



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

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We wish all our Patients and the Practice Team a **Safe and Happy Christmas and Best Wishes for a Healthy 2021.**

We hope that you stay well over Christmas. Please take care and arrange things to keep everyone safe.

The PPG, on behalf of all patients, give a very grateful **THANK YOU** to every one of the Practice team for the brilliant care and support they have all given to patients throughout the pandemic and the two lockdowns.

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 care for you.**

Emails to the Practice Prescription Requests Only

We continue to accept your Prescription Requests via email to us through to the New Year. We are finding a suitable alternative to email for Prescription Requests for 2021 and will advise you in the New Year.

Please note we cannot book appointments via email.

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.

Coronavirus (COVID-19) Alert

Do Not Come to the Lighthouse Practice Without Calling First.

To avoid face-to-face contact whenever possible and help stop the spread of Covid-19, contact us by telephone or online through the Lighthouse website to use Engage Consult where you will be asked questions to enable us to assess how we can give you the help you need (potentially a telephone or video Consultation with your usual or another Practice GP). Your call will be triaged by a GP and if a GP needs to see you in person, they will authorise you for a pre-booked appointment by the Reception team. Only patients with pre-booked appointments whether authorised by a GP or Nurse are permitted to enter the Practice, but do not come if you develop a new continuous cough, high temperature or loss of sense of smell or taste – stay at home and call **NHS 111**. If you are told to attend the Practice you will be questioned when you arrive - please answer honestly as if you enter the building with symptoms, we may have to close the Practice.

If you have symptoms, visit:

www.nhs.uk/conditions/coronavirus-covid-19/
or **NHS 111** online.

COVID-19 Vaccinations - Update on 22nd December

Amanda Sayer, *Managing Partner*

We are following detailed National NHS guidance:

You will not be vaccinated at the Practice. This is due to the complex delivery of the Pfizer vaccines which needs to be stored at very cold temperatures and moved carefully.

Attendance at an Eastbourne Vaccination centre. We are asking our patients to attend an NHS GP-led Vaccination Centre in Eastbourne, not at either Surgery site. We will advise you on this location shortly.

Vaccination Appointment Booking

The vaccination centre (provided by our local GP Federation) will contact you directly to arrange your appointment. The Lighthouse Practice has given agreement to this.

Invite to Vaccination in line with the National Guidelines – Due to the initial vaccine deliveries being small, the groups who will be contacted to receive the vaccine first may have to be even smaller than originally anticipated. Please be patient as the NHS works through the invites in the order of the National Guidance and at this time. We have been advised that the Federation will start by contacting people over the age of 90, then 80.

The vaccination programme will continue to expand in Sussex over the coming weeks and months as more vaccine becomes available. This may include more hospital hubs, more GP-led local vaccination services, larger vaccination centres, and a roving service to take the vaccine into care homes and people's own homes if they cannot attend a vaccination site.

www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-2-december-2020/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-2-december-2020

Please do not contact the Practice about appointment availability.

We have no further information at this time, and we need to keep the telephone lines available for patients trying to contact us on their urgent health issues. We will update our patients and put further information when known on our website. *Thank you for your understanding.*

Attending Your Vaccination

Your invite may be via telephone, text or email. Please act on your invite when it comes and make sure you attend both your appointments. **The COVID vaccination is two vaccinations several weeks apart.** Please remember that it is important to have both injections.

The vaccination cannot prevent an infection that you have already been exposed to, your body takes several weeks to build up immunity after vaccination

If you are unwell at the time you are invited for a vaccination your appointment may be postponed until you are better.

Message from Dr. Nathan Dixon, GP Partner:

If offered the vaccine: Please seriously consider taking the vaccine providing you have no contraindications. Initial studies show it offers a good level of protection from Covid-19 for at least 6 months. Covid has had an enormously damaging effect on all of society and the vaccine offers genuine hope for a better future. Not only will you be protecting yourself but also anyone you meet be they loved ones, friends, family or colleagues.

All the while COVID-19 is circulating in our communities it is important to continue to follow the national guidelines and even after receiving your vaccination you still need to take all the same preventative measures and remember Hands, Face, Space. It will save lives and help the NHS.

