



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.

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

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

Chairman: Gwynne Pickering Editor: Penny Briggs

www.lighthousepractice.co.uk

Issue No. 22

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

In This Edition...

Front Eastbourne Silver Sunday

Page 2 Flu Inoculations / Engage Consult

Page 3 LIVI – Video Consultation

Page 4 PPG News / Shingles Vaccination

Page 5 Health Awareness

Page 6 Thought for the Day

Page 7 Making Appointments and Information at the Surgery



Eastbourne Silver Sunday Event

On 6th October Eastbourne College hosted the **Eastbourne Silver Sunday** event for over 60's. Kath Boak and Jess Lawson of the Lighthouse PPG were part of the team who organised the event with representatives of Age Concern, U3A, Eastbourne Seniors Forum, Just Friends, and Eastbourne College, and helped on the day by other people including staff from the Lighthouse Practice.



Steve Wallis, Eastbourne Mayor, second from the right.

A really enjoyable afternoon was had by the 107 attendees which included 30 Lighthouse patients and the Mayor of Eastbourne. Everyone learnt from their table hosts about various groups and local activities they could join including the WI, Just Friends, a local choir and Flower Club.

Dame Vera Lynn had sent a lovely message to Kath Boak for the event *"I wish you all a wonderful afternoon, and I hope you enjoy the entertainment and camaraderie. We should make communities more inclusive for the elderly residents and this initiative sets a great example. Have a lovely time and I send you my very best wishes."*



Enjoying the entertainment.

The entertainment to accompany afternoon tea included 'The Venton Vipers' belly dancers, Chris Dixon (teacher at Eastbourne College and leader of the Eastbourne Community Choir) leading a music hall singalong, and Eastbourne College pianists Cody Chan and Chelsea Chung.

Good feedback was received from a questionnaire of attendees. Everyone said they found out about interesting other local events and services and said they had met new people (with half saying they were likely to keep in contact with these) and 95% said it helped them feel more part of their community. **Very well done, Kath, Jess and the Silver Sunday team!**



Health Reminder

**Free Flu inoculations
if you are eligible
– *Book yours today!***

**Four Reasons to have the Flu jab
at your GP practice:**

1. We hold your full medical record and have this available when we see you;
2. We can advise on any other vaccinations or reviews that you might need;
3. We can assist in booking any additional procedures / reviews highlighted in your records;
4. It is always good to see you!

For most healthy people flu is an unpleasant but usually self-limiting disease, with recovery generally within a week.

However the following people are at particular risk of severe illness if they catch flu and are eligible for the vaccination – it is your best defence.

- Older people over 65
- The very young
- Pregnant women
- Those with underlying disease, particularly chronic lung or heart disease
- Those who are immunosuppressed.

If you are eligible for a flu vaccination (or would like to check if you are eligible), please contact the surgery to book an appointment or mention it during your appointment with the GP or Nurse.

Ear Syringing Clinics

Nurse Caroline

There is a high demand for this service and if you have been referred by your GP or Nurse, you may have to wait up to 2-3 months to be seen.

We do advise that if you wish to be seen sooner, the only option would be to seek a private audiologist service for earwax removal (some do micro-suction rather than syringing).

There are several in Eastbourne including Specsavers Audiologists (01323 649767), the Hidden Hearing Centre (01323 436660) and the Eastbourne Hearing Centre (01323 726352).



Engage Consult

Online Communication to the Practice

– Dr Tim Caroe, GP Partner

As you may know, at the Practice we've been pioneering the latest in digital tools – **Engage Consult.**

This online medical symptom taking tool allows you to get a message to the Practice via the Internet, automatically asking you important questions that enable us to give you the help you need. You let us know what is going on and we decide the best route to help you – perhaps face-to-face, perhaps telephone, text or email. It allows the Practice to work more efficiently with the resources that we have to enable information to be sent directly to the most appropriate people in our team to help you quickly and safely. In turn this will mean that access and communication should improve.

