



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. 20

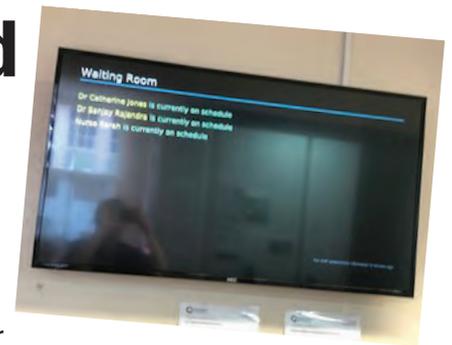
We wish all our patients and the Practice Team a Happy and Healthy Easter and Spring

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You Said and We Did!

An Appointment screen is now back in action in our downstairs Waiting Room at College Road with an alert to the next patient appointment and other useful information.



NEW... NEW ...NEW... Practice Website!

As you may have seen, the Lighthouse website has been given a make-over!

The Practice welcomes your comments on our new website and suggestions on what other information you would find useful there.

www.lighthousepractice.co.uk

The screenshot shows the homepage of the Lighthouse Medical Practice website. It features a navigation menu, a welcome message, and a prominent banner for NHS 24 services. The banner states: 'Need to see a GP or nurse in the evening or at the weekend? Appointments are now available and can be booked by your normal GP practice. Ask our reception team for more details. #IMPROVINGCAREFORYOU'. Below the banner are icons for 'Get help from the College Road Team', 'Whom Should I See?', and 'Self Care'. The right side of the page displays contact information for College Road Surgery and Ian Gow Memorial Health Centre, including addresses, phone numbers, and opening times.

Online GP Consultation – Get help from the College Road team

If you are a patient at College Road, next time you think that you need help from the Practice, please try our new online advice service. Using this service helps our GPs decide what help you need and when you need it.

- Go to the Lighthouse website Home page and click on the box 'Get help from the College Road team'.
- For advice sought from a GP you will then need to select the top box 'Get information directly to the surgery'. You can either continue as a 'Guest user' or login if you have already registered to use this online service (via the 'Signup here' tab).
- Please answer the questions as clearly as you can. This will help your GP to decide what help you need and, if you are asked to come in and see them, they will already have a detailed history already in your notes and therefore more time for you during a consultation or phone call.
- If you do this before 11.30am the aim is for a Practice GP to respond to you with help within the hour. Please remember to check for the GP response as if you are offered an appointment it may be quite soon after you enter your information, and the Practice would not want you to miss it.

NHS App



In East Sussex we are lucky to be in the first wave of connection to the new NHS

App being rolled out by NHS Digital.

The NHS app provides you with a new, simple and secure way to access certain NHS online services. The App can connect you to all online services that you usually access via Patient Access and in the future it will be the main way to book appointments, prescriptions and view your records. This app for your mobile or tablet can be found in the Google Play or Apple App Store. Once the app launch to the public is completed in 2019, there will also be a web version you can access like a regular website. Another great thing about the App is that you no longer need to come into the Practice to be registered for online services, it can all be done from the comfort of your own home.

Registration to use the app – Your data security

Once you have downloaded the App, you need to register. This means that you will need to provide information about you, including your mobile phone number, send a photo of a document (passport or driving licence) and record a short video to verify who you are. It sounds complicated but we've done it ourselves and it doesn't take long.

The NHS app and NHS Digital will carry out a series of checks to confirm your identity to keep your data secure and allow you to use the app. Once you are registered, the NHS app will then securely connect to your information held by the Lighthouse Practice. To keep your access secure to your information, the NHS app will send a security code to your mobile telephone each time you use the app.

