



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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The Covid-19 Pandemic is still with us...

by Amanda Sayer, Managing Partner

You still need to call us before coming to the Lighthouse Practice

Some patients have asked when a 'normal service' will resume at the Practice, so I want to explain how and why we are working as we are now, in the 'new normal'.

We have been here for you throughout the Pandemic, and we regularly review how we are working.

Like all key workers, GPs and their teams across the country have faced an extremely challenging time during the pandemic. My job is to keep patients and staff safe. Our systems are constantly reviewed in line with guidance and in order to put safety first. Recently, 19 staff in a local Practice caught Covid. If this happened to the Lighthouse, we would be unable to offer you a service.

Whilst in many areas of life the restrictions from the Government have been lifted, health and social care are still working within different guidelines aimed at protecting patients and staff. There is talk that the Government Healthcare guidance may be changed again.

The difference between pre-pandemic and now is that rather than before when the patient decided if they wanted a telephone call or a face-to-face appointment and booking it, now the GPs are deciding based on greatest clinical need to ensure we see the right people by the right clinician at the right time. We have moved on from the pre-pandemic situation where the fastest people telephoning or going online at 8am booked up the appointments.

What are we asking of you?

- Telephone or use the online system to contact the Practice first
- If you have an appointment, or need a form etc, ring on the front door. We have to social distance inside

the buildings, and we don't have the space for lots of patients inside, neither do we want patients wandering in who could have Covid-19.

- **Wear a mask.** We have extremely sick and vulnerable patients on our premises, and we want to try to protect everyone from Covid. If you have a clinical reason why you cannot wear a mask, we will of course still see you, but we may need to rearrange your appointment with a clinician who is not clinically vulnerable and for a time when we do not have vulnerable patients on site. You will also be asked to wait outside until the clinician is available, and you will not be able to wait in the Waiting Room. This is for your safety and the safety of other patients and staff
- **Understand that face-to-face appointments are the decision of the clinician** because they are deciding who and what is clinically appropriate and safe to see. These now take more time as we have strict infection control procedures, and the clinical rooms have to be cleaned between patients.
- **Understand when some procedures are clinically prioritised over others** as we have limited resources.
- **Use Engage Consult if you can** - this frees up the telephone lines for those that do not have internet access.
- **Give as much information as possible on why you need clinical help**, whether on Engage Consult or to our Reception team as this helps the GPs triage the patient appointments.
- **Have your Covid or Flu vaccination if you are offered** it as it helps protect us all.

If you have symptoms of Covid 19 you need to follow National guidelines and call 119, this keeps our telephone lines free for those who have other medical needs

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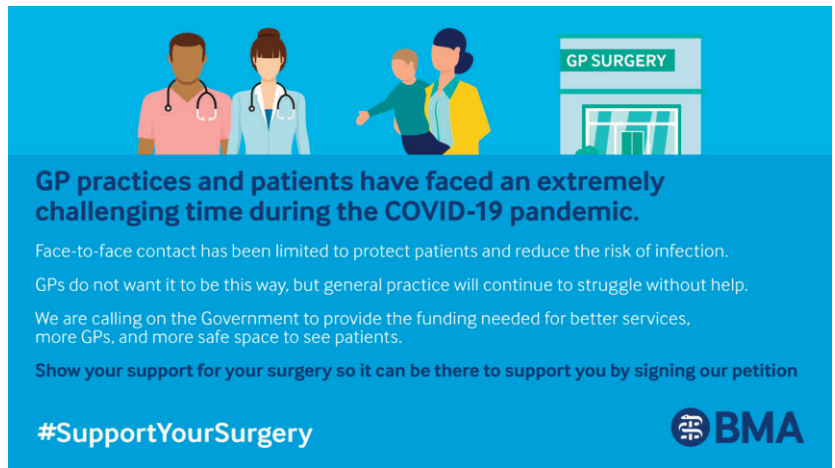
The Practice team continue to be under huge pressure, and it is sad to report that some patients' behaviour towards us has been unacceptable, resulting in calls to the police. As we go into Winter this pressure will continue. **Please treat the Practice team with respect.** We are experiencing a 30-40% increase in patient demand compared to pre-pandemic, staff are leaving due to the stress of working on the front line, and we too are all patients experiencing many of the same issues as you are.

