



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

Chairman: Gwynne Pickering Editor: Penny Briggs

Issue No. 18

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

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Lighthouse Patient Forum

100th Meeting Celebration

26th July 2018

In July, Forum members celebrated the great achievement of having held 100 Patient Forum meetings with a party at College Road. The guests included past and present Forum members, GPs and Practice team members plus invited guests who have made a big contribution to the success of the Forum over the years.

Practice Managing Partner, Amanda Sayer, welcomed everyone attending the Celebration and guests enjoyed a lovely buffet and the opportunity to talk with Forum friends. Gwynne Pickering, Forum Chairman, gave a very proud Celebratory Address which is summarised on page 3. Dr Tim Caroe thanked everyone for the work of the Forum. Claire Patterson-Snell of the Eastbourne Town Hall Printroom also spoke on their printing work for the Forum.

A most enjoyable evening was had by all.

Dr Simon Eyre, Practice GP at Ian Gow Surgery until 2016, came to the party and his 'Thought for the Day' on page 6 sums up very well the spirit of this special evening.

The history of the Forum 'Twelve years and a Century of Meetings' has been written by Malcom Finnis, a current Forum member and former Chairman of the Forum. This interesting read records for this historic milestone the many achievements by members over the years in helping both the Practice and the local area. Chairman Gwynne Pickering presented Malcom with a thank you award for all his work in writing the history. *If you would like a copy, please ask at Reception.*



Pauline Barron and Carol Voake.



L to R: Pauline Barron, Dr Simon Eyre, Sue Evason, Amanda Sayer, Dr. Mark Evason and Claire Carter.



L to R: Carol Voake, Joyce Pickering, Roger Whelens, Gwynne Pickering, Amanda Sayer.



Malcolm Finnis receiving a thank you from Gwynne for writing the History. Bob Marshall looks on.

Practice Team News

Welcome to Alastair Skinner – Paramedic

My name is Ally and I have recently joined the Lighthouse Practice and will be working primarily at the College Road site. My background is a Paramedic, working for the London Ambulance Service for many years, and most recently as part of a hospital avoidance team in Hertfordshire.



I always wanted to live by the sea and moved to Lewes at the start of the summer beginning my role with the Lighthouse Practice in August. I work with another Paramedic, Mark Bunker, and our job is to visit patients on behalf of the Doctors and report back our findings. I am enjoying the variety of the job - I like to learn from feedback from the different Doctors.

In the future I wish to become a Prescriber now that the law has changed allowing Paramedics to become independent and supplementary Prescribers. I aim to start the course at the end of next summer. In my spare time I have a young German Shepherd puppy who is rapidly becoming grown up - she keeps me busy with morning training classes and 6am walks. I have 2 cats and recently adopted 3 chickens. Just this summer I became engaged to my girlfriend Jane and we are getting married next June in Eastbourne.

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.

Forum News

Congratulations to Gwynne Pickering, *Forum Chairman*

Diabetes UK awarded Gwynne Pickering a 'Campaigning and Influencing Award' in June in recognition of his outstanding contribution to Diabetes UK. *Congratulations Gwynne!*

Flu Clinics

Forum members again helped patients prepare at these busy sessions and were pleased to receive good feedback comments. *Thank you to everyone who helped at these clinics.*

Carers

Lighthouse Practice is Front Cover News in CareLine Magazine Autumn Edition



by Pauline Barron,
Associate Practitioner and Carers' Lead

Congratulation to Pauline who proudly tells us that the Carers work she leads at the Lighthouse has made the front cover of the Autumn Edition of the Careline magazine with a fantastic article about the work she and the Practice team are doing for our carers.

For the full article please see www.cftc.org.uk

A few highlights from the article include:

Carer Training – I work closely with my colleague Charlotte Cook at the Practice, and we have encouraged all surgery staff to attend internal training, so that we can cascade any new carer-related information to all staff members. We hope to arrange a Carer Awareness Training session with *Care for the Carers* soon, and we have carer awareness as an ongoing agenda item at our regular monthly Reception and Nurse meetings.

