



# 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 and Editor: Penny Briggs

[www.lighthousepractice.co.uk](http://www.lighthousepractice.co.uk)

Issue No. 24

**COVID 19 – Please Be Very Careful and follow the guidance from the Government and the Lighthouse Practice on what you need to do to help save lives and try to keep safe.**

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## Coronavirus (COVID-19)

**DO NOT come to the Lighthouse Practice without calling first.**

- All calls 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 or high temperature – stay at home and call NHS 111
- If you are told by a GP to come to the Practice you will again be asked questions when you arrive at the door. **Please answer these questions honestly.** If you do not, and you enter the building with symptoms, we may have to close the Practice.
- Your temperature will be taken at the door.

If you have symptoms follow this link for up to date information and what to do next

[www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

NHS 111 has an online Coronavirus service that can tell you if you need medical help and advise you what to do: <https://111.nhs.uk/covid-19>

## PRACTICE NEWS

To avoid face-to-face contact whenever possible and help stop the spread of COVID-19, you can contact us by telephone, email or online through the Lighthouse website to use Engage Consult (online consultations with the Practice team).

You can also use the NHS App to electronically contact us, but all self-booking of appointments has ceased. The Practice team will assess how they 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 for a physical examination.

Only patients with an appointment authorised by a GP or Nurse and pre-booked by a Receptionist are permitted to enter the Practice. You will be asked COVID-19 screening questions by staff at the front door and your temperature will be taken before you are permitted to enter for your appointment.

Please only collect an item from the Practice if you have telephoned first and been requested to do so by our staff. You will need to wait outside while the item is given to you by a Receptionist. The Practice is required to take all appropriate measures to protect our patients and ensure that we can continue to deliver our healthcare services to our patients safely.

**Alternatively**, you can have video consultations with a LIVI GP – See page 6.

## Patient Participation Group (PPG) News

### Monthly PPG Meetings

Our monthly PPG Meetings at the Practice are currently on hold. Our telephones and digital channels enable us to keep in touch in these times. We are building an 'uplifting ideas and musings' section for our PPG page on the Lighthouse website to help all Practice patients.

### Annual General Meeting

This was held in January and members elected Penny Briggs to be PPG Chair, with Liz Walke and Carol Voake continuing as Vice Chair and Treasurer respectively for 2020. Penny and Amanda Sayer thanked members of the group for their work and support during 2019.

### Presentations at PPG Meetings

In February, Susie Goodbrand from Digital First, NHS Sussex CCGs, gave a talk on the NHS initiative to ease the workload in GP Practices by encouraging patients to use digital technology where possible. Three PPG members volunteered as the Lighthouse Digital Champions to train patients in using the NHS App, although our plans on this are of necessity on hold.

### PPG Recruitment – Diversity Art Design

As a PPG we welcome everyone but are keen to expand the diversity of our members. We wanted to rebrand our literature and to design a new poster. Amanda Sayer had the idea of asking a local school to get involved. One of our PPG members was Eastbourne College's Headmaster's wife, Jessica Lawson, who took this creative challenge back to the art students at the school. Three talented art scholars each created amazing, inspiring and very different images of diversity. The PPG liked all three designs, but a close vote selected 'New Dawn' by Will Stewart-Blackler.

The PPG wished to show their appreciation to the artists with the intention for the pupils to visit College Road in March to present the PPG and Practice with Will's painting. Unfortunately, this event had to be cancelled with the COVID-19 safety measures. Dr Andy Stewart happily received the painting behalf of us on his visit to Eastbourne College. Will holds his painting in the photo with artists Lily and Alexander. Look out for the picture when we can get it framed and displayed and in our posters. **Please think about the message the**



**image perfects and consider joining the PPG, you are very welcome.**

Artists: Alexander Photiou,  
William Stewart-Blackler and  
Lily Delgado Vandepeer

## Electronic Repeat Dispensing (ERD)

We have moved some patients over to electronic repeat dispensing to ensure everyone maintains an adequate medication supply during the COVID-19 pandemic. This means that we have sent from six months to one year's supply of your usual prescriptions to your nominated Pharmacy. Thus, these patients can request their repeat medication directly from their Pharmacy rather than contacting the Practice.