I hope that this has helped you to understand why we are working as we are.

Thank you to all of you for your understanding and especially to our amazing PPG and Virtual PPG for all your feedback and support.

The British Medical Association (BMA) provides wider information on the reality of issues facing General Practice and has a petition you could join to support GP Practices getting the help they need.


<https://www.bma.org.uk/advice-and-support/covid-19/gp-practices/support-your-surgery>

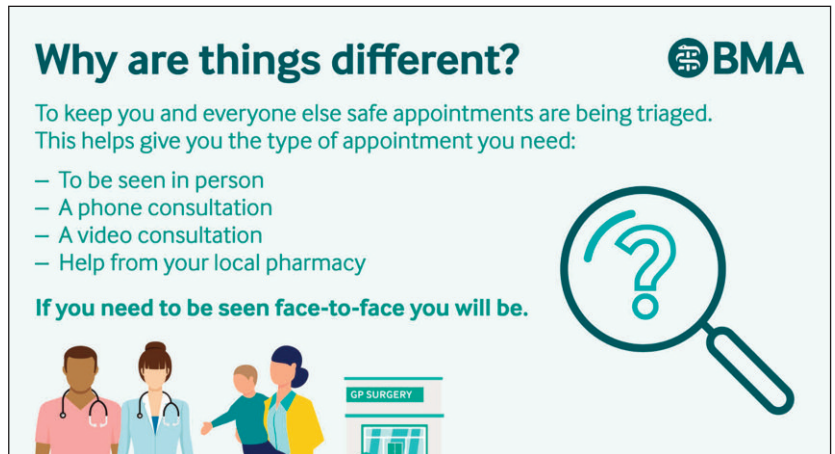



GP practices and patients have faced an extremely challenging time during the COVID-19 pandemic.

Face-to-face contact has been limited to protect patients and reduce the risk of infection. GPs do not want it to be this way, but general practice will continue to struggle without help. We are calling on the Government to provide the funding needed for better services, more GPs, and more safe space to see patients.

Show your support for your surgery so it can be there to support you by signing our petition

#SupportYourSurgery 





Why are things different? 

To keep you and everyone else safe appointments are being triaged. This helps give you the type of appointment you need:

- To be seen in person
- A phone consultation
- A video consultation
- Help from your local pharmacy

If you need to be seen face-to-face you will be.



Flu and Covid Vaccinations

by Dr Andrew Baldwin

Covid-19 Booster Vaccine

A Covid-19 booster vaccine helps improve the protection you have from your first 2 doses of the vaccine. Most people will be offered a booster dose of the Pfizer vaccine (or half dose of the Moderna vaccine) which means your booster dose may be different from the vaccine you had for your 1st and 2nd doses. Both Moderna and Pfizer are new types of vaccine called mRNA vaccines. They teach our cells how to make a harmless piece of the 'spike protein' that is found on the surface of the Covid virus which triggers an immune response to make antibodies against Covid.

The Lighthouse Medical Practice continues to work in partnership with South Downs Health and Care (SDHC) to provide our patients with COVID-19 Vaccines. This model allows SDHC to provide the Vaccination service in full and allows us to ensure that the Practice continues to focus on patient care and continues to provide the significant number of appointments that we do every week for GP services. The booster programme commenced at the end of September.

Please wait to be contacted by SDHC or the NHS England Team, the Practice team is unable to provide any further information or book you in directly for the vaccine

As with the previous vaccines, those aged 80 years old

and over will be invited first, working down the age groups to 50 years old, as well as those who are in the clinically extremely vulnerable group. The current aim is to have those aged over 70 years old vaccinated by 14th November and those between 50-70 years old by the end of 2021.