What the NHS App enables you to do

- Book and manage your appointments at the Practice
- Order your repeat prescriptions from the Practice
- Securely view your GP medical record
- Check your symptoms using the Health A-Z on the NHS.UK website
- Find out what to do when you need help urgently using NHS 111 Online based on your symptoms.
- Register as an organ donor
- Choose whether the NHS uses your data for research and planning

www.digital.nhs.uk/services/nhs-app

Lighthouse website

Our website still offers for now the facility to book your appointment, order repeat prescriptions, and view your medical records online via Patient Access, but in the future, there will be a web version of the NHS app that will do the same thing.

Carers Survey

Attention all our Carers – Your Opinions are Needed

Lighthouse Medical Practice Carers Survey 2019

Dear Carers,

We want your opinion as a carer registered with the Lighthouse Medical Practice.

Please complete our short survey to help us improve how we can help and support you in your caring role.

Please ask reception for a copy of the survey or visit: www.surveymonkey.co.uk/r/65MMZSS to complete the survey online.

Thank you

Pauline Barron, Carers Lead,
The Lighthouse Medical Practice

Closing date for survey: 7th May 2019

Waiting Times

for new outpatient appointments –

Live link to the average waiting time for a routine first outpatient appointment – for example currently 21 weeks for Ear, Nose and throat (ENT)

www.esht.nhs.uk/average-wait-for-routine-first-outpatient-appointment/

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

The Practice - Did You Know?

The Lighthouse was pleased to learn directly from the NHS Business Services Authority (NHSBSA) that our Electronic Prescription Services (EPS) uptake is over 75%, which is higher than the National average!

By using EPS, you can benefit from:

- Collecting your repeat prescriptions directly from your Pharmacy without having to visit your GP.
- Less time spent waiting in the Pharmacy or Practice.
- A reliable, secure and confidential service.

Please talk to your GP or Nurse for more information.

Patient Forum News

Summary of Joint Forum and Practice 2019 Objectives

Forum members have worked with Amanda Sayer, Managing Partner and prepared the objectives for the Forum and Practice to achieve in 2019:

1. To prepare a list of the Forum achievements to display on the Waiting Room Noticeboards and include in the Forum Newsletter.
2. To review and contribute to the new Patient Registration pack.
3. To investigate what messages can be put on the new information screen at the College Road Practice, such as reminding patients to give their mobile telephone number and also their email addresses.
4. To update the 'Frequently asked Questions' (FAQ) leaflet for patients.
5. To investigate on-line GP consultations with Dr Tim Caroe and promote the Care Navigation Scheme.
6. To organise 2 self-care awareness events - possible subjects include falls, diabetes, healthy diet, exercise for older people + Leaflet on tackling loneliness.
 - **Event 1** To tackle loneliness and social isolation - Silver Sunday 6th October (see *article below*).
 - **Event 2** To be agreed.
7. To maintain the Noticeboards at both Practices.
8. To increase Forum membership

Silver Sunday – 6th October

On Silver Sunday towns throughout Britain will be holding various events for over-60's. As you may have seen in the Eastbourne Herald on 5th April, in Eastbourne, the Lighthouse Practice will be joining together with other organisations to host an afternoon of meeting people, chatting, entertainment, and information on local activities.

Numbers are limited, so please register your interest by either completing a slip available from our Reception (*or using the slip below*) and handing to Reception, or

alternatively, sending an email (please head up as Silver Sunday) to the Practice: lighthousepractice@nhs.net.

Then, closer to the date, we will send you a personal invitation to the event.

Please also keep an eye out for further information available at the Practice and in our Newsletters about the event.



A Lighthouse Medical Practice Patient Forum Event Sunday 6th October 2019 from 2-4pm at Eastbourne College.

By completing this form you are registering your interest in our **Silver Sunday** event. This form will be passed to the Patient Forum member who is organising Silver Sunday. The information will not be used for other purposes.

PLEASE COMPLETE IN CAPITAL LETTERS

Name _____

Address _____

Postcode _____

Home telephone _____ Mobile _____

Email _____

Name of GP _____

I consent to my details being given to the Patient Forum for the use of registering my interest in Silver Sunday. After this event, I understand that my details will not be kept on their records.