To use Engage Consult:

Scroll down the 'Home' Page of the Lighthouse Website and click on the purple cloud button for which site you are registered at. For College Road, click '*Get help from the College Road team*'; For Ian Gow you will be able to click '*Get help from the Ian Gow team*' from November.



Feedback from patients already using this tell us that they really like using Engage Consult – "*This works well*". You can also find self-care factsheets on Engage Consult.

We do also understand that some people simply cannot get online and will need to continue to use our telephone lines. We hope that if those that can use the internet online system to contact us, do so, the telephones should be freed up for those who need to talk to us.

Let's make this work for everyone – *please help us to help you all by getting hold of us online whenever possible.*



LIVI, a new video consulting service and an extra NHS service, is offered to all local patients. If you want to use this service, you need to download the LIVI app and register with LIVI. **This is an external service and you do not have to contact the Lighthouse at all**, just book an appointment using the LIVI app.

Appointments using this service are only available from 4pm-8pm, Monday to Friday and on Saturday and Sunday between 8am to 4pm.

LIVI enables you to access one of LIVI's GMC certified GPs (**and not the Lighthouse GPs**), booking via your telephone or laptop/tablet for a free consultation in the time slots listed above. You will need to fill out a symptom form. The LIVI GPs can only offer medical advice for symptoms that do not require a physical examination and they can provide NHS prescriptions within NHS prescribing guidelines.

Learn more at livi.co.uk

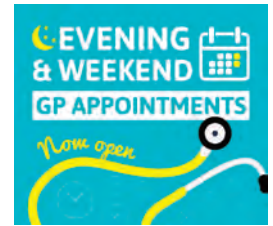
Getting a GP Appointment in the Evening and at Weekends

We offer extended hours appointments at College Road and Ian Gow.

- Weekly late Monday appointments
6.30pm - 8.15pm
alternating
between our sites

- Monthly Saturdays 8am-9.30am, also
alternating between our two sites.

In addition to this, we can book our patients into appointments during the evenings, weekends and Bank Holidays at Approved Access hubs for this area, the Park Practice in Hampden Park or The Harbour Medical Practice by The Crumbles (*but not at the Lighthouse surgery*).



The Lighthouse Practice is connected to an **NHS App**

Registration to use the App - Your data security

You need to download the NHS App and NHS Digital will carry out a series of checks to confirm your identity to keep your data secure and allow you to use the app. Once you are registered, the NHS app will then securely connect to your information held by the Lighthouse Practice. To keep your access secure to your information, the NHS app will send a security code to your mobile telephone each time you use the app.

What the NHS App enables you to do

- Book and manage your appointments at the Practice
- Order your repeat prescriptions from the Practice
- Securely view your GP medical record
- Check your symptoms using the Health A-Z on the NHS.UK website
- Find out what to do when you need help urgently using NHS 111 Online based on your symptoms.
- Register as an organ donor.
- Choose whether the NHS uses your data for research and planning

www.digital.nhs.uk/services/nhs-app

Patient Access – ‘New’ Proxy Access

The new Proxy feature is designed for all users of Patient Access who need to use the service on behalf of someone else to book appointments, order repeat prescriptions and, where appropriate, view and share medical records.

This may include:

- Families with young children
- Those who care for a family member or friend who finds using the internet difficult
- Professional carers

Q&A on Proxy Access:

I already have my own Patient Access account, how do I gain access to my child's account?

You are most likely registered at the same Practice, but you don't have to be. Ask your Practice to register you as a proxy user for your child and they will provide you with a registration letter.

How do you enable Proxy access on behalf of a loved one?

Ask your relative's Practice to register you as a proxy user, they will require written authority and will guide you through their own local procedures.