You will be invited by SDHC via letter (for those without mobiles), text messages or by phone calls

If you are housebound and this is known to your Practice, SDHC will be in touch with you to organise a home visit.

Important – If you are unable to attend an appointment that has been given to you by SDHC, you do NOT need to take any action, you do NOT need to contact SDHC or the practice, patients who do not attend are contacted again in due course with another appointment.

The current location of the site is:
The Harbour Community Centre, The Crumbles, Pevensey Bay Rd, Eastbourne, BN23 6JH.

Plans are being considered to ensure those who may find it difficult to travel to the site can have local access, however this is not guaranteed and may take a few weeks to come to fruition. It is therefore advised that those who are invited and can travel to the site should do so to avoid any delays in receiving the vaccine.

‘Normal’ side-effects to ‘expect’ on the covid and flu jabs

Most people will get a sore arm at the site of the Covid vaccine. Up to half of people may get a mild headache, muscle aches and pains, or a low-grade fever but this should settle within 1-2 days.

COVID-19 Vaccine and Younger Patients

People aged 18 and over (or turning 18 within 3 months) can get a 1st and 2nd dose of a vaccine. Most children and young people aged 12 to 17 are currently only being offered a 1st dose.

If you have not booked your appointments yet, you're still eligible and can book anytime. If you get vaccinated, you are much less likely to suffer severe covid symptoms and less likely to get long covid or need to be admitted to hospital.

www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/who-can-get-the-vaccine.

Flu Vaccine

The Flu vaccine will be provided by the Surgery. Eligible patients should have received an invitation to one of our flu clinics. It is safe to have both the Covid-19 booster and the flu vaccines close together or even at the same time.

The flu vaccine is important as more people are likely to get flu this winter as fewer people will have built up natural immunity to it during the pandemic. Research shows if you have flu and Covid-19 at the same time you are more likely to become seriously ill.

Everyone aged 50 or over and those at any age with certain health conditions are eligible for a free flu vaccine and will be invited by the surgery, starting with the oldest and most vulnerable first. It is important for pregnant women to also get vaccinated and is safe at any stage of pregnancy. The flu clinics will have an administration person in with each Nurse who will ask for your name and date of birth as you come into the room. Please stick to your appointment time and to expect queues as only four patients are allowed in the Waiting Room at any time.

The PPG is proud to be back on-site supporting patients in their journey through the Practice for their flu vaccination.

Support for Emotional and Mental Wellbeing

Helpful information on local support

- www.mindcharity.co.uk/services/east-sussex-services/wellbeing-hastings-eastbourne-project
- www.southdown.org/MentalHealthRecovery
- www.sussexpartnership.nhs.uk/service-adult-community-mental-health-teams
- www.sussexpartnership.nhs.uk/sussex-mental-healthline

Covid-19 - How to Protect Yourself and Others this Winter

Take notice of any symptoms

If you are feeling 'a bit off' take a Lateral Flow test and take a PCR test if you have any of the current symptoms that meet the criteria for PCR (new persistent cough, loss of taste/smell, or fever).

Keep the 'Test & Trace' App to check when you might have been at risk.

Test – Take a rapid (Lateral Flow) test twice a week and importantly arrange and take a PCR COVID-19 test if you have symptoms or you are a close contact of a confirmed case.

Self-Isolate – It is important to stay at home until you have the PCR results and continue to do so if you have tested positive to avoid infecting other people.

Vaccinate – Get your two jabs. Take advantage of a booster if you are eligible.

For information on Coronavirus see

www.gov.uk/coronavirus

www.esht.nhs.uk/covid-19/protecting-yourself-and-others/

How to Tell the Difference Between Covid-19 and Flu

Article on Patient Access, 5 October 2021.