Patient Forum – We have a named Carer Lead within our Patient Forum. The Carer Lead also attends our flu clinics to help spread the word about our support for carers and to encourage people to identify and register themselves with us as a carer. The Patient Forum had a young carers focus recently and its quarterly newsletter will feature an article or information about carers in each issue. For example, a recent e-newsletter contained an article about the CRESS card.

Posters on doors – For Carers Week, I put notices on all the doors in the building, rather than confining the information to the noticeboards, which may not be seen by as many people.

Presentations at Forum Meetings

Kathryn Anderson of the *Eastbourne Family Contact Centre (EFCC)*

Kathryn joined our June meeting and updated us on what the **EFCC** does. One of the aims is to support families and marriage throughout difficult times. The **EFCC** is based locally at Gateway Church and is open twice a month and provides a safe and neutral place for families to come and meet.

The service enables the provision of three initial sessions followed by nine others over six months and a lot of families self-refer to this service.

www.eastbournefamilycontactcentre.org.uk

100th Meeting Celebration

Chairman's Address by Gwynne Pickering

Today marks a very special day in the history of the Lighthouse Medical Patients Forum. We are celebrating our centenary – not in years, I hasten to add, but in meetings. It has taken us some twelve years to reach this historic milestone.

We have got to this position because of the foundations laid down by the earlier members of the Forum. People like the late Walter James, his work continued by Malcolm Finnis, the previous Chairman. We do still have members who have sat on the Forum since the start and we are grateful for their continued presence and support ever since.

Today is the appropriate time for us as a Forum to pause and reflect on how we have got where we are. It is the time to thank and show our appreciation to those people who are on fringe of the Forum – whilst you do not serve on the Committee – without your assistance we would not have achieved what we have, and our high standing amongst the other Patients Forums here in Eastbourne.

The undoubted jewel in the Forum's crown is our quarterly Newsletter which is emailed out to around five thousand patients, and we also print a large number for distribution at both sites.

The sponsors of our Newsletter are Day Lewis Pharmacy and without their continued generous financial assistance we would be hard pressed to produce a Newsletter of this quantity. It was with great pleasure that I invited Rinita Dangol, Chief Pharmacist at Day Lewis in Furnace Road to address us, but unfortunately, she is unable to join us due to ill health.

I have asked Rinita to please convey our great appreciation to her company Chairman.

Claire Patterson-Snell is the head printer at the Town Hall where our Newsletter is produced. With Claire's great skill, the newsletter always looks so professional and is a pleasure to read. It was also Claire who was responsible for printing the Forum's history book, copies which you have all now received. I invite Claire to address us.

As a Forum we are greatly indebted to our former Chairman, Malcolm Finnis who has laboured away over the last few months to produce such a comprehensive history of the Forum from day one to date. Thank you, Malcolm. Producing this history cost money and we would not have done this without the

generous financial sponsorship of Irene Souliotis, Chair of Duvacourt Construction here in Eastbourne. I invited Irene to join our celebration as the sponsor of the Forum History but unfortunately due to family reasons she could not attend.

After this building was altered some six years ago, there were several bare walls. As a Forum we suggested to the Practice that perhaps pictures, or photographs framed, would look very attractive and this was agreed with considerable enthusiasm. Fortunately for us the Forum met Rodger Whellens, photographer extraordinary at a photographer's exhibition at the DaVinci Hotel. Our request was accepted by Rodger, and as a result the walls have been covered by lovely framed photographs which are changed regularly by him, at no cost to the Forum or Practice. Rodger – our heartfelt thanks and appreciation for your continued interest in the Lighthouse Medical Practice and most recently, the Ian Gow Practice.

Ladies and gentlemen, if you take a liking to any of these pictures they can be bought at a very modest cost.

By the way, Rodger your photograph of an upside-down flower by the staff rest room has given Amanda a great deal of humorous pleasure. Thank you, Roger. Neither of the Reverend Gentleman who write articles for the 'Thought of the Day' column could be present here today for personal reasons – however the Revd. Michael Cole has sent us this message.

"I'm sorry that I can't be with you for this very special occasion for the Patients Forum, and I feel honoured to be invited. It has been a real joy to write 'Thought for the Day' for the Newsletter on a few occasions because it reminds us that health isn't just a question of our physical and emotional wellbeing but also our spiritual relationship with the Lord. I thank the Lord that this is honoured in the College Road Surgery and the Ian Gow Memorial Health Centre. With every blessing, Michael Cole".