<https://support.patientaccess.com/your-profile/proxy-access-faqs>

PPG 13th Anniversary

The PPG (originally established as the Patient Forum), reached its 13-Year Anniversary at the end of September. Two of the founding members are still current members. *Thank you, Carol Voake and Malcolm Finnis for your contribution and work over the past 13 years.*



Supported by the Lighthouse

– *Pauline Barron, Carers' Lead*

The Lighthouse Practice is proudly supporting **Carers' Rights Day** on the **21st November** which aims to raise awareness surrounding the rights of unpaid carers.

Flu Clinics

The Practice have carried out clinics in late September and 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 the clinics. Thank you and well done to the inoculation and support teams which included several PPG members.

Practice News...

– Did You Know?

The Practice retained the **Outstanding Overall Quality Rating** from the Care Quality Commission (CQC) on the inspection in September. **The PPG proudly congratulate all the Practice team on receiving this very well-deserved top accolade which is not easy to achieve.**

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



HEALTH AWARENESS

Who Can Have A Free Shingles Vaccination?

**Nurse Caroline highlights
this important vaccine.**

The Department of Health national shingles immunisation programme is to help protect those age groups who are most at risk from shingles and its complications and is recommended for people aged 70 to 79 but is being introduced in phases. **Vaccination is currently being offered to those who are aged 70 to 76, 78 and 79, and to anyone aged 77 who was born after 1st September 1942.** People who are in their seventies but are not yet eligible for vaccination, will be offered vaccination in future years under the national programme.

Please ask at Reception or your Nurse or GP for more information or see the website ShinglesAware.co.uk/2019

Stay Well This Winter

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

**Cold weather does not 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.

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.

**“Cure sometimes,
treat often,
comfort always.”**

Hippocrates

We welcome your comments on this Newsletter.
Please contact the Editor on: 07566 741894

Suspected Urinary Tract Infection – by Dr Rosamund Clift

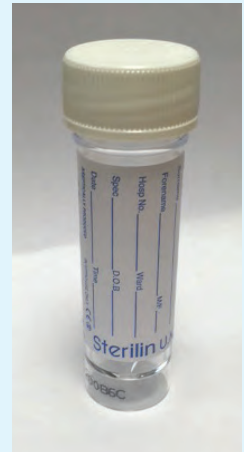
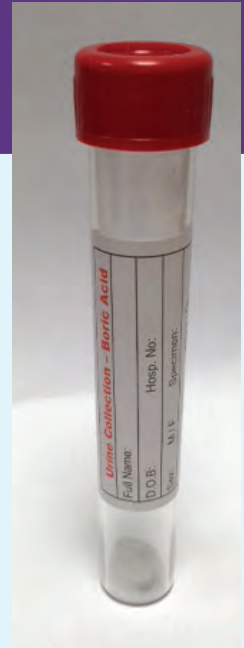
Every day our Reception team have a great deal of urine specimens handed in to them. There are lots of reasons a urine sample may be requested, so it is really important that you complete the reason for the sample on the form that is included in the specimen bag handed out with urine specimen pots from Reception.

Common symptoms that people suffer with a urinary tract infection include pain when passing urine, increased urinary frequency, an urgency to pass urine, pain in the lower abdomen and finding that despite the urge to pass urine, only small amounts are passed. Symptoms that may suggest an infection higher up in the urinary tract include loin pain, vomiting, fevers with rigors (uncontrolled shaking with a high temperature) and feeling unwell.

A urinary tract infection will usually cause symptoms over a few days, rather than symptoms that last weeks and months.