Author Emily Bashforth, reviewer Dr Sarah Jarvis, MBE

https://patient.info/news-and-features/how-to-tell-the-difference-between-covid-19-and-flu?utm_source=patientaccess&utm_campaign=covid19&utm_medium=homepage

Useful information on when to seek medical advice including if you are finding it hard to breathe, or cough up blood or rust-coloured sputum, are pregnant, have a long-term medical condition or weakened immune system, or your symptoms are getting worse rather than better.

Think About Others this Christmas

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 to make sure they are safe, warm and have a stock of food and sufficient medicine? A kind word goes a long way.

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.



Practice TEAM News



Welcome to Matt Daly *First Contact Physiotherapist (FCP)*

Matt joined the Practice in June and explains his new role for the Lighthouse.

The idea of having a specialist musculoskeletal physiotherapist like me at the Practice is that I can be the first clinical person a patient speaks to if they feel they have a problem with their joints, muscles, or bones. Traditionally people seek attention from their GP about their problem but having someone like me at the Practice means that as a specialist I can be the first contact clinician for them to see, without needing a referral from a doctor.

On making contact with a patient, I can assess them, diagnose their problem and provide self-management advice on how they can improve their condition. I use a range of treatment strategies such as advice on therapeutic exercise, educational techniques to inform and support people, as well as offering treatments like injection therapy and some limited physiotherapy techniques.

Some patients may need further investigations and I can arrange these including X-rays, ultrasound, or MRI scans, depending on the patient's needs. From there I can refer them to specialist services such as physiotherapy, orthopedics or rheumatology.

The aim is to save the Practice GPs' time, but perhaps more importantly to be the right person to see at the right time. Attached is a short video that may go further to explain my role;
<https://vimeo.com/574370220>

If you would like an appointment, please book this directly at Reception, there is no need to speak to your GP first.

If you feel that you need physiotherapy to be ongoing, you can refer yourself directly into the local physiotherapy services.

Self-referral for physiotherapy is for someone who knows or feels that they have a problem that a physiotherapist can treat over many sessions i.e. a back problem or knee arthritis.

If a patient knows that they need or want physiotherapy for a package or course of treatment, see <https://sussexmskpartnershipeast.co.uk/gethelp/> or contact **Sussex MSK Partnership East** on **0300 300 0003**.

Working through the Pandemic from a GP's perspective – Dr Sanjay Rajendra

It would be an understatement to say that our NHS, both the Primary and Secondary care, have been under tremendous pressure over the last 20 months due to the unprecedented Covid pandemic.



As a full time General Practitioner our ways of working have changed dramatically and on a dynamic basis to meet the various pressures and demands as well as making precautions to protect our patients and our staff.

The Lighthouse Medical Practice has always been a beacon to embrace new and innovative ways (including digital technology) to work efficiently and we have been using 'Engage Consult' well before the pandemic started. This online access pathway where patients can communicate their problems, including symptoms, in detail meant the doctors could determine a quick response to their problems. This was a real advantage to us during the Pandemic period as it allows a two-way communication as well as a portal for patients to send pictures of any areas which are non-sensitive in nature which can aid in the diagnosis.

In addition to this we were able to do video consultation and also work remotely from home during periods when doctors had to self-isolate without impacting patient care. As a Practice we continued throughout these times to see patients face to face when needed after initial triage either online or via telephone.

We are mindful that there will be a group of patients who are unable to access digital technology and they can still access our services via telephone. We have appointments for initial telephone consultations which are for urgent problems and also others for issues which can wait longer. It will be helpful if the patients could let the Reception staff know if their medical condition needs urgent attention so that it can be addressed in a timely manner.

As a Practice we constantly try to make our appointment system work efficiently and General Practice will be fully embracing all technology available to providing care for our population in the most effective way.

