



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

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## Practice News

### COVID-19 Vaccinations

– Dr Andrew Baldwin

The Lighthouse Practice joined with seven other surgeries in Eastbourne and Seaford to deliver Covid vaccinations to our patients. The programme is being delivered by our local GP Federation called South Downs Health and Care (SDHC), with Practice staff working to help give vaccines. We were one of the first sites in Eastbourne to get up and running in mid-December. It soon became apparent that we needed to expand from the initial site at Brodrick Road in Hampden Park and in early January we moved into the Sovereign Leisure Centre gymnasium which proved to be a fantastic venue where we were able to see over 1,000 patients a day (vaccine supply allowing).

We have now moved to the **Harbour Community Centre**. Details and a map can be found: [www.sdhc.org.uk/covid-19-vaccinations/](http://www.sdhc.org.uk/covid-19-vaccinations/)

The Government insists all adults will be offered their first dose by the end of July.

We continue to work through the national age group cohorts (and as the supply of the vaccine allows). These are in decreasing age order: people aged 40-49 years; 30-39 years; then 18-29 years.

People will receive an invite usually via text when it is their turn.

There have been a lot of 2nd vaccines given since March and many patients now have had both their vaccinations. Again you will receive a text message or letter when your 2nd vaccination is due.

We definitely recommend everyone who is eligible to book an appointment when they receive their invite. Please do attend for your 2nd dose too.

**If anyone has any concerns on the vaccination, please do contact the Practice to discuss this with your GP.**

Social distancing measures and a high uptake of the flu vaccine has resulted in far less of the usual respiratory illnesses seen over the winter months. Over 80% of our patients aged 65 and over were given a flu vaccine this winter and over 50% of those aged 18-64 who have an underlying health condition also had the flu vaccine.

**Thank you to everyone who has had a vaccination and has played their part in ending the grip Covid-19 has on our lives over the last fifteen months. We move forward with hope!**

## STOP PRESS • STOP PRESS Vaccination Passports

If you have the **NHS App**, it will now record when you have had both doses of the vaccine and automatically create a vaccine passport, accessible through this app. Alternatively, to get a **paper version sent by letter** to you, telephone the NHS, dialling 119.

**Please note these vaccination passports are not available through the Lighthouse or any GP Practice.**

For full information see: **Demonstrating your COVID-19 vaccination status when travelling abroad - [www.gov.uk](http://www.gov.uk)**

## Support for patients with Post COVID syndrome ('Long-COVID')

[www.brightonandhoveccg.nhs.uk/your-care/coronavirus-covid-19/support-for-patients-with-post-covid-syndrome-long-covid/](http://www.brightonandhoveccg.nhs.uk/your-care/coronavirus-covid-19/support-for-patients-with-post-covid-syndrome-long-covid/)

# Covid-19 – Reminders

***‘Why do I still need to wear a mask even when I have had both Coronavirus vaccinations done?’ – reply by Nurse Caroline Howells***

Coronavirus is a respiratory condition that can be easily passed on to other people by coughing or sneezing, just as influenza or the common cold virus. Even after having both vaccinations done, you could still be a carrier of the virus and although you may be okay, there are many vulnerable people you may come into contact with who could become very unwell. That is why it is still important for you to wear a mask when out and about, and especially when visiting the GP surgery.

***Remember when you leave the house:***

## **Keys / Phone / Mask**

- Our local GP Federation, SDHC, are still running the vaccination program on behalf of the Practice
- The SDHC vaccination centre is at the Harbour Community Centre and not at the Practice.
- SDHC will contact you directly by text or letter to arrange your appointment.
- Our vaccination site is now part of the National Booking System (NBS)
- If you receive a letter regarding Covid vaccinations from the central government system, you can select our Vaccination centre at Harbour Community Centre for your Vaccination. This is the only centre where senior clinicians can access your records and where some of the Lighthouse GPs are working.

**Please do not contact the Practice about appointment availability.**

## **Best Times to Contact the Practice**

**– Heather Layne, Administration Supervisor**

We open our doors and are ready to take your telephone calls from 8am-6pm Monday to Friday. However, between 8am and 10am our telephone lines are at their busiest.

