

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

Chair and Editor: Penny Briggs

www.lighthousepractice.co.uk

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We wish all our patients and the Practice Team a Happy and Healthy 2020

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Coronavirus (COVID19) ALERT

**NHS Advice at
18 February**

by the Lighthouse Practice

To protect everyone's health it is vitally important people follow Public Health England's advice

Call NHS 111 now if you have been:

- To Wuhan or Hubei Province in China in the last 14 days (even you feel well and do not have symptoms)
- To other parts of China, including Macau and Hong Kong, in the last 14 days and have a cough, high temperature or shortness of breath (even if it's mild)
- To Thailand, Japan, Taiwan, Singapore, Republic of Korea or Malaysia in the last 14 days and have a cough, high temperature or shortness of breath (even if it's mild)
- In close contact with someone with confirmed coronavirus.

Anyone who meets the above criteria is advised not to go to a GP surgery, community pharmacy or hospital. Instead they should call NHS 111, stay indoors and avoid close contact with other people.

Failure to do so risks spreading the virus and causing significant disruption to the service we can provide. Thank you.

Tribute to Gwynne Pickering

**Chair, Patient
Participation Group
(PPG) 2013-2019,
Vice Chair 2012**



It is with great sadness that we inform patients that Gwynne Pickering, the Chair of our PPG passed away at the beginning of January. Gwynne chaired the Lighthouse Practice Forum meetings from February 2013 up to February 2019. Gwynne was very proud when the Patient Forum (as it was known then), celebrated the 100th meeting in July 2018.

The PPG held a moving tribute to Gwynne at the January PPG meeting, attended by his wife Joyce. Joyce was presented with a specially printed card containing many tributes to Gwynne from the PPG members. Extracts from a few of the tributes are shown on page two.

Dr Andy Baldwin spoke of behalf of the Practice, recalling Gwynne's great contribution to their work and his enormous dedication. Vice Chair Liz Walke spoke of her and Gwynne's work within the wider NHS organisations in Sussex and also his involvement in Parliamentary groups speaking about his own experience with diabetes.

Gwynne Pickering – Tributes from members

It was a privilege to know Gwynne and to work with him. Six years ago, he followed me as Chair of the Patient Forum, (now the PPG), a role in which he was extremely successful. Whether liaising with the Practice Partners and staff or seeking to enhance the awareness of the Group in many ways he was always knowledgeable, diplomatic and enthusiastic. Gwynne's contribution to the Patient Group will not be forgotten.

Malcolm Finnis, Chair 2009-2012

I share many memories of Gwynne and have seldom seen anyone more committed who worked harder. I will never forget Gwynne's gavel on the table to call order at PPG meetings and his absolute commitment to working hard and doing a good job.

Liz Walke, Vice-Chair

Gwynne was a very enthusiastic member of our PPG and will be sorely missed. He brought great energy to his chairmanship. His voice rang out at meetings keeping us all on our toes. He was generous with his time and expertise and always ready to help.

Carol Voake, Treasurer

Gwynne was always very positive, enthusiastic and supportive of ideas to improve the changes achieved by the PPG and was very proud of the

Newsletter that I have edited for 6 years. His own vitality and passion for the PPG was always present even when he became ill and will be forever remembered.

Penny Briggs, Chair

Gwynne was an inspiration to everyone that he met. Even at the end of his life when I visited him in the Hospice, he was still thinking about his role as Chair and was giving me help and advice on ongoing issues. Gwynne understood the issues that we faced as a Practice and worked hard to resolve them but what really set him apart was the way that he genuinely cared about people; the patients, the GPs, the staff that you all see every day, but also the staff who most of you don't see who work behind the scenes. He made us all feel valued and special.

Amanda Sayer, Managing Partner



Gwynne with PPG members in 2018.

Practice Team News – Welcome to **Dr Cat Capurro**

We recently welcomed Dr Capurro to the Practice team and she tells us about herself...