For more information on the COVID-19 vaccination:
www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme

Flu Clinics Update 2020-21 – Dr. Andrew Baldwin

All organisations have had to adapt to the impact of Covid-19 and many of the processes and procedures we previously took for granted had to be quickly adapted to ensure we could protect our patients and staff. Many of you will know that all GP appointments are initially made as telephone calls and many problems previously managed face-to-face have been successfully managed via telephone or video calls.

One area that did require much thought and planning was the delivery of our Flu Clinics. Normal queueing and 1-minute appointments seen in 'usual times' were not possible. We also had to consider that nearly half our flu vaccines are given opportunistically during routine appointments and yet we currently see far fewer patients face-to-face. We therefore extended our Flu Clinics to run across both sites for 4 Saturdays

and also provided weekday clinics. In doing this we could ensure that the clinics were safe, and appointments suitably spaced to avoid queues and allow for social distancing.

We are massively grateful to our team who gave up their Saturdays to ensure we could deliver this vital programme. We are also grateful to the kind comments from patients who felt the clinics were safe and well run.

We have already achieved our target of vaccinating >75% of over 65-year olds and are working towards our targets for those in other clinical risk groups.

Aged 50-64? This year you are eligible for a FREE NHS flu vaccine from December 1st. If this is you, please contact the surgery to book your appointment.

Practice Team News

Welcome to Dr Joshua Getty!

Hi, I'm Dr Joshua Getty and I am joining the Lighthouse team as a GP Partner.

I've been in the practice since August 2019, when I joined as a registrar doctor to work with Dr Stewart and the team.

I'm originally from Bexhill, attending St Richard's secondary then



Bexhill College, before going to medical school at King's College London. After six years (including a degree in infectious diseases at Imperial College London), I moved back to the South Coast to start working as a doctor. I spent two years in Southampton and the New Forest, before returning to East Sussex for my GP training.

Over 3 years I worked across the Conquest and Eastbourne DGH, as well as for both St Wilfrid's and St Michael's Hospices. I continue to have the privilege to work for St Michael's Hospice and have recently taken a role with Health Education England to direct the training of new GPs in the area.

Outside of work, I am a keen Arsenal fan and an England rugby supporter. I also enjoy watching motorsport, particularly Formula One, where I have been lucky enough to be a part of the trackside medical team for the Abu Dhabi Grand Prix over the last few years.

I'm thrilled to be joining the Lighthouse team as a Partner with their excellent and supportive team, and I look forward to continuing my time working to help our community.

Health Reminder

You can still book for your NHS flu inoculation (FREE if you are eligible). Aged 50-64? This year YOU are eligible for a FREE NHS flu vaccine. Please contact the Practice to book your appointment.

Daniel Melrose, *Pharmacist*, Day Lewis Pharmacy

Daniel is familiar to many College Road patients who use the Day-Lewis Pharmacy opposite the Surgery and he writes on his experience working through Covid-19:



"It is hard to put into words what working in Pharmacy through the Covid-19 pandemic has been like since it was declared a Worldwide Pandemic. From March onwards in the days leading up to the first national lockdown all the way through to the present day, legislation has come and gone so quickly it is hard to remember which day things happened on!

I remember working shifts that started at 7am and finished at 10pm. I remember sitting on the phone for a GP with both of us looking at Google Translate as we tried to decipher a doctor's letter written in Cypriot Greek for a lady who found herself trapped in Eastbourne during lockdown and was in urgent need of her medication. I remember day after day reading about more deaths, more tragedy and feeling the constant strain in my own personal tiny part of the NHS as it felt like we might never get back to normal.

But when we look back, it makes me proud to remember people's generosity throughout the worst of times. When our delivery driver received a letter informing him he had to shield, we had people calling us willing to volunteer within hours of advertising for a temporary replacement. When we clapped once a week, people went out of their way to make sure we knew they were clapping for us as well.

Overall, I feel proud to feel as though my team played their part in the fight against coronavirus. When the whole country shut their doors to wait out what turned out to be the longest but also shortest summer of our lives, we kept ours open to help our community in any way we could."

The PPG on behalf of all the Lighthouse patients want to say a big Thank You to the brilliant job all the team members of our local Pharmacies have done to look after us and get us our medications in a very difficult year and thank Daniel for sharing his experience with us.

