



## The Lighthouse Medical Practice Patient Forum

The Forum 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

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

Chairman: Gwynne Pickering Editor: Penny Briggs

Issue No. 17

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

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### Where Are They Now?

News of our GPs after leaving the Practice



**Dr Michael Von Fraunhofer** left the Lighthouse in 2015 and updates us...

#### What Are You Doing Now?

I now live and work in North Kent. I am a partner at Devon Road Surgery, South Darenth, which is a small semi-rural three-partner Practice, so it is significantly smaller than the

Lighthouse in both the number of doctors and patients. The patients are, however, just as nice! I am also a Senior Appraiser for NHS England and on the Governing Body of the local CCG (Clinical Commissioning Group) here in North Kent. Working with the local CCG was something that I started to do whilst I was at the Lighthouse.

#### What new interests have you had time to take up?

I can never have enough time to walk the hills and dales of the UK!

#### What is a lasting memory or two of your time at the Lighthouse?

**What I miss about the Lighthouse is the vast array of interests that all the doctors have.** You are lucky enough to have a number of partners who have high levels of skills in IT, Training, GP politics, Commissioning, Information Governance and Clinical Updates. It was always a pleasure to be constantly updated by the Lighthouse on what was new or changing in the world of medicine, or how best-practice was being bettered.

#### Any other news about yourself?

My old patients will be aware that I was an active Christian. I remain so, and am currently working with Eastgate Church to set up a national organisation that supports those of faith in the healthcare industry. It is called "Heaven in Healthcare" and aims to support those dedicated workers who joined the NHS because of their faith and desire to help their patients.

### Practice Team News



#### Welcome to Lyn Pearce

I have been working at the Practice since 29th August 2017 as the new Patient Notes Summariser.

I previously worked for a short period at Eastbourne DGH in the health records department, and prior to that worked for many years in Children's Services at East Sussex County Council, supporting school governors.

Since joining the Lighthouse team I have found everyone to be welcoming and very supportive, even when time is limited, which it often is. Over the past few months I have attended training which has helped me further develop and grow in my role. I've even helped a little in some Reception duties, which I'm more than happy to do.

**I find the job extremely satisfying and look forward to continuing in my role and learning more about working within a busy Practice environment with the support of my colleagues, for which I am very grateful.**



**We would encourage you to use our online and automated telephone service as much as possible.**

## Patient Forum News



We are proudly celebrating our **100th Forum Meeting** in July and are grateful to all our members over the years for their input into our work with the Practice.

### Presentations at Forum Meetings

#### 'Carers' - Practice Carers' Lead, Associate Practitioner **Pauline Barron.**



Pauline joined our March meeting and updated us on her role. This includes promoting support by the Practice for all Carers and being the go-to person for Carers to obtain advice and pointing

them in the direction of Care for the Carers (CFTC) if they are not managing as well as they could be. Pauline talked to us about the benefits to Carers of the alert service **Carers Respite Emergency Support Service (CRESS)** and writes on this on page 3. **The Lighthouse is the first Practice to be awarded the title 'Carer Friendly' Practice which has been reported in 'CareLine', the CFTC e-newsletter.**

*The Lighthouse will be supporting Carers' Week from 11-17 June 2018.*

#### 'The Self Care Agenda' – **Kirstie Ingram, Pharmacist.**

The Forum had an interesting presentation in April by Kirstie Ingram a Pharmacist working with the Medicines Management Team at the Eastbourne, Hailsham and Seaford CCG. The 'Self-Care' campaign is aiming to provide patients with self-care information on actions to take to maintain their health and lifestyle and help prevent unnecessary visits to GPs for minor conditions such as hay fever, to try to reduce the burden on the NHS.

[www.selfcareforum.org/fact-sheet](http://www.selfcareforum.org/fact-sheet)

*The Lighthouse will be supporting Self-Care Week from 12-18 November 2018.*

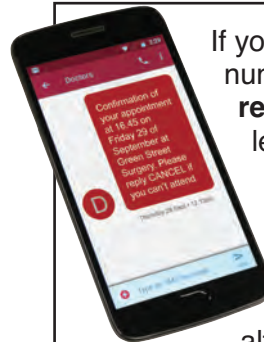
## Autumn Flu Vaccination Clinic Dates for 'At Risk' People

The free annual flu vaccination will be offered to eligible\* patients in our Flu Clinics at the end of September and early October. The dates will be advised online and in the Practice, and letters will be sent to patients who are newly eligible.