I have recently started working at the Lighthouse Practice as a Salaried GP and I consider this an honour. After one year spent at the Practice as a Registrar, I really valued the high standard of care provided to the patients and

the thorough training offered to the speciality doctors.

For a doctor, working in a Training Practice means constantly learning and being ready to be constructively challenged. For a patient, being registered in a Training Practice could mean to possibly have a little bit more patience, but also having more easily a second opinion from a very expert practitioner on the spot!

Having been asked few times "When will you become a doctor?" I would also like to reassure all of the patients that registrars are fully qualified doctors, in the process

of specializing as General Practitioners. Registrars are encouraged to discuss and review all the consultations until their supervisors (fully qualified GPs who have had a training to educate new GPs) are happy with their clinical judgement, responsibility and ability to find the relevant evidence for the treatment of the patients.

Sharing and discussion is always promoted in any step of our career and I find this important to grow and expand our knowledge.

At the Lighthouse I also had the chance to be supervised in learning acupuncture as an additional subject. It is admirable for a Practice to offer such an opportunity.

I have an interest in musculoskeletal medicine which I am currently developing, and I hope you could soon take advantage of!

I hope through my practice I could convince as many people as possible to engage in exercises and keep moving their body when possible, there is no age limit and no body part limit from the big toe to the little neuron in our brain, each cell can enjoy a little exercise!

Patient Participation Group (PPG) News

Presentations at PPG Meetings

PPG members organise interesting and informative presentations for our meetings.

In October Serene Russell of the Clinical Falls Prevention Service gave an interesting talk about the services available in Eastbourne, Hailsham and Seaford from her team of nurses, podiatrists, physiotherapists, and qualified 'falls specialists'. She explained that on referral (self or GP) an assessment is done. Following that, there could be strength and balance classes for 17 weeks, and/or a home hazard assessment, and home exercises for 12 weeks.

In November Rachel Hesterbank, Senior Team Leader & Young Adult



Carers Project Lead from Care for The Carers (CFTC), gave an inspiring talk to us about Young Carers and CFTC. Rachel gave out a questionnaire on Carers as a basis for information and the PPG had a group discussion about the number of carers in the UK and the costs involved. Rachel described how to identify and support carers. She mainly works with young carers and runs groups for them to attend.

Rachel works hard to ensure that patients and their Carers are provided with any relevant support and guidance. www.cftc.org.uk

Carers' Rights Day 21st November 2019

– Pauline Barron, Carers' Lead

The Lighthouse Practice proudly supported Carers' Rights Day which aims to raise

awareness surrounding the rights of unpaid carers. Potentially one in eight adults (around 6.5 million people) are carers and many are not aware that they are one, or their rights as a carer, and the support they can receive.

Pauline has built a very informative webpage with supportive information for carers on the



Practice website and updated the PPG at the November PPG meeting which focussed on Care for the Carers. *If anybody would like more information on Carers then please contact Pauline Barron, Lighthouse Carers' Lead.*

On-line Appointment Bookings with Your Registered GP

The PPG have given feedback to and discussed with the Practice, the issues reported to us by several patients using digital services such as Patient Access to book GP appointments. One particular issue is that patients are being restricted to appointments only with their registered GP when they book on-line. The situation has improved particularly with the 'Engage Consult' digital access to a GP being opened up to Ian Gow patients. As Amanda Sayer outlines on page 6, the solution is more complex than it appears, bearing in mind the shortage of GP appointments due to a massive increase in patient demand. Please bear with the Practice as they work through this. We will update you on this in the next Newsletter.

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.

“Continuous effort, not strength or intelligence, is the key to unlocking our potential.”

Winston Churchill



Think!

Look Out for Others...

Who can you help?

Is there an isolated or housebound friend or neighbour you can bring a bit of sunshine to their day to by making time to telephone or visit them? Perhaps you can also help them to find ways to connect and keep in contact with their friends and the local community?