However, if you are on a medication that requires regular monitoring and certain medications that have special prescribing requirements, you are not able to get this ERD service. Should you not want to have the ERD, please advise Reception and you can revert to monthly repeat medications requiring you to request your prescription from the Practice each month.

### What Should You Do if You Have Hospital or GP Appointments?

Everyone is advised to access medical assistance remotely, wherever possible.

However, if you have a scheduled hospital or other medical appointment, you should be contacted about this by the hospital/clinic. If you are not contacted, you should telephone the specialist or hospital clinic (the contact details will be on your appointment letter) to ensure that you continue to receive the care you need and determine which of these appointments are absolutely essential. Many of these appointments are taking place via telephone calls and/or video calls.

### The Practice team want to thank the wonderful kindness of the patients

All the team really appreciate your kind words of support and generous and thoughtful gestures which have included a large tray of fruit and a tray of cakes to sustain us.

We want to make a special thank you for the wonderful masks made for us by a semi-retired costume designer who also supplied another two surgeries through us.

The 'Clapping for the NHS' so many of you are participating in, is a huge boost to us all too!

*We are giving Practice staff credit for special acts of kindness. If a member of the Practice team has been particularly kind, we would love you to share this with us by emailing our PPG at:*

**[liz.walke@dsl.pipex.com](mailto:liz.walke@dsl.pipex.com)**

# Calling all Carers! *Message to All Carers and Those Being Cared For*

**From *Pauline Barron,***  
***Carers Lead, Lighthouse Practice***

I wanted to reach out to all our Carers – whether informal as many of you are, or formal, and those being cared for, to let you know about what support is available to you. Also, to let you know that I am able to talk to you on the telephone when I can try to help with supporting you and answer your questions (I may need to research some things).

My contact number is that of the College Road Practice, 01323 735044, please say to the telephonist that you are a Carer or being cared for and wish to leave a message to talk to me and leave your contact number. It is lovely to get the opportunity to talk to you and have a chat.

There are so many different caring situations so I can only outline general advice here. Of course, this situation and support developments by the Government and NHS are changing as they are all being worked out.

The Lighthouse website has a useful information page for Carers – do take a look.

## **Essential Things You Need to Do (if you have not already)**

- Get a CRESS card or make a plan including an alternative list of people who can help you with your care if your main Carer becomes unwell. You can also contact Eastbourne council for advice on how to access care.
- Ensure all visitors to your home know that you are shielding - perhaps put a sign on the door.
- Shopping for food - Ask Carers, family, friends, neighbours, or local community groups to see how they can support you.

## **Very Important**

- Check that your Carers and care workers do not have any of the symptoms of Coronavirus (COVID-19) - they must stay away if they do.
- Scrupulous handwashing by Carers visiting - ensure they wash their hands for the recommended time of at least 20 seconds immediately on arrival to your home, and also

frequently while they are there. Also speak to your Carers about any extra precautions they can take to keep you safe. This may include wearing PPE and having clean uniforms which are put on when they enter your home.

- Carers Rights – remember when Carers are also working, they have the right to take leave for their caring role.

## **Your Medications + Health and Social Care Support**

- Your prescriptions will continue to cover the same length of time as usual. Practices have been advised not to increase these times in order that there are enough supplies for everyone.
- Any hospital specialist medication that is prescribed to you by your hospital care team – you may need to arrange for collection or delivery of this.
- If you receive support from health and social care organisations, this will continue as normal, but your provider will be asked to take additional precautions to make sure that you are protected. The advice for formal Carers is included in the home care provision.

## **Useful Websites**

- **Lighthouse Practice/Carers**  
[www.lighthousepractice.co.uk/wp-content/uploads/sites/532/2019/04/Carers-document.pdf](http://www.lighthousepractice.co.uk/wp-content/uploads/sites/532/2019/04/Carers-document.pdf).
- **Cress** - [www.cftc.org.uk/help-and-advice/get-a-carers-card/](http://www.cftc.org.uk/help-and-advice/get-a-carers-card/)
- **Carers Emergency Support**  
Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)
- **Carers UK:** [www.carersuk.org/](http://www.carersuk.org/)
- **CFTC** - [www.cftc.org.uk/carers-groups](http://www.cftc.org.uk/carers-groups)
- [www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/](http://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/)
- **Home Care Provision**  
[www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision](http://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision)

## **Stop Press! SignLive**

If you are a sign language user, the free 'SignLive' App is now available. The App enables you to access 'SignLive' appointments at the Practice.