**"Life can only be understood backwards;
but it must be lived forwards."**

Søren Kierkegaard

**SAVE A&E FOR
SERIOUS EMERGENCIES.
FOR EVERYTHING ELSE
CALL **NHS 111****



Patient Participation Group (PPG) News

Presentations at PPG Meetings in 2021

The PPG continues to meet virtually and have received presentations from different healthcare organisations.

Louise Ansari, Lay Member (Patient and Public Involvement) East Sussex Clinical Commissioning Group (CCG) Board spoke to us in May on her work as a director of the charity 'Centre for Ageing Better' and her role on the CCG Board. Louise said that she was not a patient representative but was there to ensure that the commissioning body was carrying out its duties in line with NHS requirements, including the process of how the 'Patient's Voice' gets across. Louise touched on the new Integrated Care Systems (ICS) structure and how the patient voice will be heard at the highest level.

In September we heard from **Boba Rangelov** Patient

and Public Engagement Project Manager (PPE), NHS Royal Surrey County Hospital NHS Foundation Trust, Surrey and Sussex Cancer Alliance (SSCA), who told us about how you can become a "Patient and Public Cancer Champion" if you have an interest in improving cancer services in Surrey and Sussex. SSCA would also like to hear about cancer patients' personal experiences and their carers' to find out what is good and what needs to be improved. Contact Boba via email rsch.sscappeteam@nhs.net, or telephone on **07790 989985** or see www.england.nhs.uk/south-east/cancer-alliances/surrey-and-sussex-cancer-alliance/our-areas-of-work/involving-patients-and-the-public

We heard from Matt Daly, Lighthouse First Contact Physiotherapist about his new role established at the Practice (he also writes on page 4) and also Jayne Davies, part of the Care Coordinator Team of South Downs Health and Care Ltd about her work.

How You Can Consult a Doctor at the Lighthouse

A New Appointment System – *Claire Carter, Practice Manager*

We have implemented a new appointment system in line with COVID guidelines and incorporating your valued feedback, to ensure that patients and staff are kept safe. We still continue operating a primarily telephone triage system for GPs to reduce footfall in the surgery and also to ensure patients get the most effective form of care they need. The diagram (on back page) explains how you can contact us initially whether by Engage Consult or telephoning Reception. We ask for your cooperation and patience with this new way, in order for us to be able to help you in the best way possible.

The Livi app – Alternatively, you can download the Livi app to your mobile device and you can then get a free video consultation with a GP (not from the Lighthouse) at any time, see page 7.

Online Communications

Engage Consult – We have in the past had many sources of electronic communication to the Practice, and as I am sure you can appreciate, this is very difficult to manage effectively.

We now only offer 'Engage Consult' where we can have a two-way communication with you and all details of the communication are automatically saved into your medical record. This is the safest form of electronic communication.

On Engage Consult the Patient Access prescriptions icon links you to the login of your Patient access account to request these.

Email – no more. There is no longer an option to email us directly as we now do not have the resources to be able to manage this. We may still communicate with you via email or SMS (if you have consented for us to do so), but please note that we are no longer able to receive replies. If you need to contact us due to information that has been previously sent in an email or SMS, you will need to do so either by using the Engage Consult system or by calling the Practice.

Patient Access – Patient Access is still available for you to use to order your repeat medication and to view your medical records www.patientaccess.com. The ability to book appointments via these systems are no longer available due to the nature of our new appointment booking system.

Please note that we are not able to help with Patient Access system queries - you would need to direct these to Patient Access directly, and there is a help section on their website. We can help you with resetting your account and updating your preferences.

Find my NHS number

A new service is now live to help find your NHS number. This service is for anyone living in England who has forgotten or does not know their NHS number. You can also use this service on behalf of someone else where the name, date of birth and registered home postcode is known. You can opt for the number to be sent to you by text, email, or letter.

www.nhs.uk/nhs-services/online-services/find-nhs-number/

Thought for the Day...

All things new!

by Canon Michael Cole

Did you watch the recently delayed Olympic games from Tokyo and are you longing to see the Games from Paris in three years' time? If you are like me, you will probably feel that everything that happened was just impossible. No way that I could do that!