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



The National Data Opt-Out - Fully in Effect from March 2020

Q: What is this?

A: *You can choose whether your confidential patient data is used for research and planning*

The National Data opt-out service enables patients to register to opt out of their confidential patient information being used for purposes beyond their individual care and treatment.

Your Data Matters to the NHS

The NHS wants to make sure everyone has the best care now and in the future. Your health and adult social care information supports your individual care and it also helps with research to plan and improve health and care services.

There are very strict rules on how your data can be used and the NHS is committed to keeping patient information safe. You have clear data rights and can choose if your confidential patient information can be used for research and planning.

Your Confidential Patient Information

Confidential patient information identifies you and says something about your health, care or treatment and you would expect this information to be kept private.

Information that only identifies you such as your name and address is not confidential patient information.

Your confidential information is used in two different ways:

Your individual care – Health and care professionals such as your GP may access your confidential patient information records for important information about your health to enable your treatment and care.

Research and Planning – The NHS generally uses anonymised data (that does not identify you) for research and planning, but confidential patient information is also used to plan and improve health and care services and research and develop cures for serious illnesses.

You have a choice - If you don't want your confidential patient information to be used for research and planning, you can opt out of this and of course your confidential patient information will still be used to support your individual care.

If you do opt out – There are some specific situations where your data may still be used and anonymised data that does not identify you may still also be used.

Your decision will only apply within the health and care system in England. Your opt-out will not apply to your health data where you have accessed health or care services outside of England, such as in Scotland and Wales.

Manage your Choice – To make or change your choice

- Use the NHS online service:
<https://your-data-matters.service.nhs.uk/>
- Request a print-and-post form:
https://assets.nhs.uk/prod/documents/Manage_your_choice_1.1.pdf
- Use the NHS telephone service: **0300 303 5678**
(Monday to Friday, 9am to 5pm
- Excluding bank holidays)
- Via the NHS App

You will need the following information:

- NHS Number;
- Up to date email address in your GP record;
- Up to date mobile phone number in your GP record.

If you do not wish to opt out, you don't have to do anything at all.

You can also manage a choice on behalf of another individual by proxy. For example, if you are a parent or guardian of a child under the age of 13.

From end of March 2020 the Practice will no longer be able to record patient opt-out preferences.

Q: *I have previously opted-out (Type-2) when it was introduced in May 2018 - Do I need to do anything?*

A: No, All Type 2 Opt-outs have been automatically converted by NHS Digital to a National Data opt-out.

Any questions?

Please ask a member of the Reception team.

DATA
Opt-out

Dr Andy Baldwin, GP, writes...

I am privileged to be a Trustee of the Beachy Head Chaplaincy Team (BHCT). Trustees help oversee the running of the charity and support the amazing work of the Chaplains. The reason I am involved with BHCT can be summed up by Mike's story, of which a small part is included below.

"Last New Year's Eve, I could not see at the time that there was any hope and I believed I would never recover from my childhood abuse. As the day progressed something clicked, I knew suicide was the only option to my problems".

Mike travelled to Beachy Head and shares "Had it not been for the swift intervention from the Chaplains I really don't think I'd be here today. They found me in the car park and when a lady Chaplain approached me, I burst into tears. The team were amazing. They made me feel worth something and opened up the idea that possibly life could get better. Today, I am looking for work again and so unbelievably blessed to still be alive. I've seen my son start school... my partner and I are planning to marry soon. Without the Chaplains finding me, looking after me, talking to me and getting me the help I needed I may not be here today."

Beachy Head Chaplaincy Team:



Gail Whittington

Let me introduce myself. My name is Gail and with my husband Steve, have lived in Langney for the past 28 years, with our four children attending the local schools.

Since 2013, we have both been involved with the BHCT. Steve started as a volunteer Chaplain and is now employed full time as the Team Leader, leading the Team of Chaplains at Beachy Head.