Please try to call early after 8am to increase your chances of a same day telephone consultation. All appointment requests are being triaged through the clinical team.

**Once our telephone calls (or appointments) are booked, we will try to pre-book the next available appointment. Alternatively, contact us using Engage Consult (the online medical symptom taking tool that allows you to get a message to us - links on our website home page for which site you are registered with: College Road – Get Help and Ian Gow – Get Help) or email us at: [lighthousepractice@nhs.net](mailto:lighthousepractice@nhs.net).**

However, if you are ringing to discuss anything other than booking an appointment, it is better if you can call us after 10am when it should be easier for you to get through to us on the telephone.

Also, please be aware that between 1pm-2pm the telephone team operate their lunch cover, with fewer staff available to take your telephone call.

## **Emerging from Lockdown...**

### **You Still Need to Call Us Before Coming to the Lighthouse Practice**

We are still triaging all GP appointments and we are still social distancing on site.

Our system for seeing patients remains as:

- Contact us by telephone, or online through the Lighthouse website Engage Consult
- If you have internet access, please use Engage Consult as this frees the telephone lines for those that do not have the internet
- We will assess the help that you need
- We will then either action your request or contact you for further information
- The GP will decide whether you need a telephone or video consultation or should be seen face to face. This may be with your own or another Practice GP, or sometimes telephone consultations are with a GP outside the Practice.
- Reception may call you to offer you an appointment
- Only patients with pre-booked appointments are permitted to enter the Practice
- **Do not** come to the Practice if you develop a new continuous cough or high temperature or a loss of sense of smell or taste – stay at home and call NHS 111.
- If you have Coronavirus symptoms see [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/) or NHS 111 online.

## **Health Awareness Cervical Screening Awareness Week**

**14th – 20th June 2021**

Around 3,200 women are diagnosed with cervical cancer in the UK each year. More than half of the cervical cancer cases in the UK each year are diagnosed in women aged 45 or under. It isn't common in very young women, and the correct age for screening to start is 25. Cervical screening is the most effective way of preventing cervical cancer across the UK.

## ***You said and we did...***

Noticeboard added to Practice website to include informing when a GP is going on, for example, maternity leave.

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

Pauline Barron, Carers Lead, Lighthouse Practice

## Carers Week

**Tuesday 8th June to Monday 14th June 2021**

This is an annual campaign to raise awareness of the challenges Carers face and recognise the contribution they make to families and their communities. [www.carersweek.org](http://www.carersweek.org)

There are over 6.5 million Carers in the UK who provide unpaid care and support to a family member or friend who has a disability, illness, or mental health problem or who needs extra help.

Young Carers Action Day was on March 16th. There are an estimated 21,000 young Carers in East

Sussex. Care for the Carers (CFTC) have a new service for young Carers including a photography course and a Young Carers Club.

[www.cftc.org.uk/young-carers-service-east-sussex/](http://www.cftc.org.uk/young-carers-service-east-sussex/)

The Lighthouse Practice team and especially me, are here to support you if you are a Carer and you need some help. Please let us know. You can find helpful information for Carers on the Lighthouse website and I would encourage you to register with the Practice as either an adult or young Carer if you have not already (forms are on the website). Alternatively, please ask Reception to put you in contact with me, for me to help you. I can refer you to CFTC for a Carer Assessment, or maybe you would just like to have a chat about your caring role.

## Gold Duke of Edinburgh Award holder remembers the day H.R.H the Duke of Edinburgh presented her with the gold certificate.

**By Lee Nolan, patient**

Zoe Nolan, 41, disabled Gold Duke of Edinburgh Award holder, Lighthouse patient and my sister, bid a sad farewell to H.R.H The Duke of Edinburgh.

In 2002, young Zoe (who was 19 at the time), had the pleasure of meeting the Duke when he presented her with her Gold Duke of Edinburgh Award at St James Palace, London, having gained her Bronze and Silver Certificates beforehand. Zoe who was a long serving member of the Girls Brigade at Victoria Baptist Church, under the leadership of Mrs Attwater (affectionately known as Mrs 'A'), managed to achieve all three levels of the Award.