A debate I would very much like to chair is with the theologians on one side and medical Doctors on the other, on the topic 'Who is the Most Important – Doctor of the body or Doctor of the soul?' I am sure we would have a very interesting debate.

Think! Look Out for Others. Who can you help?

Remember to keep an eye on isolated, housebound, elderly, or sick, neighbours, family, or friends during the Autumn and Winter, by making time to telephone or visit them to make sure they can keep warm and are well.

**"It is health that is real wealth
and not pieces of gold and silver"**

Mahatma Gandhi



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

Happy 70th Birthday



by Gwynne Pickering, *Chairman*

Try and imagine what the New National Health Service meant to our parents and grandparents when first introduced in July 1948. **It was nothing short of a miracle.**

It had four principles - free at point of use, available to all, paid for by general taxation, and to be used responsibly. I can recall hearing stories how some people were so poor they could not afford to be treated for measles ending with a life time of hearing loss and men suffering in agony with untreated hernias. All of us over a certain age will have our own family experiences to recall.

There was one person mainly responsible for the introduction of the NHS, Aneurin (Nye) Bevan who regretfully died of cancer in 1960, aged 63. Like many people of that era he left school at 14 and spent the next seven years working underground in a South Wales coal mine. As Minister of Health and Housing in the 1945 Labour government, he took the boldest political decision despite tremendous opposition, of any minister in peace time other than going to war. Even in his own party, some wanted the NHS to be means-tested, or linked to paying insurance, and to be run by councils.

Bevan stood firm saying, "Poverty should not be a disability, a disadvantage, wealth should not be an advantage". He fought the medical profession, the press, opposition MPs and members of his own party so the NHS could be created. I have been friends with many doctors, but it is a well recorded fact that they opposed the NHS all the way - voting 90% in one ballot against its introduction and the Conservative Party voted 21 times in Parliament against its creation.

Bevan wanted GPs to be salaried staff in the same way as hospital doctors. Eventually they agreed to work for the NHS but retained their independence to run their own businesses, as still exists. Successive Governments decided not to tamper with the principles of being free to use and paid for by taxation, and the Bevan concept remains intact today.

In celebrating the 70th anniversary of the NHS we should salute the memory of those who gave us this Jewel, and pledge that our NHS is going to remain free for future generations as most of us today have enjoyed.

Did You Know? Presentation of Equipment to the Lighthouse Practice

– Dr Andrew Stewart, Executive Partner

We would like to say a huge thank you to Medi Tech Trust for their generous donation of £10,000 of medical equipment to the surgery!

The Lighthouse Medical Practice is very grateful to the Trust, their supporters and all who donate to this worthy charity which this year chose to support Primary Care. We were given new couches for the Nurses' rooms and minor surgery, examination lamps, blood pressure machines for our ambulatory blood pressure monitoring programme, minor surgical equipment and weighing scales for the consulting rooms, amongst other items.

Dr Andrew Stewart is pictured below (left) at one of the presentations for equipment from the Trust which



occurred at both our surgeries.

Please read more about the Trust and their good works in the report 'Tell Us What You Need' on their

presentation evening and also on their website www.meditechtrust.org which can also be accessed directly from the Lighthouse Practice's website Notice Board.

Flu Inoculations

**You can still get
your inoculation
(free if you are eligible)**

Please ask at your GP or Nurse appointment. Over 65s will receive the 'adjuvanted trivalent vaccine' as studies have shown this vaccine is likely to give better protection against flu to this age group than any other flu vaccine. 18 to 65-year olds (including pregnant women) will receive the 'Quadrivalent flu vaccine' and children aged 2-18 will continue to receive the nasal spray flu vaccine.

Delivery dates of the over 65s vaccine are being staggered nationwide from September to November due to supply problems. There may be times when we do not have the over 65s vaccine in stock, however our last delivery is on the 2nd November and it is not too late to benefit from the flu vaccine at this point as the flu season does not usually start until December.