I am employed as the Office Manager, and it is my job to ensure that we are compliant as a charitable company as well as all dealing with the administrative tasks that go alongside running a charity.

What does BHCT do?

BHCT's Chaplains patrol at Beachy Head using their skills in crisis intervention to offer supportive listening, to start a dialogue and to encourage more hopeful solutions than suicide, to people who are feeling suicidal.

We have a team of qualified and committed search and rescue Chaplains who patrol on foot and by car, and respond to emergency calls, to locate people at risk, being available 24-hours a day, 365 days a year.

Our search and rescue chaplains are Christians from local churches and although we reach out with the love of God, we never impose our faith on the people we seek to help.

We believe that by receiving skilled crisis intervention support at their time of crisis, people in suicidal distress can be awakened to the hope that there are other ways forward to address the problems they face. As a professional organisation, we work very closely with our partner agencies, who can give the care and support when it is needed.

Beachy Head is also a very beautiful place to go and visit, and we will often be found interacting with the many communities that can be found enjoying Beachy Head, at different times and seasons.

HEALTH AWARENESS

CARE! Handing in Samples to Reception – Nurse Caroline Howells

- Please ensure the sample pot label is filled in with name, date of birth & date/time of sample.
- Please complete the enclosed paperwork with reason for testing or handing in.
- Please wait at Reception until the Receptionist has taken your details.
- If any details are missing, the nursing staff will discard the samples.

Stop Press!

Due to the Coronavirus, the telephone automated booking system, *Patient Partner* is stopped. Please use the online systems including *EMIS*, *NHS App* and *Engage Consult*, or telephone to speak to our Reception team. Thank you.

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

Thought for the Day...

Canon Michael Cole is a patient at the Lighthouse Medical Practice and kindly shares with us one of his thoughts...

2020 A New Decade – A Fresh Start

A recent feature in the Telegraph said ‘Get a new, improved you in 2020 - in just 15 minutes’. It went on to mention five different quick exercises to work your entire body. They included such activities as Jogging on the spot, press-ups and jumping jacks. They do contribute to our wellbeing, but our wellbeing and our health don’t depend just on our physical wellbeing, but also upon our mental, emotional and spiritual wellbeing.

As an example of this I want to take us back a few weeks to the familiar Christmas story. I was amazed to discover the same message that was given to both Joseph and the Shepherds in very different circumstances. The angel said to Joseph ‘Don’t be afraid’. Joseph was worried that Mary was found to be pregnant before they were married. In Joseph’s day that would have been a public disgrace, so he had in mind to divorce her quietly and bring the relationship to a peaceful end. The Shepherds received the same message ‘Don’t be afraid’ late one night. They were out caring for their flocks when suddenly the sky is filled with a brilliant light. The glory of the Lord shone around them and they were

terrified. Their lives and their work were marked by fear and worry until they received and understood the ‘Good News about Jesus’ that they were yet to receive.

We have all come to the New Decade and hopefully a Fresh Start. We may still be battling with health problems of one sort or another and hoping and praying that the doctors, the chemists, the clinic or the hospital will be able to help us and ease the discomfort and cure the illness as soon as possible.

As we have been reminded, we need also to take care of our mental, emotional and spiritual wellbeing. We will also be aware of the increasing climate problems that more people are facing around the world affecting their health and peace.

Writing to the Christians at Philippi who faced many problems, Paul, who was in prison because of his faith, assured them that ‘The peace of God which transcends all understanding will guard your hearts and your minds in Christ Jesus’ (Philippians 4:7) That same peace with God through our faith in Jesus and trust in Jesus is still the same as we move into a New Decade whatever the situation we may have to face. ‘Don’t be afraid’ like Joseph and the Shepherds. There was an amazing fresh start for them and there can be for us as well. May the Lord bring his peace to all of us in 2020.