Signature _____



Patient Advice and Liaison Service (PALS)

– Amanda Sayer, *Managing Partner*

The Practice team often get contacted about issues that patients are having regarding services that are outside of General Practice. This can be relating to a patient, relative or carer.

At the Lighthouse Medical Practice we can support you in referring you on to other services but once you are in the hospital system, your care is in their hands. NHS systems can be confusing and sometimes you may need to turn to someone for on-the-spot help, advice and support about services that you receive from your local hospital and the services that they run. We are lucky that the Vice Chair of our Patient Forum group, Liz Walke, feeds back any information that she receives via our area Forum to the Clinical Commissioning Group. However, often patients need more help than this, and this is where the Patient Advice and Liaison Service (PALS) comes in.

PALS provides confidential, on-the-spot advice and support, helping you to sort out any concerns you may have about the care the hospitals provide, guiding you through the different advice and support.

I have recently been undergoing a lot of tests and hospital appointments and even though I know Primary Care well, I found the hospital system

confusing and often quite illogical. I was able to speak up for myself and sort out my care, but after needing five scans and seeing three different Consultants I needed support understanding my next steps.

I decided to contact PALS and, whilst I won't go into the details of why my patient journey was so confusing, what I will tell you is that Jackie Rowden of PALS at Princess Royal and Hurstwood Park, was amazing. She offered advice and reassurance, investigated my referral and clearly and honestly explained the situation with appointments. Jackie then looked into my case in more detail and called me to inform me of the next steps in my care. I was really impressed with the service and support given by Jackie and PALS.

In general, the Patient Advice and Liaison Service aims to:

- Advise and support patients, their families and carers.
- Provide information on NHS services.
- Listen to your concerns, suggestions or queries.
- Help sort out problems quickly on your behalf.

[www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/)



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.

Remember!
Don't tick it if you don't need it on your repeat prescription.



Have YOU Been Referred to Hospital?

Take a look at this helpful NHS leaflet which describes what you can expect to happen when your GP refers you to see a specialist or consultant at a hospital or community centre. It includes a checklist for you when seeing a specialist.

It can be found at:
www.nhs.uk



Ladies Your Help is Needed Red Box Project Eastbourne

The Practice is supporting this national community organisation which seeks donations of sanitary protection to be distributed to local secondary and primary schools for the use of their disadvantaged students.

For local donation points please refer to:
www.facebook.com/redboxeastbourne

Self-Care Forum Fact Sheet No. 9 Sprains and Strains

This fact sheet helps you to know what's 'normal' and what you can expect to happen if you suffer a sprain or strain. It also tells you when you should become concerned and seek advice from a health professional such as when you've suffered a severe sprain or strain that may suggest a broken bone or joint dislocation, if your pain is not controlled by over the counter medication, or if your injury does not start to improve after three to four days of self-treatment. www.dev.selfcareforum.org and look for Fact Sheets in the menu.



Diabetes Prevention

– Gladeana McMahon, *Forum member*

They say prevention is better than cure, which is true when it comes to helping prevent Diabetes.

In particular, the increase in Type II Diabetes which is linked more to lifestyle than a lack of insulin.

Prevention doesn't mean you can't enjoy life, you can. It just means making changes to your diet, exercise and lifestyle. The key principles to make effective change are to focus on diet and exercise.

For example, if you love full fat milk, try a month on semi-skimmed and after that month, change to skimmed milk. The majority of people find by making this small change one step at a time, they don't like the taste of full fat milk if they try it again. The same with sugar in beverages – if you take two sugars, try one and a half for two weeks, one for two weeks, then a half for two weeks, before taking none at all. You would be surprised at how quickly your taste buds change.