*\*Those eligible include children aged 2 and 3 years, pregnant women, all ages living with a long term medical condition, anyone in long-stay residential care, everyone over age 65 and people with caring responsibilities. Reception and Year 1-5 children will be vaccinated at school, but 'at risk' children can choose to have the immunisation at the Practice if their parents prefer.*

### Did You Know?

The number of patients at the Practice has been steadily increasing and now is over 16,000. **The Forum heartedly applauds the Practice team as they all strive every single day to provide the best possible service to patients whilst being continually challenged and stretched.**



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.

## STOP PRESS... STOP PRESS...

### General Data Protection Regulation (**GDPR**)

**Amanda Sayer, Managing Partner writes:**

The Lighthouse Practice, along with millions of other organisations, is working towards being fully compliant with the NHS Guidelines on the new GDPR legislation. The NHS and especially GP Practices, are already excellent at protecting data. The new guidelines include the Practice putting Privacy Notices online and in the Waiting Rooms, appointing a Data Protection Officer (Dr Tim Caroe), who is already our Caldicott Guardian, and writing a new Subject Access Request Policy. Like with all new laws this requires the Practice to undertake new work and is an evolving process.

# East Sussex Carers Card (CRESS)



*Practice Carers' Lead,  
Associate Practitioner Pauline Barron.*

## WHAT IS CRESS?


**Do you ever worry what would happen if you were suddenly taken ill?**

CRESS is a carers card that can be carried in your purse/wallet. If you find yourself in an emergency situation it shows that you are a carer enabling the Emergency Services to see that you have a backup care plan in place for the person that you care for through the **Carers Respite Emergency Support Scheme (CRESS)**. It also gets savings, discounts and special offers at retail and leisure venues across East Sussex for carers who have the card.

Registering for CRESS provides peace of mind that should you fall ill or have an accident, alternative short-term care will be provided for the person you care for. As part of CRESS you will have a carers assessment to help draw up contingency plans should you become unwell and need support. This will include identifying people who can be contacted in an emergency and who can step into your caring role while you are not able to. If there is no one, adult social care will provide up to 72 hours of care while longer term support is arranged.

Care for the Carers can help you set up a CRESS plan, with or without a carers assessment. Apply at 01323 738390 or email [info@cftc.org.uk](mailto:info@cftc.org.uk)

**If you already have a CRESS or other plan in place, please advise the Practice and the details can be added to your records.**

 **If you have not already registered as an unpaid carer with the Practice, please call and fill in a Carer Registration form so we can update your records.**

## Care Navigation – Your Health – Right Person First

*by Claire Carter,  
Administration Practice Manager*

In the 1950s when our grandparents visited their doctor, they would probably have been greeted by a Receptionist and had access to one, maybe two, doctors. How things have changed! In 2018, GP surgeries host a diverse team made up of doctors, nurses, healthcare assistants, paramedics or other professionals and services that are there to help you.

**When you visit it is important that you see the right person for your need.** Of course, access to a doctor will be available to you, but there may be someone better placed to help you straight away, which means you don't need to see your GP first.

When you next call or pop in to book an appointment at the surgery, you may be asked about the nature of your need. We're not being nosey, and we still respect your privacy and right to say no. **Help us to help you see the right person, first.**

Please feel free to visit the following website: [www.eastbournehailshamandseafordccg.nhs.uk/your-health/right-person-first/](http://www.eastbournehailshamandseafordccg.nhs.uk/your-health/right-person-first/) to view a list of services available to you and find out how to access them, as you may wish to undertake this independently before contacting Reception staff. We will, of course, still be able to assist you in any of your enquiries if you wish to contact us first. All of our reception staff will have been trained to ensure you see the right person first.



## Severe Sepsis and Septic Shock are Medical Emergencies

**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.

## A New Free App

- Can be downloaded from Google Play or the App Store
- Shows 'Local Services' - an extensive directory of local health and wellbeing services
- Links to contacts and other useful information
- Shows location of services on a map using the 'Near Me' function



# Problems Sleeping?

## Common Sleep Conditions

by Dr Nathan Dixon, GP

As the summer nights approach it can be a difficult time for those with sleep disorders, so I thought it might be helpful to provide some information about *some of the common conditions and how best to manage them.*



**Insomnia** is incredibly common (affecting around a third of adults) and comes in many varying forms - from difficulties getting to sleep, to staying asleep, long periods of waking, and a lack of refreshing sleep.