As I look back upon my life, I have to confess that many things that happened were also almost impossible until I had turned to the Lord to seek his guidance and help. Since I retired from full time ministry I have been privileged to write and edit 'Living Light', daily Bible readings for the Nationwide Christian Trust, but each time I begin to write I know that I need to seek the Lord's inspiration with the result that the reading is helping people to discover 'All things new'.

There are many 'new events' that the Lord provides for those who trust in Him- a new relationship with the Lord, a new character, new purpose, new hope, new future, new ability and a new peace. What a contrast and reality they provide when we may have been battling with doubt, distress, pain and loss during these last eighteen months.

As we enter the autumn with all the various personal responsibilities ahead let me share a prayer that Paul wrote years ago for the Christians in Rome, and which will also be relevant for us. 'May the God of hope fill you with all joy and peace as you trust in Him, so that you may overflow with hope by the power of the Holy Spirit' (Romans 15:13). The future, both now and in eternity, will provide 'All things new for us' when we trust in the Lord.

Canon Michael Cole

We welcome articles from leaders of all faiths in Thought for the Day. If you are interested in writing an article, please email: Liz.walke@aol.com



Message to All Carers and Those Being Cared For

- from Pauline Barron,
Carers Lead, Lighthouse Practice

Did you know that as a Carer you have certain rights under the Care Act 2014?

- Carer Assessment, which looks at the impact of your caring role
- Flexible working request (after 26 weeks of continuous work) to unpaid time off during emergencies - The Employment Rights Act 1996
- The Equality Act 2010 protects from discrimination
- As a Carer you and/or the person you care for maybe entitled to extra financial help contact the Hastings Advice and Representation Centre (HARC) for further information 01424 428375 www.harcul.com

If you have registered at the practice as a Carer, you will also be eligible for a flu jab. I encourage patients that are not already registered as a Carer at the Practice to do so. Also, remember to apply for your East Sussex Carers Card (CRESS) It identifies you as a Carer in an emergency, sets an Emergency Respite plan plus provides discounts and special offers.

I continue to speak with Carers, and I am available for telephone consultations. Please just contact Reception and they will book you in for a conversation with me.

www.cffc.org.uk/resources-for-carers/what-are-my-rights
www.carersuk.org/news-and-campaigns/carers-rights-day
www.cffc.org.uk/help-and-advice/get-a-carers-card/

You Can Speak to a Lighthouse Chaplain...

Hello Everyone and greetings from the Chaplaincy and Wellbeing team.

You have already met the Rev John. I am Mary, my background is in NHS Health Development and Hospital Chaplaincy, and I am registered with the UK Board of Healthcare Chaplains (UKBHC). I look forward to meeting some of you and working within this Practice.



So what is Wellbeing? The Oxford English Dictionary defines wellbeing as "the state of being comfortable, healthy, or happy." So what is Chaplaincy? Its origins come from St Martin of Tours, a fourth century soldier who cut his cloak in two to share with a man in need on his journey. That is what we are here for - to share your journey and offer comfort and support along the way.

We are Body – Physical, Mind - our mental health and Soul - the spiritual walk we are on. It is said that everyone needs pastoral care, everyone needs spiritual care, and some need religious care.

We are able to support you through the various steps that you make on your journey in life to being well. This can be as simple as listening to you, allowing that place of safety for you to talk. All of us experience in some degree a life changing event in our walk and we want to share and comfort a fellow traveller on this journey.

We are here for anyone and everyone regardless of whether you have a faith or not. We also have links to other faith leaders if you would prefer.

If you feel that we can help you then please ask your GP or Practice Nurse for a referral to the service.

We are here for you. Chaplain Mary

Would YOU like to join the PPG or Virtual Group (VPG)?

We welcome new members to both our groups. Wanting to actively participate in contributing to the excellent care we receive at the Practice is all that is required!