# We are all having to deal with our lives being thrown into uncertainty by COVID-19. We include some thoughtful articles with tips and tools that can help us...

## Dealing with Uncertainty

- Gladeana McMahon, PPG Member

When things go as planned, we feel in control. When life throws up the unexpected, it can leave us feeling anxious and stressed.

Coronavirus (COVID-19) is outside of our control. Not just the virus itself, but other aspects like work, finances, socialising, and travel. **Give yourself credit for coping with this challenge and recognise the ways in which dealing with uncertainty can make you more resilient.**

During these times, it is helpful to remember what you can do to deal with the uncertainty:

**1. Have Your 'Stability Anchor'** This is a process or practice that adds something reliable to your life when it feels like things are spinning out of control. 'Stability Anchors' are grounding and help you remember there are some things within your control. Your own routines and rituals are important at this time when parts of your life are disrupted.

*Some examples of 'Stability Anchors' could be:*

- Waking up at the same time every day
- Eating regular meals
- Going to bed at the same time
- Doing some form of exercise every morning
- Taking an afternoon tea break

**2. Limit Media Contact** When we are stressed, it can be hard to look away. But compulsively checking the news only keeps you wound up. Try to limit your check-ins and avoid the news during vulnerable times of day, such as just before bedtime.

**3. Breathe** You have to remain calm to make good decisions in the face of uncertainty. An easy way to do this lies in something that you have to do every day - breathing. The practice of being in the moment with your breathing trains your brain to focus solely on the task at hand and quiets distracting thoughts. When you are feeling overwhelmed, take a couple of minutes to focus on your breathing. Breathe in for the count of 3 and out for the count of 4, doing this for at least 5 minutes.

**4. You Are Not Your Thoughts** When you are feeling anxious, tell yourself it is a normal part of being human. It is important to understand we are not our thoughts. Thoughts may come into your head for many reasons. By accepting they are not facts, thoughts lose some of their power to upset us.

Try writing down the words going through your head, especially when you are in a tough situation. Then read them back as if someone else had written them. This can help you to realise your

thoughts are not you, and to accept them for what they are: just thoughts.

**5. Use Skills You Have Used Before** You have dealt with uncertainty before, and you can do it again. Reflect on what skills you have used in the past to cope or ask someone who knows you well. Write a list so you have a little toolbox to refer to whenever you are getting anxious.

*Your skills could include:*

- Focusing on what is in your control and working with that.
- Writing down what is troubling you and what you can do to improve the situation.
- Practising self-care activities.
- Practising positive self-talk.

**6. Talk to Others** When you are going through a tough time, one of the best and most effective things you can do to feel better is to talk to someone. If an in-person meeting is not possible - as it is not in these Lockdown and Shielding times, organise a time to telephone or use text, WhatsApp, Messenger, or Skype.

## Getting Savvy with Technology

- Liz Walke, PPG Vice Chair

Well for someone who is very much a people person, I have never had much time for social media 'chitchat' such as Twitter and the like. However, with all of us having to lockdown our social lives, to me technology has had huge advantages. With our GPs able to see patients virtually this has meant we are all at much lower risk of catching or spreading the Coronavirus.

Zoom, which I had never heard of before, has been of huge benefit for me being able to keep in contact with my parents, siblings, children, and friends. Zoom has been used for conference calls and meetings for some time and allows people to see all those participating in a meeting. Until the Covid-19 pandemic it was mainly used for virtual meetings and conferences. Even the Royal Family are now using it! For those of us that are using it socially, it is free, for up to 40 minutes if there are 3 or more of you. Why not try it and spread the word? No doubt, when we are able to meet with family and friends in person, the demand for Zoom and other virtual forums will decrease, but it does mean that with technology (providing we have access to it and can use it), no-one is out of reach at the moment!





# Thank you NHS



## Wellbeing Resource for Patients Our Fear Response

– Dr Carolyn Rubens, GP

*I do not know about you, but I feel like I have experienced more emotions in the last few weeks than in the last few years!* It is very normal to feel a bit wobbly and unsure about the future at this moment in time. In fact dealing with uncertainty is something that we are all rapidly having to become experts in. However it is hard to feel grounded and move forwards when you are overcome with difficult feelings.