You can consider choosing water, coffee or tea instead of fruit juice, soda, or other sugar sweetened beverages. Try eating at least three servings of vegetables every day, including green leafy vegetables, and eating up to three servings of fresh fruit every day. Choose nuts, a piece of fresh fruit, or unsweetened yoghurt for a snack. Limiting alcohol intake to a maximum of two standard drinks per day can be helpful as can choosing lean cuts of white meat, poultry or seafood instead of red or processed meat. Swapping to whole-grain bread, rice, or pasta instead of white bread, rice, or pasta can help too.

Choosing unsaturated fats (olive oil or sunflower oil) instead of saturated fats (butter, ghee, animal fat, coconut oil or palm oil).

As to exercise, this too can be introduced one step at a time. Daily walking is perhaps the best form of exercise, costs nothing but can add value. If you drive to work, park your car a mile from the office and walk there and back. Use the stairs where possible and gently increase your walking time and distance. Perhaps finding an activity you enjoy, such as dancing would work better than going to the gym. If you hate gyms, you won't go, but if you like something you are far more likely to keep at it!

Changes don't have to be drastic or done all at once. You could set yourself one simple change each month and once you are comfortable with that change, add another the following month. That way the changes become easy and get embedded into your lifestyle, so they become sustainable.

You can help yourself and, in the words of the popular TV advert, "Every little helps".

For further information, tips, recipes and general information on how you can take control of your health, visit: www.diabetes.org.uk

Call: **0345 123 2399**, Monday to Friday, 9am to 6pm, or email: helpline@diabetes.org.uk

The medical information on this website, and on any sites linked to from this website, gives general advice only and SHOULD NOT be used as a substitute for the personal advice patients receive when consulting a GP.

**“With the coming of Spring
I am calm again.”**

Gustav Mahler

Talk to the DGH Pharmacy Team

Forum Chairman, Gwynne Pickering, himself a Type 2 diabetic gave a well-received address to the Pharmacy team in March about being diabetic and his medication over the past 25 years.

Thought for Easter...

Hope by the Reverend Howard John, retired United Reformed Church Minister



It's a striking and mysterious painting - a blindfolded female figure sitting on a globe. She's holding a lyre which has just one string and is bent over listening to the faint music from that one remaining string. The artist, G F Watts, called it *Hope* but it's a sad looking picture, the poet G K Chesterton said

that the first thought of anyone seeing it is that it should be called *Despair*. Apparently, Watts painted it when he was grieving over the death of his granddaughter. Yet the artist called it *Hope*, a title that suggests optimism, the ability of people at their lowest point to find the strength to keep going.

Watts' painting has had an enormous influence on many people throughout the years. A Holocaust survivor said how he had been helped by the picture; after Egypt was defeated by Israel during the Six-Day War the Egyptian government gave out copies of this painting to all of its troops; Nelson Mandela had a print of the painting on the wall of his

prison cell on Robben Island.

Dr Frederick G. Sampson gave a lecture on the picture in Richmond, Virginia and one of those in the audience, a minister called Jeremiah Wright, was inspired by it to preach a sermon which he called *The Audacity of Hope*. Here's a passage from that sermon: "...with her clothes in rags, her body scarred and bruised and bleeding, her harp all but destroyed and with only one string left, she had the audacity to make music and praise God ... To take the one string you have left and to have the audacity to hope ... that's the real word God will have us hear from this passage and from Watts' painting." In the congregation was a 29-year-old student in his second year at Harvard Law School, called Barack Obama. He was moved by the sermon and it gave him the theme for his 2004 Democratic National Convention keynote address and the title for his book - *The Audacity of Hope*.

Suffering and sorrow are part of life for all of us, but the person with hope knows that, as Paul wrote, "*Suffering produces endurance, and endurance produces character and character produces hope, and hope does not disappoint us.*" **Easter is the reminder that our hopes are not in vain and helps us to live in the power of that positive attitude to life.**

Permission to use the image courtesy of the Tate Gallery

Reverend Howard John

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

Try Yoga It Benefits Both Your Body and Your Mind

This gentle exercise practice can help improve your posture, muscle strength and flexibility. Relaxation and meditation help to calm your mind and body.