Historically, medication has been used to try and help this, but more recent guidelines discourage their use. **Medication may still have a limited role, but it is only useful in aiding getting to sleep and just for short term use.** Your body quickly becomes used to the medication and therefore there are no long-term benefits to this medication. It can also be very difficult to stop the medication once you are used to it, and as with all medications there can be risks and side effects to ongoing use. **Due to this, if you have been taking sleeping tablets long term I would suggest you try and reduce them and your GP would be happy to discuss this with you to help you achieve this.**

*More useful measures to help sleep (often called **sleep hygiene**) include:*

- *reducing caffeine,*
- *limiting computer/tablet screen viewing time before bed,*
- *avoiding smoking (of course as a GP, I'd strongly advocate this anyway!)*
- *limiting alcohol.*
- *establishing the bedroom as a quiet space and having regular bed and wake times can also be helpful.*

Sometimes you may need more specialist therapy. 'Health in Mind' is an NHS organisation offering free East Sussex based courses and other types of therapy that help with stress, anxiety, and low mood. **Online self-referral is available on their website [www.healthinmind.org.uk](http://www.healthinmind.org.uk) enabling you to access support directly.**

Lack of feeling refreshed despite sleeping for long periods can be a sign of a condition called **sleep apnoea**. This is more common if you are overweight and snoring loudly can also be a strong indicator of this condition. **If you have concerns regarding this, I would suggest you book a routine appointment with your usual doctor to discuss it and see if we need to investigate further.**

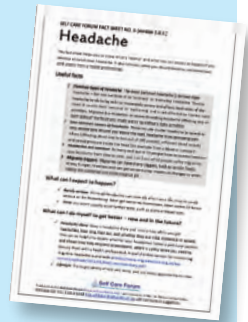
*If you are interested in reading more, the excellent 'patient.info' website has detailed information about insomnia, see [patient.info/health/insomnia-poor-sleep](http://patient.info/health/insomnia-poor-sleep)*

## Self Care Forum Fact Sheet No.6...

# Headache

[www.selfcareforum.org/wp-content/uploads/2013/04/6-Headache.pdf](http://www.selfcareforum.org/wp-content/uploads/2013/04/6-Headache.pdf)

Helps you to know what's 'normal' and what you can expect to happen if you develop an occasional headache.



### **When should I seek medical help?**

Seek medical advice if over the counter treatments don't relieve your symptoms, or if you find it difficult to get on with your daily activities or go to work. Also speak to a health professional if you notice any of the following:

- ▣ **Frequency** Your headaches become more and more frequent.
- ▣ **Additional symptoms** You vomit for no apparent reason or have a high fever. You develop a stiff neck or feel drowsy.
- ▣ **After a head injury** You suffer from persisting headaches after a blow or other injury to your head (though a mild headache for one to two days after a head injury is common and usually harmless).
- ▣ **Sleep** Your headache prevents you from getting to sleep or wakes you.
- ▣ **Certain situations** Your headache is worse on coughing, straining, bending, lying flat or laughing.
- ▣ **Speech and personality** You notice a change in speech or personality.
- ▣ **Odd sensations** You develop weakness, numbness or other odd sensations anywhere on your body, or you feel unsteady on your feet.
- ▣ **Severity** You develop a sudden severe headache, like 'being hit with a hammer'.
- ▣ **Eyes** Your eyes feel really uncomfortable when looking at bright light, or you suffer other new eye symptoms, such as sudden blind spots.
- ▣ **Others symptoms** You have muscle pains, pain on chewing, a tender scalp, or feel unwell.

## 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.

# Health Awareness

## Heat Exhaustion and Heatstroke

### What to Watch For, What to Do and How to Prevent



– **Mark Bunker,**  
*Lighthouse Paramedic*

Heat exhaustion is generally not serious and usually gets better when you cool down. If it turns into heat stroke it needs to be treated as an emergency.

#### What to Watch For...

– check for signs of heat exhaustion – these include headache, dizziness and confusion, loss of appetite and feeling sick, excessive sweating and pale, clammy skin, cramps in the arms, legs and stomach, fast breathing or pulse, temperature of 38C or above, intense thirst. The symptoms are often the same in adults and children, although children may become floppy and sleepy. If someone is showing signs of heat exhaustion they need to be cooled down.

#### What to Do...

– to cool someone, down follow these four steps:

1. Move them to a cool place.
2. Get them to lie down and raise their feet slightly.
3. Get them to drink plenty of water. Sports or rehydration drinks are OK.
4. Cool their skin – spray or sponge them with cool water and fan them. Cold packs around the armpits or neck are good too.