Some of you may be used to and have previously experienced extreme feelings of fear and uncertainty, but what is different about this period of time is that we are all experiencing the same thing on a global level to a greater or lesser extent. Whilst this can bring some comfort in that we are “all in this together”, there is also a potential negative effect which is that fear can be contagious and lead to escalating feelings, especially when we are bombarded by news on the television and social media with alarming facts and figures.

So I thought it might be useful to share my understanding of some of the more negative feelings that many of us may be feeling at the moment. In particular the fear response - what it is and how it works, what happens when it becomes prolonged and is not so useful, and what we can do to manage it best.

### What is the Fear Response?

The role of fear is to protect our immediate survival. It occurs in the oldest part of our brain that evolved to react to immediate and real physical danger. When presented with something scary or fearful the body is flooded with biochemicals involved in “fight or flight” including cortisol and adrenaline. These sharpen the mind, increase the heart rate, and raise our blood pressure. Imagine a caveman being chased by a sabre-toothed tiger in the savannah. It is very useful in the immediate moment of danger for the caveman to be able to quickly run to escape! The fear response also slows down the things that we do not need in the immediate moment of danger, such as digestion or the immune system, so that all our energy reserves can go to fighting the immediate danger.

### What Happens When the Fear or Stress Response is Prolonged?

When the fear response is prolonged it actually becomes unhelpful and maladaptive, flooding our body with glucose and increasing our blood pressure, thus causing a significant effect on our bodies including exhaustion. We may also notice physical effects as the response starts to be prolonged some of which you may have noticed lately such as headaches, tight neck muscles, teeth clenching or grinding, as well as psychological effects such as being unable to think clearly or feeling overwhelmed.

The fear response involves the sympathetic nervous system which produces adrenaline. Fortunately, we also have an opposite and complementary system in the body which helps us to feel calm, the parasympathetic nervous system (PNS), which is reserved for when there is no danger and the other systems can come into play. When the PNS is activated you feel calmer, blood goes to the gut system to help you digest food, your immune system works more effectively, and you are able to think more clearly and make more thoughtful decisions.

### What Can We Do to Make Ourselves Feel Better at This Time?

To prevent these feelings of emotional overwhelm, fear, stress, and exhaustion, we need to try to bring into action the body’s calming system (PNS) to counteract what many of us are currently experiencing. There are a number of simple ways you can do this at home:

- **Always replenish your energy first** is a good rule. If you do not feel ok, rest, read, or do something you enjoy, and then come back later to whatever issue or problem you were trying to deal with.
- **Try to get out in nature if you are able to** and have a walk. If this is not possible, then you could open a window or listen to a meditation in the woods say, to simulate the relaxing sounds of nature.
- **Make a list of your basic needs.** Needs are different to wants. Needs are those things that are necessary for you to feel “OK”. Make 3 columns. In column 1 put your basic needs e.g. sleep, exercise, healthy food. In columns 2 and 3 note how much and how often you require these. Display this where you and everyone in your household can see it. Ensure you do the things on this list first before you do anything else, because if you are not “ok” then you will not be able to help others around you.
- **Be pragmatic**
  - Control the things you can, such as turning off the news. Connect with people who make you feel good and not the other way round.
  - Try to let go of the things you cannot control such as when the lockdown may end.
- **Do the things you enjoy.** Energy comes in many forms, not just physical. If you hear bad news you lose mental energy. Many of us feel spiritual energy and now is a good time to connect to this. There is also emotional energy, notice how drained you feel after an argument for example. So try to choose things daily that renew rather than deplete your energy. These are the things that you enjoy such as gardening, time on your own, time connecting with friends. Whatever it is, try to prioritise it.

Now is also a good time to try new things – if you have the time of course – like yoga, mindfulness, or even learning a new language! Otherwise, try one or two of the tips I have given above - it does not need to take long but you will be putting your own health and wellbeing first, which is always a good thing!

# Thought for the Day...

## Fear – Faith – Freedom

by Canon Michael Cole.

What is going to happen over these next few months? I imagine we will all be asking that question. The impact of the Coronavirus has affected millions of people around the world, thousands have lost their lives, businesses have been closed, shops shut down, sports events halted, flights cancelled, schools and colleges likely to be closed until September and many people, especially the over 70s have been confined to home in lockdown. Personally, we have been lovingly supported by our children and grandchildren and I have remembered to wash my hands to make sure I do not pass the virus on.