The PPG meets monthly online. 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. Whichever group you are interested in finding out more about, please email: Liz.walke@aol.com, or ask at your Practice Reception.

Managing Your Appointments

If the Practice has your mobile telephone number, we will text you an appointment reminder of your appointment 24 hours before. You can then cancel by texting back one number. If you know earlier that you cannot make your appointment you can **text CANCEL to 07903 594390** as an alternative to either telephoning or cancelling online via Patient Access.

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

for patients who are not on Electronic Repeat Dispensing

Our service is three working days from the time that you request your prescription to the time it is sent to the Pharmacy or printed for you to collect from the Practice where you will have to wait outside for a Reception team member to bring it to you.

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.

LIVI, a video consulting service and an extra NHS service external to the Practice is available to you.



Download the LIVI app and register to book a free consultation with one of LIVI's GMC certified GPs (not Lighthouse GPs) in slots 4pm-8pm, Monday-Friday and 8am-4pm, Saturday and Sunday. 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

Information & Booking Appointments

Surgery Information

Opening Hours

Monday to Friday 8am - 6pm

Due to the pandemic, to contact us you can use **Engage Consult**, the online medical symptom taking tool that allows you to get a message to the Practice, or telephone us. Currently, Patients can only enter the Practice buildings to attend a pre-booked appointment arranged by the Practice team.

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).

Christmas and New Year

The Practice will be closed on

27th and 28th December 2021
and **3rd January 2022**

Practice Website – take a look!

www.lighthousepractice.co.uk

Practice Facebook 

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 promptly and ask for an ambulance if more severe symptoms of septic shock develop.** These symptoms include 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.

How you can Consult a Doctor at the Lighthouse

Two ways to do this via Engage Consult or Telephone us

Online via the Practice Website

- Click Engage Consult for the site you are registered with
- Login and Choose Service Engage Consult –Consult online
- Detail the problem including symptoms and upload pictures of any (non-sensitive) areas which can aid in the diagnosis.
- Receive confirmation by email that the message has reached the Practice if raised before 3pm. If outside these hours your message will not reach the Practice and be confirmed until the start of the next working day

- Your message is saved automatically in your medical record
- Alert of message received by Triage GP.

Triage by Duty GP

- If you are acutely unwell a GP or relevant healthcare professional will telephone you the same day (may not be your usual GP depending on availability).
- If you have a non-urgent issue the Receptionist will book a routine telephone appointment with the most relevant healthcare professional. After an initial telephone call the healthcare professional will book a face-to-face appointment if they feel this is required.

Receptionist telephones you or sends text to your mobile to advise

- A GP will telephone you the same day (if you are acutely unwell).
- If it is non-urgent you will be booked a routine telephone appointment with the most relevant healthcare professional
- The GP may send you advice by text.

Initial telephone appointment

After an initial telephone call the healthcare professional will book a face-to-face appointment if they feel this is required.

Telephoning Reception at Your Site

Care Navigation Our Receptionists will ask you for a brief reason as to why you require a GP contact
We need this to ensure you are **booked with the most appropriate person** (this may not always be a GP)
We will also check with you if **your problem is a new or pre-existing one** and how long you have been experiencing this for.
Patient is advised that a member of the team will telephone, text or email them with the outcome of triage and next step.

- Receptionist notes problem to your medical record.
- Alert of message received by Triage GP.

Day Lewis Pharmacy

Services Available at Your Local Day Lewis Pharmacy, Eastbourne

- Advice on how to use new medicines
- Medicine use reviews
- FREE repeat prescription collection and delivery service
- Betterlife - Mobility and independent living aids
- + many more!

We are opposite the Lighthouse Medical Practice!

Call us on: **01323 734 448**

Opening Hours:

Monday - Friday: 9am - 6pm

Saturday: 9am - 12pm

Proud sponsors of The Lighthouse Medical Practice Patient Forum Newsletter