During the Award Ceremony His Royal Highness spoke with Zoe congratulating her on achieving Gold with her disabilities. H.R.H. The Duke of Edinburgh asked Zoe what her favourite memory was, to which she replied, "When we did the Gold expedition I had to be safely tied to a tree with Mrs 'A' during a really windy storm and I got very wet, but I loved it." H.R.H.

The Duke of Edinburgh was very impressed with Zoe conquering her disabilities to achieve such a prestigious award and shook hands with her before moving on.

Zoe says she is very sad to hear of the Duke's death, and sends her condolences to H.M. The Queen at this difficult time.

Zoe knows what it is like to lose a loved one as her father Denis Nolan, 43, died of cancer in 1983. Denis was the first patient to enter the newly opened St Wilfrid's Hospice in 1983 with the help of Joan Hester, and sadly he was the first to pass away at the Hospice. However, the family are to this day still extremely grateful to the hospice for their love and support during such a difficult time.



## Practice TEAM News



### Welcome to Amber Jannetta – Practice Nurse

When I qualified as a Nurse from Brighton University, I knew that working as a Practice Nurse in a Doctor's surgery was the job for me. I joined the Lighthouse Medical Practice in February 2021, but I have been a Practice Nurse for almost two years. I have completed further training and

I have a particular interest in Respiratory Nursing. However, I also provide standard treatments for patients such as blood tests, wound care, and childhood immunisations. Outside of work, I am a keen baker and love cooking, having a very large collection of good food magazines!

**Dr Roz Clift** is currently on maternity leave and is planning to return in July 2021. Her patient's care is being shared amongst the other doctors until her return.



# Patient Participation Group (PPG) News

## Annual General Meeting

In January members elected Penny Briggs, Liz Walke, Carol Voake and Malcolm Finnis as Chair, Vice Chair, Treasurer and Secretary respectively for the PPG for 2021.

Penny and Amanda Sayer thanked members of the group for their work and support during the challenges of 2020. Penny thanked Amanda and all the Practice team on behalf of the PPG and patients for the wonderful care and support all the Lighthouse staff have continuously given to patients throughout the extremely challenging year of the pandemic and lockdown and also thanked Liz Walke representing the Virtual Group, for their valuable input and feedback to the PPG.

## Patient Survey 2021

We will be seeking your feedback on your experience with the Practice – look out for this after in the summer.

## Presentations at PPG Meetings in 2021

The PPG continues to meet virtually and has had presentations from Antonia Bennett and Angela Hatcher of East Sussex CCG who outlined the role of their Public Involvement Team, which includes engaging with the public to get them involved and their voice heard. The team uses the support of PPG groups to reach out to wider audiences and are trying to get younger people interested in joining PPGs.

We also heard from Rachel Slack of the Sussex Musculoskeletal Partnership East about their 'Self-Referral' to Physiotherapy, which is now available. Lorna Johnson of Care for The Carers explained the support that being given to unpaid Carers across the county who provide care and support to family members or friends, and the many different organisations that they work with.



## PPG Members...

### Anne Angel

I have enjoyed a varied and interesting career which has included many challenges,

including being part of a team that organised events in the town including Airbourne, a partner in Cornfield Studios Photographic Studios with my husband, and working for the Sussex Chamber of Commerce.

As well as this, I have been an active supporter of voluntary community organisations and charities, so that when I retired, I was looking for a new challenge. I decided to volunteer to join the PPG as my family have all had excellent care at the Practice since the 1970s. The PPG consists of patients of the surgery working together with the Practice staff and doctors to

help meet and improve the needs of all patients.

It has been a steep learning curve, as I had no idea of the hard work going on behind the scenes at the Practice and the NHS to make it function so efficiently, particularly now with all the extra pandemic pressures.

Since the 1970s we have seen so many changes within the NHS and the Practice, particularly the use of technology, and major advances in medicine.

I have been concerned that the use of technology could prevent some patients from accessing services if they do not use a computer. Last year, the NHS set up a project for "Digital Champions" to assist these patients. I volunteered, but unfortunately, the pandemic has put a temporary stop to the project. I look forward to this restarting at some point in the future.