Eastbourne has several venues with classes that welcome beginners:

Yoga in Gildrege Park

11am-12noon

on Sundays, starting May 19th

Tel: 07525 140578

Lessons are free but donations are welcome.

www.yogaforwellbeing.co.uk/yoga_in_the_park.php



Think!

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

As the days get longer (and hopefully warmer) in Spring, some of us are fortunate to be able to get outside more, whether in our own garden or into Eastbourne. But not everyone is so lucky.

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?

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.

Lighthouse Patient Forum and Virtual Forum

We are Seeking New Members!

We invite you to join our Patient Forum or alternatively our online Virtual group.

The Forum are a friendly and proactive group of Lighthouse patients who meet one evening a month with the Practice Managing Partner and a GP to achieve great things together for the Practice. We are seeking new enthusiastic members.

Please contact **Gwynne Pickering** (our Chairman) on: **01323 640517**

or email: **gpickering201@btinternet.com**

The Virtual Group 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:

"Had emergency call to Surgery regarding blood in urine. Surgery staff exceptionally helpful in arranging, at short notice, sample to be analysed immediately and sent to DGH Lab. Dr. Rajendra telephoned me the following day to discuss the results and advise. Again, outstanding service from College Road."

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.

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

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)

Over Easter, the Practice is closed on 19th and 22nd April. On other working days the Practice has Normal Opening Hours.



Practice Website – take a look!

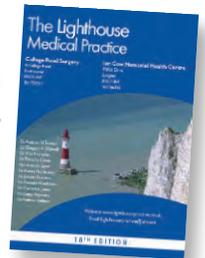
Lots of regularly updated information, including a separate section for teenagers.
www.lighthousepractice.co.uk

The Practice Booklet 19th Edition
Available at Reception and on website.

Patient Notice Board

Helpful information leaflets (also around the waiting rooms).

Practice Facebook 

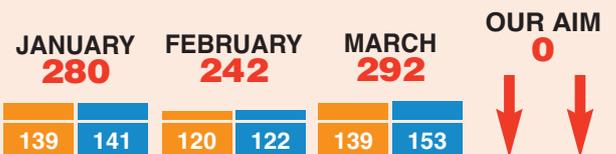


LOOKING AFTER THE NHS BUDGET

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.

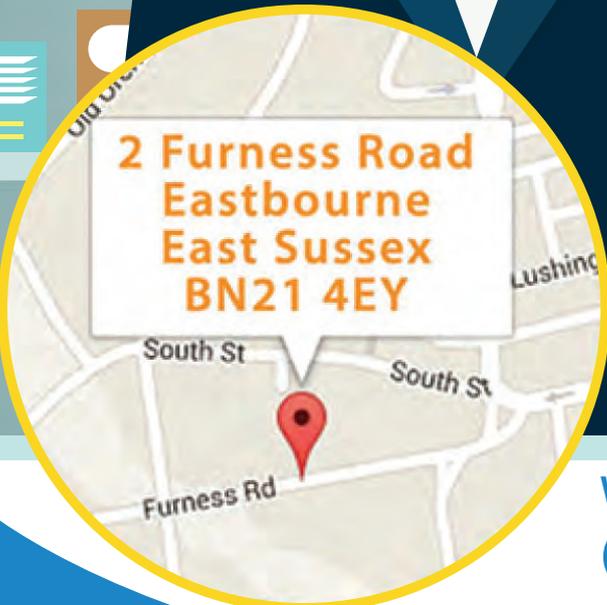
Disclaimer notice: Any opinions expressed in this publication are not necessarily of the Partners of the Lighthouse, but we have tried to ensure the information contained is correct. They cannot be held responsible for any inaccuracies.

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

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