourage patients to hand in their unused, empty or out of date inhalers to participating Pharmacies. These include Boots, Tesco, Asda, Day Lewis and Arlington Road.

Reducing our waste

We will ensure that we recycle as much as possible and use environmentally friendly methods such as double sided printing and email/text communication as much as possible.

"I will protect the environment which sustains us, in the knowledge that the continuing health of ourselves and our societies is dependent on a healthy planet." (Louis Lasagna (1964), The School of Medicine at Tufts University)."

Coming Out of Lockdown

– Dr Carolyn Rubens

My article 'Fear Response' in the previous Newsletter gave coping tips as the reality of the pandemic as lockdown set in. Now our lives begin to return to a "new normal". However for many of us this process can feel challenging. It may have been particularly isolating for some of you who we tend to see regularly in the surgery not to have been able to be seen face to face. We have missed you all as well.

The losses of our usual routines, social interactions, connections and ports of call for help, as well as an inability to make solid future plans when a lot of uncertainty about the future remains can leave us with a feeling of general bewilderment and lack of direction. Also, some people simply don't feel safe at the moment (which is understandable as the brain's first function is to keep us safe and it is a basic human need), and wonder when it may be safe to get back to these activities. Things like getting out and about to the shops are important for our overall well-being in many ways – a change of scene and social interaction and it is important to remember that the signage around now is there to designed to keep you safe and not to scare you.

Many of us are perhaps grieving for what our lives were and it is taking time to adapt to such a lot of change and loss in a short period. So what we can do about it? If you are feeling unmotivated and lacking focus, don't worry you are not alone!

Rather than hurrying to get "back to normal" perhaps we should consider which parts of 'normal' are worth returning to and take the opportunity to change those that don't serve us best. Now is a perfect time to start new hobbies or routines that nourish and stimulate us

mentally and physically and self-reflect on what positives we might be able to take out of the enforced period of lockdown.

I believe that there are a number of stages to aid "good grief" in coming out of this situation. Taking time to work through these stages one by one, I hope will offer anyone struggling at this time some support.

1. An awareness of the loss you have experienced, just acknowledging its existence helps.
2. Acceptance of the loss is the next stage, where resistance to the current situation is relaxed which releases a lot of internal mental turmoil.
3. The realisation phase where you realise that the fear is not real and rather it is just a feeling which is something that will pass and that you can actively do things to change.
4. Next, time to reassess where you are right now rather than where you used to be. Making a new baseline and starting from this is a more rewarding way to see your progress.
5. Restructure – the time to make new roots and new daily and weekly routines.
6. Finally it is time to repackage your life! Introducing new hobbies and exercises that you enjoy and will boost your energy and mood.

If you are finding it hard to cope on your own '**Community Connectors**' is a social prescribing service that provides one to one support to people with their health and wellbeing and helps them access the support available. *Jeanne Nippers* is their 'Connector' for our Practice.

To get in touch with Jeanne, call: **01323 340151** or Email: **social.prescribing@nhs.net** and **www.southdown.org/CommunityConnectors**

Be Kind – Think! Who Can You Help?

– Penny & Amanda

At the start of the COVID-19 crisis, people were frightened, scared and shocked. As things calmed down, we settled into new ways of living. As part of that, we saw many great acts of kindness – people reaching out to help each other, friends, neighbours and even strangers.

Now, as the lockdown rules start to change, let us keep up these kind and considerate gestures and continue to show our kindness to others.

Remember to think of your isolated, housebound, elderly, or sick neighbours, family, or friends during this pandemic, by making time to telephone them to make sure they are well and find out if they need food or medicine. You may be able to help with this or, if self-isolating or shielding yourself, you may be able to help by finding a friend or another neighbour who could help instead. Some of you have become NHS Volunteer Responders and kindly been doing tasks like this.

Be kind and remember that a small act of kindness will be remembered for a long time.

Remember to stay safe and consistently observe good hand hygiene and social distancing rules.

Did You Know? Vandalism to the Surgery

The Lead has been stolen from over the surgery door porches. A really unwanted issue to deal with for the Practice especially in the Covid pandemic.

"At times it is folly to hasten at other times, to delay. The wise do everything in its proper time." Ovid

Going on in East Sussex!

Ageing Well Festival is online with quizzes and events on health and wellbeing.
www.your.eastsussex.gov.uk/2020/08/11/ageing-well-festival/

Walks

www.your.eastsussex.gov.uk/2020/08/27/walking-your-way-around-east-sussex/
www.visiteastbourne.com/walking-festival/walks/walk-calendar/

Lighthouse Virtual Participation Group (VPG)

The VPG provides a way for members to email feedback if they, their family or friends have experienced any NHS services recently at the Lighthouse GP Practice, at Hospital (advise which one) or elsewhere, to let the PPG know what they thought of the service. Please email Liz Walke, Vice Chair: liz.walke@dsl.pipex.com.

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.

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



Repeat Prescriptions

(if not on Electronic Repeat Dispensing)

Our service is three working days from the time that you request your prescription to when it is sent to the Pharmacy or printed for you to collect from the Practice.

The Practice is 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.

Patients Reminders

Comment, Complaint or Compliments

The Practice team is always here ready to assist you resolve any issues. We take all complaints seriously and always try to improve our services. **Please be mindful that the whole team has been working flat out throughout Covid-19 to take care of you, our patients.** *Amanda Sayer.*

Please ensure urine sample pots are fully labelled with your name, the date of sample and the reason for testing is clearly added.

Information & Booking Appointments

Surgery Information

Times for Contacting a Doctor
Monday to Friday 8am - 6pm

Out of Hours
If you need assistance between 6pm-6.30pm on weekdays, please call the out-of-hours service on: **0300 555 5252**

At all other times, please call the **NHS on 111** (all calls are free).



Practice Website – take a look!

Lots of regularly updated information
www.lighthousepractice.co.uk

Practice Facebook

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.



LIVI, the video consulting service and an extra NHS service is offered to all local patients. You need to download the LIVI app and register with LIVI to be able to book your free consultation with one of LIVI's GMC certified GPs (not Lighthouse GPs) in a slot (between 4pm-8pm, Monday to Friday and 8am-4pm, Saturday and Sunday). This is an external service and you do not need to contact the Lighthouse. Medical advice can only be offered for symptoms that do not require a physical examination and NHS prescriptions can be provided within NHS prescribing guidelines.

www.livi.co.uk

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!



**2 Furness Road
Eastbourne
East Sussex
BN21 4EY**

We wish to congratulate the Lighthouse Practice on achieving an 'Outstanding' Care Quality Commission Rating

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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