If you are suffering these symptoms and you are worried that you might have a urinary tract infection, a urine sample can help us diagnose this. Urine specimen pots are available for collection from Reception, and it is important you explain what symptoms you are suffering from on the white form included in the specimen bag handed out with urine specimen pots from reception. Our nursing team will

then be able to test the urine sample for any signs of infection and inform a doctor of the results. It may be that the urine sample needs to be sent to the laboratory at Eastbourne DGH for further testing, which may take several days. If you have clear symptoms of a urinary tract infection and signs of an infection when we perform a dipstick test at the surgery, then we may prescribe antibiotics to treat this immediately. In some situations, it may be more appropriate to wait for the results from the laboratory before we prescribe your treatment. **There are specimen bottles available for patients in the Hallway at College Road to be selected by colour depending on need, with a red top for infections and a white top for routine tests like for diabetes and chronic kidney disease.**

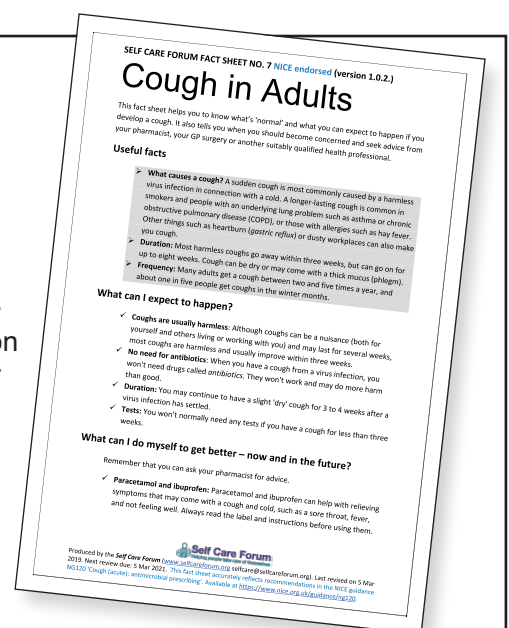


Self-Care Forum Fact Sheet No.7 Cough in Adults

This fact sheet helps you to know what's 'normal' and what you can expect to happen if you develop a cough. It also tells you when you should become concerned and seek advice from a health professional.

A sudden cough is most commonly caused by a harmless virus infection in connection with a cold. Although coughs can be a nuisance (both for yourself and others living or working with you) and may last for several weeks, most coughs are harmless and usually improve within three weeks. **When you have a cough from a virus infection, you won't need drugs called antibiotics. They will not work and may do more harm than good.** You may continue to have a slight 'dry' cough for three to four weeks after a virus infection has settled.

A longer-lasting cough is common in smokers and people with an underlying lung problem such as asthma or chronic obstructive pulmonary disease (COPD), or those with allergies such as hay fever. Other things such as heartburn (gastric reflux) or dusty workplaces can also make you cough.



Thought for the Day...

**The Reverend Daniel Merceron,
Chaplain, Eastbourne College**

I have been listening to quite a lot of jazz recently, and in a faltering way also trying to play some. One of the first pieces many learn in the jazz canon is called "Autumn Leaves". This song, composed in 1945, has been covered by many artists since, including Frank Sinatra, Eva Cassidy and even Eric Clapton. The simple lyrics describe unrequited love, and change. The lover sings of the days growing longer, the red and gold drifting past the window, and "I miss you most of all my darling, when autumn leaves start to fall".

And so we move into autumn again, and our friends the trees are getting ready for winter by slowly shutting down and shedding their leaves. For many this is the most beautiful time of the year, especially if one is lucky enough to live near to an arboretum! Regardless, for all of us the changing season is a reminder of deeper currents in our lives.

Autumn has always been a strong reminder of our own mortality, as we use expressions such as "the autumn years", but we should also remind ourselves that autumn represents our peak, when the "harvest" of our lives bears fruit – perhaps through children, grandchildren, enduring friendships and accumulated wisdom.

But there is a second obvious theme - that of change. Most human beings do not like it, but it is all around us at this time of year. However, changing seasons are one thing, but change in society is another thing entirely. For the young, rapid change is accepted, although experience and every study has shown that this is taking a heavy toll. And as for those of older years, the furious levels of change can be confusing, and cause some to shut the world out.