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

Pauline Barron,
Carers Lead, Lighthouse Practice

26th November 2020 was Carers' Rights Day. In other years we have had displays at both our sites including information on the rights Carers have in order to increase awareness and encourage patients that are not already registered as a Carer at the Practice to do so.

Did you know as a Carer you are entitled to a carer assessment, a flu inoculation, to request flexible working hours, and certain financial entitlements.

For more information about your rights as a Carer please see: www.cftc.org.uk/resources-for-carers/what-are-my-rights/

Remember to apply for your East Sussex Carers Card (CRESS) It identifies you as a Carer in an emergency, sets an Emergency Respite plan plus provides discounts and special offers.

www.cftc.org.uk/help-and-advice/get-a-carers-card/

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

Coronavirus Support

If you are finding things very difficult and it is affecting your mental health, please contact us at the Practice and ask to speak to a GP also have a look at the NHS website for many mental health resources.

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



*“Not all of us can do great things.
But we can do small things with
great love.”*

Mother Theresa

Engage Consult A Guide for Carers

*Using the Online Consultation service
on behalf of the person you care for.*

Please see the link to this helpful Engage Consult document on the Practice website on the consent required to use the Carer's email address where the patient has none. To do this the Carer should have patient consent recorded and authorised by the Practice.

www.lighthousepractice.co.uk/wp-content/uploads/sites/532/2020/04/Engage-Consult-A-Guide-for-Carers-1.pdf

Patient Participation Group News

The PPG continues to meet virtually and in September we heard from Caroline Castle, Care Co-ordinator Manager at Community Connectors, a free Social Prescribing service provided by the Southdown organisation. This service provides one to one support to people for their health and wellbeing and helps them access the support available. Caroline writes a story for us later in this Newsletter. Jeanne Nippers is their 'Connector' as the Social Prescriber for our Practice. To enquire about referrals and support, call 01323 340151 or email: social.prescribing@nhs.net

In November we heard from Rachel Slack of Sussex Musculoskeletal Partnership East (SMSKPE). Rachael outlined the Blueprint for

the new Patient Experience Strategy developed at SMSKPE which with COVID-19 has seen real changes with the way patients access medical treatment with the NHS and its providers and is keen to work with the PPG.

Find out what support you can get if you are affected by coronavirus such as for paying bills, getting food, and your mental health and wellbeing, and the website includes information for children.

www.gov.uk/find-coronavirus-support

Patient Survey 2021

We will be seeking your feedback on your experience with the Practice – look out for this in the first quarter of 2021.

Community Connectors

– Caroline Castle

How COVID-19 Lockdowns Had Affected Julie*

Julie was referred to our service by her GP as her mental health and wellbeing had been severely affected by the COVID-19 lockdown restrictions. When we 'met' Julie she was very tearful, anxious, and depressed and felt that her life was not worth living under the present situation. She said she felt that at 70 years of age the most fulfilling time of her life had been taken away from her and had lost motivation and felt isolated as well. Julie had put on a lot of weight, adding to her depression, as well as trying to cope with the pain management of her Arthritis condition. She said the face masks we now must wear made her feel anxious and unable to breathe.

How Julie and 'Community Connectors' found a Solution Together

Julie had coaching sessions with us which enabled her to acknowledge her achievements before lockdown, including being an active member of local charitable and Church groups. We helped her form her goals for achievement in a Support Plan for the next eight sessions. We looked together at ways she could improve her mental health and wellbeing through using

online NHS apps, the Silver Cloud website and counselling services and referred her to One You, East Sussex, for lifestyle support to help with her weight gain. We discussed the positives in Julie's life and her huge contribution to local charitable groups and also the upsides, benefits, and downsides of getting older. We provided Julie with information about dealing mentally with the COVID-19 crisis and encouraged her to discuss with a GP getting an exemption from wearing a facemask.

The Outcome of This Story

Julie is now on the One You programme and to date has lost 7lbs. She has done the Silverline programme and has been able to resume some volunteering, gradually contacting friends. She has been studying all the mental health support information we could provide around COVID-19 and found it very helpful. She has joined other courses and her wellbeing score has improved since she was referred to us.