For many people, these events have led them to fear and uncertainty. For others, the events have caused them to lose loved ones despite the amazing ministry of the National Health Service and Care Homes. In the midst of all these events the nation celebrated the 75th anniversary of VE day on May 8th and we were reminded that we can win the victory even when the enemy seemed so powerful. Until the virus attacked the nations around the world earlier this year, many younger people would have no recollection of such battles.

One other effect of the virus was the closure of all the churches, mosques, and other places of worship, since March, with the possibility that such

closure would continue into the autumn.

Nevertheless, many places of worship have reached out to people through many unfamiliar ways and it is thought that these are reaching out to more people than those who would attend their regular services. Added to this has been the fact that more people are reaching out to the Lord in their prayers and trust, seeking His guidance and protection in such times.

Such faith reminds us of the most important battle that was ever fought. We will talk about the battle against the virus, we will recall the battles in WW2, but do we also remember and rejoice in the victory that the Lord Jesus won against the sin and evil in the world through his death and resurrection some two thousand years ago. It is only this victory on the Cross that can bring us the forgiveness of our sins, a release from our fears and the amazing peace with God that 'passes all understanding'.

When this happens, we will discover a freedom within ourselves that we may not have known before. Ages ago the Psalmist wrote 'I will walk about in freedom for I have sought out your precepts (Psalm 119:45). Jesus himself assured his disciples 'If the Son sets you free you will be free indeed' (John 8:36). None of us really knows what lies ahead personally and nationally, but our trust and dependence upon the Lord will help us to move from fear to faith and to freedom and peace. May that be true for all of us.

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

## 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.**



**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 slot 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: [www.livi.co.uk](http://www.livi.co.uk)



# 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](mailto: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.



## 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.

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



## Repeat Prescriptions

*(for patients that 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.

## Information & Booking Appointments

### Surgery Information

Opening hours: Monday to Friday 8am - 6pm

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

**Engage Consult** asks you important questions that enable us to give you the help you need which could be an online Consultation with your usual GP or another Practice GP.

If you contact us by Engage Consult before 3pm, the aim is for a Practice GP to respond to you with help within the hour.

Please remember to check for the GP response.

**Reception Open 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!

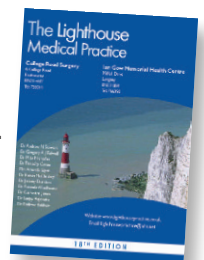
Lots of regularly updated information, including a [separate section for teenagers](#).  
[www.lighthousepractice.co.uk](http://www.lighthousepractice.co.uk)

**The Practice Booklet 19th Edition**  
Available at Reception and on website.

### Patient Notice Board

Helpful information leaflets (also around the waiting rooms).

**Practice Facebook**



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

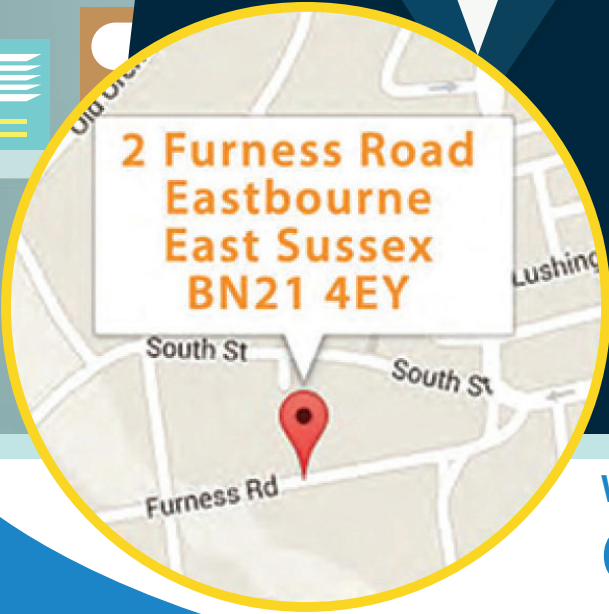
*Disclaimer notice:* Any opinions expressed in this publication are not necessarily of the Partners of the Lighthouse, but we have tried to ensure the information contained is correct. They cannot be held responsible for any inaccuracies.

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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PATIENT FORUM NEWSLETTER**