#### Stay with them until they are better

– they should start to cool down and feel better within 30 minutes.



**Call 999 if the person:** is no better after 30 minutes, feels hot and dry, is not sweating even though they are too hot, has a temperature that's risen to 40C or above, has rapid or shortness of breath, is confused, has a fit (seizure), loses consciousness, is unresponsive. These can be signs of heat stroke. While you wait for help, keep giving First Aid and put them in the recovery position if they lose consciousness.

## How to Prevent heat exhaustion and heat stroke

There is a high risk of heat exhaustion or heat stroke during hot weather or exercise. To help prevent this and dehydration and help your body keep itself cool, drink plenty of cold drinks, especially when exercising, take cool baths or showers, wear light-coloured, loose clothing, sprinkle water over skin or clothes, avoid the sun between 11am and 3pm – seek shade regularly.

- Avoid excess alcohol – as it increases urination, which increases risk of dehydration. It will also potentially distort our thinking and thus become less careful.
- Avoid extreme exercise.
- Keep an eye on children, the elderly and people with long-term health conditions (like diabetes or heart problems) because they're more at risk of heat exhaustion or heat stroke.

## Social Prescribing Community Wellbeing Service

– **What is This?** by Claire Carter, Administration Practice Manager

**There are times when we all need support to address life's challenges.**

Social Prescribing is a free service available to adults aged 16 and over that provides one to one support in the community. It helps support patients to access local services and activities to support health and wellbeing, including access to:

- housing,
- benefits, finance and debt,
- health and wellbeing,
- legal advice,
- relationships, and parenting.
- community activities including: arts and culture, health and leisure, education and training,
- volunteering and employment,
- faith and spirituality
- befriending and social networks.

You can self-refer to this service by completing the form (see weblink below and available at Reception). A Community Wellbeing Advisor will then contact you to discuss how the service can support your needs. Alternatively, you can email the Form to: [social.prescribing@nhs.net](mailto:social.prescribing@nhs.net) or call 07805 863165 or 01323 340151. Download the form at: [www.lighthousepractice.co.uk/images/Documents/carenavigation/CWS%20Self%20Referral%20Form.pdf](http://www.lighthousepractice.co.uk/images/Documents/carenavigation/CWS%20Self%20Referral%20Form.pdf)

**“I seldom end up where I wanted to go, but almost always end up where I need to be.”**

*Douglas Adams,  
Author of The Hitchhiker's Guide to the Galaxy*

# Thought for the Day...



## **'Mayday! Mayday!'**

The lighthouse prevents ships sending out a 'Mayday' distress signal which in 1948 officially replaced the Morse code S.O.S. The word comes from the French m'aider or m'aidez with the meaning 'help me.' **I suppose that when we**

**attend the Lighthouse surgeries we are in effect saying 'Mayday' - 'please help me', although in most cases we present minor storm damage rather than shipwreck.**

The 'Merrie Month of May' contains many special days, beginning with May 1st, a Spring Holiday Festival. In British culture this includes May Queens, dancing round a maypole weaving coloured ribbons, and Morris Dancing. Since 1978 this holiday is fixed on the first Monday in the month but this year this was not until May 7th. The first day of May is also used politically to observe 'International Workers' or 'Labour Day'. Another May Day is 'World Red Cross' and 'Red Crescent Day' on the 8th.

In addition, there is Mental Health Week from May 14th-19th.

One of the five pillars of Islam is Ramadan, and this year it began on May 15th /16th for the lunar cycle to June 24th. Ramadan is a month of fasting in daylight hours with extra prayers, worship, and charitable acts. The Jewish holiday of Shavuot began at sundown on May 19th in preparation for the festival meal on Sunday 20th which coincided with the Festival of Christian Pentecost which marks the giving of the Holy Spirit.

Somewhat hidden in the Christian Calendar is Ascension Day, the time when Jesus Christ departed life on earth and returned to a heavenly existence. As this is forty days after Easter, it falls on a Thursday. Although the Ascension is a Lectionary Bible reading

for the Sunday following, in the church I grew up in it was eclipsed by the Sunday School anniversary which was a bit like the traditional May Day with a Queen, and a parade through the local streets headed by the Boys' Brigade bugle band.

If there had been no Ascension, that is to say if Jesus had stayed with his followers, he would have become a fairground freak or circus clown, 'The man who cannot die.' He would have been more like a tourist attraction with 'pay to view.' Without the Ascension, access to see Jesus in the modern world would have been controlled by national interest, requiring passports and visas and the great expense of travel. The poorest of the world's poor would have no recourse to make pilgrimages and have to do with a second-hand religion. In Christian understanding the Ascension added a spiritual dimension to religion making it available at any time, in any place and in all circumstances – cross-cultural, universal and eternal.