### Anneke Langford

In 2018, having moved down from London, I hesitantly made a first appointment at my new surgery the Lighthouse Practice. It is not just children who get nervous and scared if my

'seeing-the-doctor' anxiety levels were anything to go by! Whilst reminding myself of the Practice's CQC 'Outstanding' rating, it was the combined effect of the welcoming smile from behind the front desk, the cleanliness, the thematic notice boards, leaflets, display screens, disability-friendly chairs, and the GP's active eye-contact, which put me at ease.

Every interaction with the Practice since that first appointment has reinforced that first impression of a professional and collegiate health team delivering excellence with care, in sometimes challenging circumstances.

On sharing my enthusiastic appraisal of the signposting and leaflets with my GP she informed me that this was in fact the work of the PPG. On further investigation I found that the quarterly Newsletters are PPG produced and that there is also a Virtual PPG. The idea of patients, in cooperation with the Practice team, helping to meet needs and making improvements appealed to me greatly, and I was delighted in 2019 to join the PPG.

## Would YOU like to join the PPG or Virtual Group?

We welcome new members to both our groups who want to contribute to the excellent care we receive at the Practice.

Contact: [Liz.walke@aol.com](mailto:Liz.walke@aol.com) or ask at Reception.



## Thank You...

The Practice team would like to thank all patients for their patience and cooperation in following the Surgery safety guidelines and new procedures necessary to ensure that we can continue to deliver our healthcare services to you.

**Remember, we are here to see you safely.**

## Managing Your Repeat Prescriptions – Dr Nathan Dixon

We have received questions from patients through the PPG and Virtual Group on the operation of the Practice Repeat Prescription Service. Our service has evolved through technological developments for prescription issue and also adapting our processes because of Covid-19.

There are two main forms of electronic prescriptions with similar names, **Electronic Prescribing and Electronic Repeat Dispensing.**

**Electronic Prescribing** – The method we use for most of the Lighthouse 'one-off' prescriptions resulting from a consultation with you. As your GP completes your prescription on their computer it is sent electronically directly to your preferred Pharmacy's system. This avoids paper prescriptions and any delays in transferring these to the Pharmacy and thus is faster, safer, and more efficient.

**Electronic Repeat Dispensing (ERD)** – Due to Covid-19 NHS England encouraged GP Practices to move as many suitable patients as possible over to this prescription service, thereby efficiently freeing up some precious time for Practice staff.

ERD is when we send between six months (usually) to possibly a year's worth of your prescriptions to your Pharmacy in advance. You then directly request your repeat prescription when you need it each month by telephoning your Pharmacy rather than having to contact us which removes the delay waiting for us to sign your prescription

each time. Please be aware that your Pharmacy cannot authorise your monthly medicines many days before they are due. It is good to keep a reminder to contact them 3 to 5 days in advance

of running out just in case they need to order any stock in for you.

Once you are on ERD your Pharmacy should inform you, with the last prescription issue (at six months usually, or else 12 months), that your ERD is now coming to an end and you to contact the Practice to see if the ERD prescription can be renewed for another six months or a year. If a GP needs to speak to you before doing so the Practice will contact you. The new cycle of ERD prescriptions approved by the GP will be triggered in the Pharmacy's electronic systems on the due date.

Some patients are not eligible for ERD including (but not limited to) if their medications change frequently, if they require monitoring such as regular blood tests, or if they are prescribed controlled drugs (such as certain painkillers).

To have ERD you have to have a nominated Pharmacy to provide the medication.

**If you are not yet on ERD and are interested in using it, please do let us know and we can see if this is suitable for you. Alternatively, if you prefer to not to have ERD, please let us know.**

**A couple of things I would like to encourage patients with prescriptions to do.**

- Nominate a Pharmacy for the Practice to send your prescriptions to.
- If you have computer access, sign up to Patient Access and then request your repeat or renewal of ERD medication through this where possible. Patient Access requests are faster and more secure and are also accessible via the service options in Engage Consult.

# Thought for the Day...

## Looking Back – Looking Forward?

by Canon Michael Cole.

Looking back over this past year has been very difficult and for some people, a very sad time. We have all been coping with 'Lockdown'. Shops, schools, colleges, and many places of work have been closed, but there is the news of many beginning to re-open. Sadly, some people have faced the death of a loved one through the effect of Covid-19. The whole nation recently has grieved the death of the Duke of Edinburgh. I hope that we will continue to pray for the Queen and the Royal Family in these coming months.