Canon Michael Cole

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

GP Patient List Sizes – Amanda Sayer, Managing Partner

GP patient list sizes have increased by 8% in the last four years, according to a Trades Union Congress (TUC) analysis published in December 2019.

In September average list sizes stood at 2,100 per doctor, some 160 more than in 2015, the TUC found. The analysis shows a 1,000 drop in the number of GPs in the period – with the greatest fall in the North East of England where numbers have fallen by 11%.

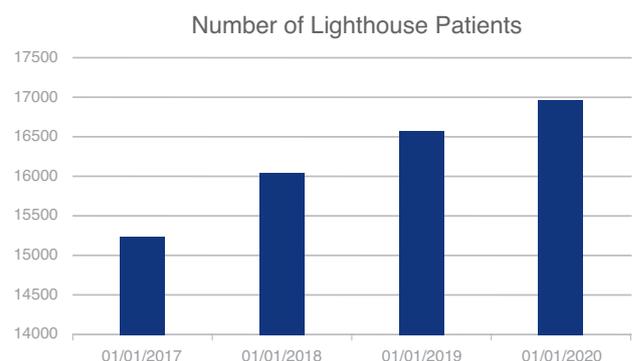
In the East of England, numbers fell by 7%, with NHS Cambridgeshire and Peterborough suffering from a shortfall of 178 GPs, the TUC found. In Birmingham and Solihull the shortfall is 172. The analysis is based on British Medical Association guidance suggesting 1,600 patients per GP.

TUC general secretary Frances O’Grady said: “Our hardworking and overstretched GPs are working tirelessly to help patients. But there are simply not enough of them to keep up with demand. As a result, patients are not getting the treatments they need on time. And family doctors are stressed and overwhelmed. The next government must invest in our NHS and

boost GP numbers.”

The BMA said the figures showed the need for the next government to “learn from the mistakes of the past.”

GP committee chair Dr Richard Vautrey said: “As we’ve said time and time again, there are simply not enough GPs to meet demand and guarantee safe, quality care to patients. As doctors stretch themselves more thinly, they risk their own health and wellbeing. As this analysis shows, despite pledges to increase numbers by 5,000 by next year, we’ve seen the exact opposite – with hundreds fewer family doctors than we did in 2015.”



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.

Recently, there have been a lot of comments about the difficulty in being able to make an appointment on-line with any Doctor other than your own GP when the latter is unavailable or fully booked well in advance. The PPG raised this matter with the Practice, and it appears the solution is more complex than it appears.

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.

Over Easter the Practice is closed on 10th and 13th April.

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.

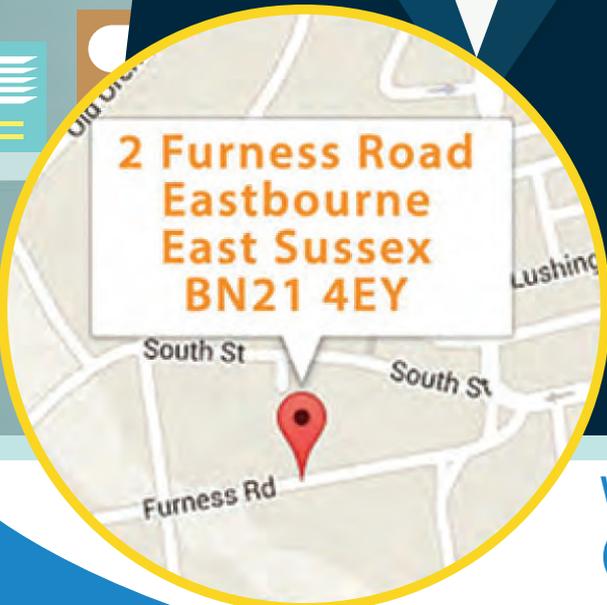
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Services Available at Your Local Day Lewis Pharmacy, Eastbourne



- 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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