Where Are They Now? News of our GPs after leaving the Practice

Dr Simon Eyre

It is now over four years since I retired as a partner in the Lighthouse Medical Practice and just over two years since I stopped undertaking any locum medical work. What have I been up to since then?

Our family has grown rapidly with 8 grandchildren; the oldest is 5 and the latest being born last month with a ninth due in February. Providing assistance with them all, together with helping older relatives in ill health, has taken up a considerable amount of our time but it has been great to enjoy seeing them grow and develop.

Ann and I remain very active members of St Elisabeth's Church and I have found myself coordinating the Church's involvement with Foodbank, acting as Vice Chair for the Parochial Church Council as well as helping with Totz, a group for Mums and young children every Thursday morning between 10 and 12.

Ann and I have continued to travel to Uganda. I have spent periods of 2-3 months at Kagando Hospital providing clinical input as a visiting Physician. They have been without a resident Physician for approximately nine years. It is always challenging but very rewarding seeing so many patients with problems such as Tuberculosis, Malaria and HIV together with the emerging problems of Diabetes, Stroke, Heart Disease and COPD. We have also together visited Mityana on several occasions to support the work of the charity Esubi for which we are trustees – www.esubi.org.uk. The project supports over 120 children in residential care and the education of over 400 children so there is always much to keep us busy during these visits.

I have enjoyed the opportunity to write during the time freed up by my retirement. I have had three books published. A definitive history of Naval Surgeons in the First World War was two years in preparation and I have a further History of the Distinguished Service Medal (a Naval Gallantry award) from 1914-1938 awaiting publication. Some of you may also have read "Let the Fruit Grow" which recounts my journey of faith including its practical outworking during my time working at the Lighthouse Medical Practice.

Retirement has also left time for hobbies including bird watching, my passion for railways, collecting military medals and stamps all of which were very much neglected during my working life.

Despite having a very full life I still miss the day-to-day contact with you the patients who were under my care, especially as I had known many of you for over 20 Years. However, I am comforted by the fact that you were all left in very capable hands when my work in the Practice was completed. I remain very grateful for the very fulfilling career I was able to enjoy during the 29 years spent working in the Lighthouse Medical Practice.



Winter Health Issues

Sore Throat & Colds are almost always caused by viral infections and there is evidence that changes in temperature, such as going from a warm, centrally heated room to the icy outdoors, can also affect the throat. One remedy is to gargle with warm salty water. Dissolve one teaspoon of salt in a glass of part-cooled boiled water. It won't heal the infection, but it has anti-inflammatory properties and can have a soothing effect. An old-fashioned Hot Toddy (honey, lemon and whisky) is a nice way to help relieve symptoms of a cold.

Asthma -Cold air is a major trigger of asthma symptoms such as wheezing and shortness of breath. People with asthma should be especially careful in winter. Top tip: Stay indoors on very cold, windy days. If you do go out, wear a scarf loosely over your nose and mouth. Be extra vigilant about taking your regular medications and keep reliever inhalers close by.

Norovirus - The winter vomiting bug, an extremely infectious stomach bug which is more common in winter. The illness is unpleasant, but it's usually over within a few days. Top tip: It is important to drink plenty of fluids (water and rehydration fluids are best) to prevent dehydration. Young children and the elderly are especially at risk.

If symptoms are prolonged or severe please contact the Practice, 111 or 999.

Have you heard about **FREE** Winter Warm Home Checks?

They can make a real difference to your keeping warm this winter. There is a definite link to our health and the cold.

This service is funded by East Sussex County Council and provided by Osborne Energy. Freephone: **0800 085 1674** or look at the website, (includes eligibility).

www.warmeastsussex.org.uk/services-and-support/winter-home-check-service/

It is Getting Colder...

Keep Warm - Eat Well - Get a Flu Jab

Cold weather can be seriously bad for your health so it's important to look after yourself as the winter approaches. Visit www.NHS.uk/Staywell for some tips to help you and those you care for to stay well.

Thought for the Day...



The Patient's Forum 100th Meeting

– Dr Simon Eyre,
retired Lighthouse GP

July 26th witnessed the 100th meeting of the Lighthouse Medical Practice Patient Forum, which proved to be a truly memorable occasion. Members of the Forum past and present, staff members and others joined together to celebrate the success of the Forum in achieving this notable milestone.