Julie's Feedback

It has been lovely to have someone to talk to who really understood how I was feeling and motivate me to move forward with my life and to be inspired to achieve all that I want to despite my age, and that hopefully I have many more years of enjoyment to come.

**Name has been changed*

www.thesilverline.org.uk

www.nhs.uk/apps-library/silvercloud



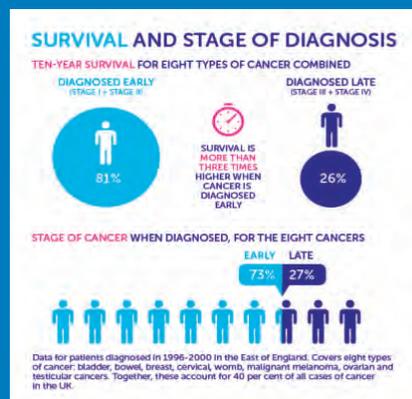
Don't Delay Contact us Today

Together we will beat CANCER



I have symptoms of Cancer, what should I do during the Coronavirus outbreak?

- You should still contact us as soon as you notice a change that isn't normal for you or if you have any possible signs and symptoms of Cancer
- Your GP can talk to you on the telephone or online via our ENGAGE CONSULT. They will ask about your symptoms and tell you if you need to go in to see them or another GP.
- We are following strict guidelines to ensure all patients are kept safe when required to visit our Practice.
- **Early identification**
- **Timely referral**
- **Symptom assessment**
- **Coordinated testing**
- **Timely diagnosis**
- **Onward referral**
- **Patients will receive excellent coordination and support throughout this process.**



Early diagnosis is KEY, don't delay **CONTACT** your GP today

Get the most out of your telephone consultation. When you speak to a GP it can be difficult to remember everything you want to say, and to remember everything you are told here are some tips to ensure you get the most out of your telephone consultation:

- Take the call in a quiet area
- Have a friend or relative with you for support and help
- Write down any questions you have prior to your call
- Tell your GP if you are worried about anything in particular
- Ask the GP to explain anything you do not understand
- Ask your GP to summarise the next steps

One in three of us will be diagnosed with cancer in our lifetime.

Fortunately, half of those with cancer will now live for at least ten years, whereas 40 years ago the average survival was only one year.

www.cancerresearchuk.org/about-cancer/cancer-symptoms

Thought for the Day...

The Doctors' Amazing Christmas

by Canon Michael Cole.

What is Christmas going to be like for you? Boris Johnson recently said, 'I hope to make it as normal a Christmas as possible'. Yet, on the very day that I am writing this, we are going into Tier 4 in some parts of East Sussex and the five days of relaxation for Christmas have been turned to just Christmas day itself. We are beginning to roll out more of the vaccines that will bring hope to all. Maybe we find ourselves looking back to past Christmases - presents we received as children or the family and guests we welcomed for lunch. Sadly, some people will be thinking about loved ones who have passed away this year or marriages that had come to a close.

I wonder if you are asking what Christmas will be like this year for the doctors and staff in the Lighthouse Practice at the end of the year they have just been through, having to cope and protect themselves and every patient who came into the surgery for help. Can we express our thanks to them for all they have done in these last ten months? May

they have times of rest, recovery, and peace? Or is there any possibility that there could be 'the Doctors' Amazing Christmas'?

If we go back - more than two thousand years - to the original events of Christmas and especially the events that Doctor Luke records for us in the New Testament, we find the following facts. First, the key people involved were at first worried and afraid. Luke tells us that Mary was greatly troubled (Luke 1.29) and the Shepherds were terrified (Luke 2.9). Then we learn that the Lord was in control - Elizabeth was having a child in old age - and that nothing was impossible with God (Luke 1.36-37). The result was that Mary would give birth to the Lord Jesus whom God was sending to be the saviour of the world - not only then, but ever since, with the purpose to bring peace and hope and forgiveness to all around the world.

This Christmas does not need to be 'as normal as possible' it can be amazing for us personally when we focus on the true and real meaning of Christmas and the birth of Jesus the Saviour. It gets better when we express our faith personally in the Lord Jesus and we will become more confidence about the future and not worried about the coming months knowing that 'nothing is impossible' with God. May that be true for all of us.