The Jewish, Christian and Muslim religions seek to establish a spiritual relationship with God through ablutions or cleansing, self-denial, prayer, and worship. This reminds us that humanity is distinguished from the animal kingdom with the capacity for self-awareness and uses religion as it seeks to establish a spiritual dimension to life.

**People are body, mind and soul, and health depends on the harmonious functioning of the whole.**

**The medical profession and patients work together to create health and wholeness. So, whenever we cry 'Mayday', we are helped to unite body, mind and soul wherever we find ourselves, and in whatever state of health we are in.**

**Author – Reverend Dr. John Neal**

If you would like to share a thought for the day in this Newsletter please contact **Gwynne Pickering** via email: **gpickering201@btinternet.com**

## **Think! Look Out for Others on Heatwave Days - Who can you help?**

Remember to keep an eye on isolated, housebound, elderly, or sick, neighbours, family, or friends during a heatwave, by making time to telephone or visit them to make sure they are able to keep cool and are well.

Ensure that babies, children, or elderly people are not left alone in stationary cars and call a doctor or social services if someone is unwell or further help is needed.

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



**Try Yoga** – It Benefits Both Your Body and Mind This gentle exercise practice can help improve your posture, muscle strength and flexibility. Relaxation and meditation helps to calm your mind and body.

Eastbourne has several venues with classes that welcome beginners:

**Yoga in Gildrege Park** 11am-12noon on Summer Sundays 07525 140578. Lessons are free, but donations are welcome.

[www.yogaforwellbeing.co.uk/yoga\\_in\\_the\\_park.php](http://www.yogaforwellbeing.co.uk/yoga_in_the_park.php)

# Lighthouse Virtual Forum Group

We invite you to join this online group which enables you to email feedback on your experience and suggest improvements to the service offered by the Lighthouse and the Eastbourne DGH. Please email Liz Walke on [liz.walke@dsl.pipex.com](mailto:liz.walke@dsl.pipex.com).

Recent comments include: "Very pleased to have got an urgent appointment with available GP for the morning I phoned, and a follow-up phone call from my own GP in the evening."



Patient  
access

Don't Delay –  
Register Today!

## NHS ANNOUNCES IMPROVEMENTS to Online Patient Access

So Why Not Sign Up to Access  
Your Own Summary Medical Records

- Access services and information day or night including your test results
- appointments without telephoning
- Order repeat prescriptions instantly

You need to register for this internet service with [patient.emisaccess.co.uk/Register](http://patient.emisaccess.co.uk/Register)

You can access this via the Lighthouse website on our home page. On registration you will be issued with a unique user identity and password for your use only and your medical records cannot be assessed without these.

For more information, please see the online Patient Access leaflet on the Lighthouse website.

## 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.

We welcome your comments on this Newsletter.

Please contact:

Gwynne Pickering (our Chairman) on 01323 640517  
or email him on: [gpickering201@btinternet.com](mailto:gpickering201@btinternet.com).

## 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)

The Practice is closed on  
Bank Holiday Monday 27th August



### 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

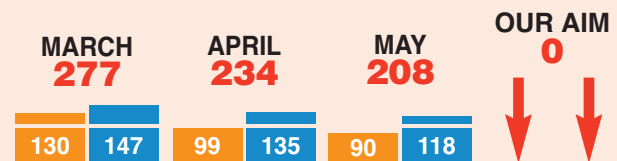


## LOOKING AFTER THE NHS BUDGET

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

## MISSED APPOINTMENTS

■ GP ■ Nurse



Please don't be part of these statistics

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

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



Services Available at Your Local  
**Day Lewis Pharmacy,  
Eastbourne**

- Advice on how to use new medicines
  - Medicine use reviews
  - FREE repeat prescription collection & delivery service
  - Betterlife - Mobility & independent living aids
- + many more!

We wish to congratulate  
the Lighthouse Practice on achieving an  
*'Outstanding' Care Quality Commission Rating*

**2 Furness Road  
Eastbourne  
East Sussex  
BN21 4EY**

We are opposite the  
Lighthouse Medical Practice!

**Call us today on:  
01323 734 448**

**Opening Hours:**

**Monday - Friday: 9am - 6pm**  
**Saturday: 9am - 12pm**

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