Looking back also takes us to the historic and life changing event of Easter with the death and resurrection of the Lord Jesus. Good Friday was the time of loss, death, and sadness but Easter Sunday gives us the hope and assurance that Jesus had risen and is alive eternally and that He will assure us of his forgiveness, hope, peace, and eternal life. His message to his disciples was 'Peace be with you' (John 20:19) Jesus mentioned this message twice in

a very short time, to enable the disciples to look forward with assurance and hope.

Looking forward begins to give us hope in these days. We are able to go out. Schools and colleges are opening up. The shops start to be very full of customers, the weather is getting warmer, and we start to wonder whether a holiday will be possible in a few months' time. We are starting to recover and to return to what we used to have and do. But, having looked back and now looking forward, are we also looking up?

While most churches were closed, the work of our Christian leaders was even more busy, reaching out to more people than usual through various Zoom events. People were seeking to make effective contact with the Lord through whom we find forgiveness, peace, help, faith, and hope. Whatever may happen both locally and nationally in these coming months, it is essential that we pray to the Lord in faith, belief, and truth, and seek his will for our personal, local, and national lives as we look up to Him, who on the first Easter Sunday a bit less than two thousand years ago, rose again, and is eternally alive whatever may be happening in this world.

**Canon Michael Cole**

## Jane's Story

– by John, *Lighthouse Chaplain*

When I first met Jane\* she was very distressed. Although her story is not unlike many stories that could be told in these difficult and depressing days, it does highlight issues we all face.

Jane's father, who lived some distance away, was admitted to hospital and within 24 hours had been transferred to another one 10 miles from his home. He was 84 years old and had been in deteriorating health, although not suffering from coronavirus. Jane's first instinct was to get in the car, and regardless of the distance, go and see her father. But the hospital was not allowing visitors and the best she could do was to talk to him on the telephone. As her father's condition got worse, the hospital organised a Facetime call for Jane. Shortly after came the telephone call she had feared but half expected, her father had passed away, and she was not there. One of the Nurses on the ward told her that she had sat with her father and held his hand in his last moments of life. It was a comfort to her to know that her father was not alone.

Now Jane was faced with making all the arrangements for her father's funeral by telephone. It is only when we are denied face-to-face contact that we realise how much body language and facial expression helps our communication. What helped Jane make the arrangements was the fact that she knew her father's wishes and his choice of details such as the music. Whilst the rules forbid singing, music is permitted, and Jane chose what would normally have

been sung. The numbers attending were again limited by rules, but she made sure that thirty of her dad's family and friends were able to be there. In normal times there would have been so much more, but such as there was provided a milestone in Jane's grief.

Dealing with grief takes time and it takes more than a funeral service to come through. Now some days later, Jane finds she is up and down, some days are better than others, but the down days are not as bad as they were and are becoming less frequent. Jane will come through drawing on the shafts of light in the dark period and the love and support of those close to her.

*\* Name has been changed.*

**John, Lighthouse Chaplain**

## Practical and Expert Advice – Helpful Websites

[www.openforparents.org.uk/location/eastbourne/](http://www.openforparents.org.uk/location/eastbourne/) practical and positive tips to help parents and carers deal with common childhood and teenager issues.

[www.southdownhousing.org](http://www.southdownhousing.org) a free Social Prescribing service provided by Community Connectors providing one to one support to people for their health and wellbeing and helping them access the support available.

Jeanne Nippers is their 'Connector' for our Practice, you can get in touch with her on 01323 340151 or email: [social.prescribing@nhs.net](mailto:social.prescribing@nhs.net).



# 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@aol.com](mailto:liz.walke@aol.com).

Recent comments include issues still being reported about repeat prescriptions on the EMIS system e.g. items taken off, seasonal medication and who does medicine reviews?

The next Newsletter will include further information on this.

## 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.

## 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.

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



**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](http://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 telephone Reception 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.

#### 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!

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

Practice Facebook 

## 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/](http://www.nhs.uk/nhs-services/online-services/find-nhs-number/)


## 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.

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:  
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**Opening Hours:**

**Monday - Friday: 9am - 6pm**

**Saturday: 9am - 12pm**

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