Lighthouse Chaplain

A Chaplaincy in a Doctors' surgery - that might come as a surprise! Yes, Chaplains in Hospitals and the Armed Forces, but a Medical Practice?

Let me explain what the Chaplaincy at the Lighthouse seeks to do and how it works...

Most importantly the Chaplaincy is for all, not just those who are religious. It is for everyone regardless of their religion, sexuality or ethnicity. I see people who are religious but eighty percent or more are not. The same goes for anything that leaves people thinking they are excluded. There are no exclusions. Our door is open to all regardless of belief or practice.

The Chaplaincy provides an opportunity to talk in private, where strict rules of confidentiality apply. We keep no records, so that what is said is confined to the four walls of the meeting room. Talking is a valuable therapy, and a Chaplain has the added advantage of hearing the story for the first time, and strangely this in itself is often helpful to patients.

I remember seeing a lady whose husband had dementia. She spoke about the frustrations of caring for someone she loved but now was different. We both knew that there was nothing that could be done to change the situation but talking about it helped her to cope with her own feelings. She left saying that she might come to see me again.

How then do people get to see a Chaplain? Some are referred by their Doctor, although it is their choice about

following that referral through. Some do not wait to see a Doctor, but just telephone the Practice Reception and ask to be put in touch with a Chaplain. It is as simple as that. We aim to see people within a fortnight of receiving a request. The present Coronavirus emergency means that we are not able to offer face to face meetings at the Practice, but we are available for telephone conversations or video calls on the internet. In these dark days of December may I wish you all a peaceful and glad Christmas and the hope of a return to something near normality in the New Year.

John, Lighthouse Chaplain

Think About Others this Christmas

Not everyone has a cosy home with a warm meal and someone to talk to.

Is there an elderly, housebound or isolated neighbour or relative you can make a bit of time to telephone to make sure they are safe, warm and have a stock of food and sufficient medicine? A kind word goes a long way.

Night Visibility Be safe - Be seen

You and your children's (and dog's) lives depend on cars seeing you. If out at night, take extra care to be seen - wear an item of high visibility that is reflective or fluorescent.



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.

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.

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.



LIVI, the video consulting service and an extra NHS service is offered to all local patients. You need to

download the LIVI app and register to be able to book your 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. This is an external service and you do not need to contact the Lighthouse. 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. **Learn more at: 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).

Christmas and New Year

Please note the Practice is closed
on **25th and 28th December**
and **1st January 2021**

Lighthouse Medical Practice

GreatLandscape
College Road Surgery
01322 735054
Jan Gow Memorial Health Centre
01322 765358

Practice Website – *take a look!*

Lots of regularly updated information
www.lighthousepractice.co.uk

Practice Facebook

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.

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

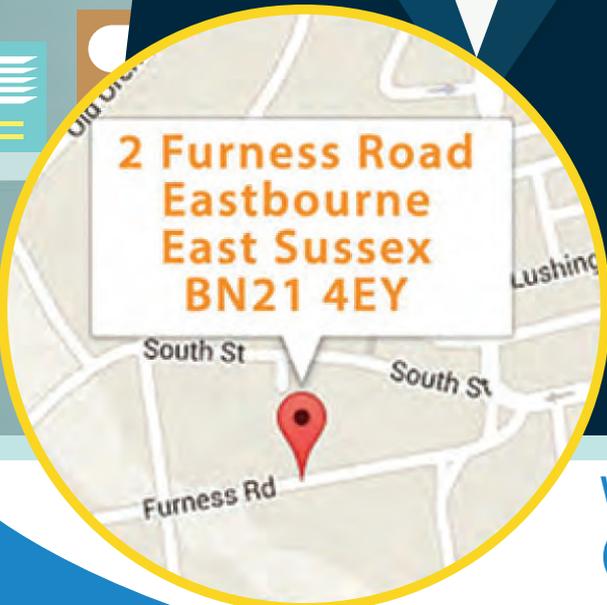
Disclaimer notice: Any opinions expressed in this publication are not necessarily of the Partners of the Lighthouse, but we have tried to ensure the information contained is correct. They cannot be held responsible for any inaccuracies.

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