Exposure to change is necessary, but it is also important to find stability, trust and familiarity. Alas, sometimes such sources of strength are in short supply. One of the most enduring hymns of the last 200 years, "Abide with Me" (composed by HF Lyte) goes "Change and decay in all around I see, O Thou who changest not, abide with me". Henry wrote the hymn not just as a reflection on mortality, but as an on-going support to those living their lives. Here was a declaration that God is in, around, above and beyond all, and God does **not** change, even though we live in a world where nothing remains the same. This surely is a message worthy of autumn, indeed worthy of any season of our lives.

***The PPG thanks Reverend Daniel Merceron
for writing this article.***

If you would like to share a thought for the day
in this Newsletter, please contact:
The Editor on 07566 741894

It's Getting C-C-C-Cold! Think About Others

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 keeping well and warm (especially at night) 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?

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.



Sussex Health and Severe Weather Free Alert Services

- **coldAlert** sends alerts during severe cold weather.
- **airAlert** is for people with respiratory conditions in Sussex and informs subscribers about forecast episodes of air pollution.

Visit www.coldalert.info or download the free **airAlert app** from the app store and subscribe to both services. Messages can be received by text, voice-message, email, or via the airAlert app, and are usually sent 24 to 48 hours prior to an episode of air pollution, enabling people with lung conditions such as asthma, COPD and heart conditions, to prepare for the period of poor air quality by taking preventative medication, to reduce the harmful effects this air on their health.

For more information and to register for the services: airalert.info/sussex

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.

Recent Comments include several on LIVI: *"It sounds as if LIVI could be a useful supplement to College Road's regular services but I wonder if it would not have been better if registered patients had not been sent some advice first by the Practice rather than receive a text out of the blue."*

(See page 3 for more information on LIVI.)

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.



Managing Your Appointments

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.

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.

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

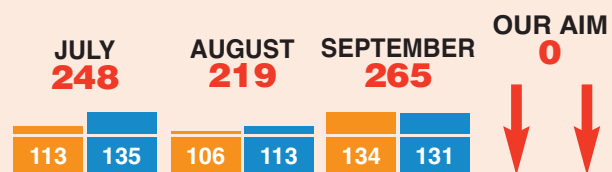


LOOKING AFTER THE NHS BUDGET

Think how you can help before missing a GP, Nurse or Hospital appointment for no good reason

MISSED APPOINTMENTS

■ GP ■ Nurse



Please don't be part of these statistics

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

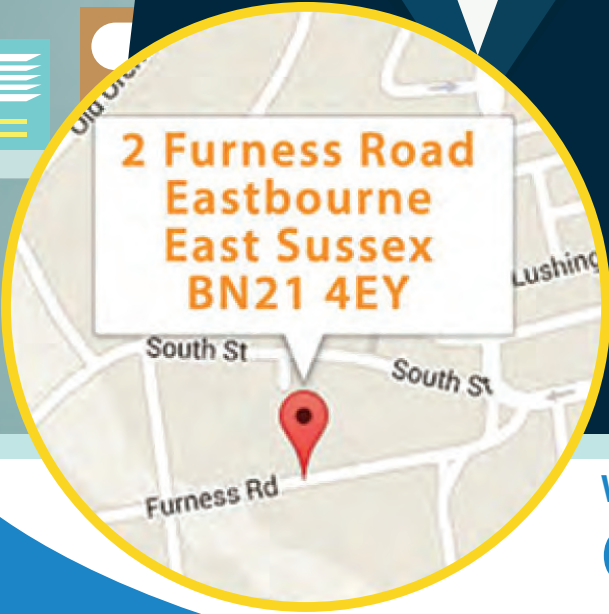
Disclaimer notice: Any opinions expressed in this publication are not necessarily of the Partners of the Lighthouse, but we have tried to ensure the information contained is correct. They cannot be held responsible for any inaccuracies.

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

**PROUD SPONSORS OF THE
LIGHTHOUSE MEDICAL PRACTICE
PATIENT FORUM NEWSLETTER**