The Forum first met on 28th September 2006 when the clear need to give patients a voice in the running and organization of the practice was realized. At the time I was the Senior Partner in the practice but the greatest credit for the successful establishment of the Forum lies with Amanda Sayer, Managing Partner, and the initiative of the late Professor Walter James whose enthusiasm spurred the group to rapidly become an effective organization. Through the last 12 years the Forum has hugely contributed to the successful running of the Practice through its practical help, advice and support. From the original Forum membership 3 members continue to be active members.

During the meeting Gwynne Pickering was able to give a notable speech detailing the history and the successes that the Forum has enjoyed through the years.

So why is the Forum important? It can be very difficult for patients to be able to effectively have their voice heard with ideas that may be beneficial for the running of the Practice and for the benefit of other patients. The Forum

provides the best channel for allowing these ideas to be properly heard and where beneficial to be acted upon.

Importantly the Forum also provides a valuable opportunity for patients to give something back to the Practice. In a country where almost uniquely, health care is provided free at the point of delivery, many benefit without really appreciating the cost both financially, but also in terms of the effort required to provide the medical care received and the administrative work that happens behind the scenes to make that care possible. I am reminded of the story of Jesus healing ten men who came to him with Leprosy. He healed all ten men and instructed them to go and show the priests that they had been healed but only one of the ten subsequently returned to Jesus to show his gratitude for what had happened to him. I know in the past when I have been in receipt of medical care I have at times easily forgotten to express my appreciation of the help that I have received. The Patients Forum provides a golden opportunity for such appreciation to be expressed verbally but also channelled into practical help for the benefit of all those registered as patients with the Practice.

Let us hope that the next 100 gatherings of the forum prove as fruitful in the years ahead as the first 100 have been. I myself remain enormously grateful to all who have been involved and I know that that is the sentiment shared by all my colleagues who remain active members of the Lighthouse Medical Practice.

The Forum thanks Dr Eyre for this article.

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

Managing Your Repeat Medications

by Dr Nathan Dixon

HELP US TO HELP YOU

With Christmas coming into view it can often provide a challenge in terms of organising medication but with the increasing use of technology there are now many ways of managing your regular medications.

Electronic Repeat Prescribing - now used by most patients where we send your medications direct to your Pharmacist saving you from having to collect it and take it over yourself. A recent extension to this is **Electronic Repeat Dispensing**. This is only suitable for patients with regular medications that rarely change and enable you to request these directly from the Pharmacist which can be quicker and easier. We are encouraging patients to sign up for this but appreciate that this may not be suitable for everyone. **Electronic Repeat Dispensing** works well when medications are requested at the appropriate time and can be inflexible if say you go on regular

holidays and need more flexibility to cover your trip or if the medications change.

The traditional methods of requesting prescriptions are also still in place but **Electronic Repeat Dispensing** really does help the Practice and the patients and we would encourage you to discuss this with our staff and to nominate a Pharmacy of your choice.

We do not offer an automatic emergency repeat prescription service. With over 16,000 patients and the large number of prescription requests we would ask you order your medication in good time.

If patients make urgent prescription requests it takes up significant extra Practice time and will not automatically be done immediately. We understand that sometimes we all forget things but the vast majority of regular medication can be missed for one or two days with no significant issues. The GPs have issued staff with a list of medications to help prioritise those which may be needed urgently, if in doubt they always clarify with the GPs.

Lighthouse Virtual Forum Group WE NEED YOU!

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.

Recent comments include: "At short notice, I had to go to the Ian Gow Surgery for a steroid injection for a 'trigger finger'. Once again I was treated promptly and very professionally by the Doctor and Reception staff alike."

 **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

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.

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

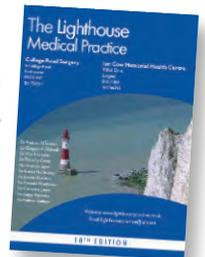
The Practice Booklet 19th Edition

Available at Reception and on website.

Patient Notice Board

Helpful information leaflets (also around the waiting rooms).

Practice Facebook 



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



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

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