



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: Gwynne Pickering Editor: Penny Briggs

www.lighthousepractice.co.uk

Issue No. 21

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

In This Edition...

Front The Lighthouse is a parkrun Practice

Page 2 Practice Team News

Page 3 Getting a GP appointment in the Evening and at Weekends

Page 4 Health News

Page 5 Dr Andrew Baldwin at Glastonbury Silver Sunday

Page 6 PPG Seeking New Members

Page 7 Making Appointments and Information

The Lighthouse is an 'Eastbourne parkrun' Practice



I am pleased to say that the Practice has joined parkrun, and we are now a 'parkrun Practice'.

This initiative will help us:

- Improve the health and wellbeing of our Practice staff
- Improve the health and wellbeing of our patients and carers, and hopefully reduce the need for lifelong medication
- Raise awareness amongst the parkrun community of services that we provide
- Contribute to the development of a local community and environment that is centred around wellness generation
- Support the UK-wide movement to scale up social prescribing activities



This is something that we as a Practice are very passionate about, and we would like as many of you to join us as possible.



This is something that would be of benefit to you if you would like to achieve the following:

- Make new friends
- Be part of a community
- Improve your health
- Be active
- Learn new skills

This is a free event which takes place every Saturday at 9am and is based at Shinewater Park in Eastbourne.

It is a 5k event and you can walk, jog, run, volunteer, or just come along and watch. You can bring children, buggies and even your dogs.

Taking part is easy, you just need to register at www.parkrun.org.uk print your barcode and just turn up. So join the parkrun family today. We hope to see some of you there.

The photos show our keen parkrun Practice team and even keener dog Ted, and we are also proudly sharing these and others on our website.

Practice Team News – *Dr Carolyn Rubens, GP*

We are delighted to announce the arrival of Dr Carolyn Rubens as a GP based at College Road and who introduces herself to us...

I am a GP based at the College Road surgery. I am also the current President of the British Medical Acupuncture Society (BMAS), a charity which trains healthcare professionals in medical



acupuncture and aims to increase the scientific understanding and uses of acupuncture. Before studying medicine, I completed a degree in Anthropology where I became interested in integrated healthcare systems. I trained in acupuncture with the BMAS soon after qualifying as a doctor in 2002 after seeing how effective it could be at treating numerous conditions in the GP setting. I then went on to set up an NHS acupuncture clinic at the Royal London Hospital for Integrated Medicine that still exists there today. Wishing to combine my interests in palliative care and acupuncture I then went on to work at the Royal Marsden hospital in London seeing patients for symptom control, particularly pain and hot flushes.

I moved to Litlington, a small village between Lewes and Eastbourne when my husband was made consultant Orthopaedic surgeon in 2016. Prior to that he had jobs in Tunbridge Wells and Toronto so we lived in these places along with our two young children, Tom and Rosie. Whilst the travelling was fun it has been great to finally be settled now so I can focus on developing my own career as well as enjoying a wonderful family life and community in beautiful rural Sussex.

I love using acupuncture in my work as it is so quick and effective for a wide range of problems and also has beneficial side effects that often lead to patients feeling more relaxed and sleeping better. I am passionate about providing more opportunities for

acupuncture to be more affordable and accessible to as many people as possible. As such I have set up an acupuncture clinic in Brighton at the Macmillan Horizon centre (CBAS, The Community Based Acupuncture Service) which is funded by the Sussex Cancer Fund. This service is free to all patients in Sussex with a cancer diagnosis and I head this up with a team of oncology nurses and volunteers in Brighton. I have recently started CBREAM, (the Community Bedrock restoring energy using acupuncture and mind) a service which aims to provide a forum for patients to discuss the emotional and psychological consequences of having cancer whilst also having a top-up acupuncture treatment.

I would love to expand these services to Primary Care in Eastbourne in the future and am particularly interested in the potential for using acupuncture and group discussions for common mental health problems particularly in children and young adults. I would love acupuncture to be free for all on the NHS and part of my role with the BMAS is to work toward this goal.

I have also trained in Lifestyle Medicine which is becoming increasingly popular amongst younger doctors. I would like to lead the way for reducing unnecessary referrals and prescribing by showing a better path for managing chronic problems through greater awareness and understanding of the root cause of these problems which often lie in lifestyle and mindset.

I enjoy paddle boarding, tennis, yoga, meditation and understanding human behaviour. I also enjoy having roles in my children's Parents' Association and in village life, both of these communities adding great value and joy to my life. I am hoping to bring more of the aspects of my outside interests into my work as a GP in order to enable patients to make better decisions for themselves to keep mentally and physically well in their daily modern lives which can be busy and stressful and to help them to believe in themselves and what they are truly capable of achieving.

I feel very fortunate to have fallen on my feet at The Lighthouse Practice where I immediately felt at home and included in this excellent team which is both very friendly and efficient making it a lovely place to work.

“Be the change that you wish to see in the world.”

Mahatma Gandhi

Please ensure that the practice has your correct email address and mobile telephone number and consent for us to communicate with you in this way, including sending you updates on the Practice services.

Also, keep the Practice up-to-date with your landline telephone number.

Practice News!

– Amanda Sayer, Managing Partner

Primary care networks (PCNs) are part of the **NHS long-term plan**, bringing general Practices together to work at scale.

While GP Practices have been finding different ways of working together over many years – for example in super-partnerships, federations, clusters and networks, the NHS long-term plan and the **new five-year framework** for the GP contract, published in January 2019, put a more formal structure around this way of working, but without creating new statutory bodies.

Since 1 July 2019, all except a handful of GP practices in England have come together in networks covering populations of approximately 30–50,000 patients. We are in the process of building our network and a legal agreement with four other local Practices.

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



Lighthouse Sustainability Drive

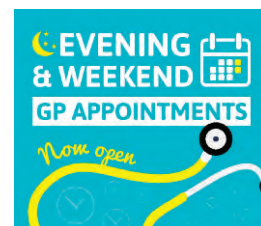
The Lighthouse Medical Practice team are committed to doing our part to help sustain the NHS and the planet's resources.

Which is why we are trying to reduce our paper usage by 15% in the next 3 months.

To help us do this we will be:

- Asking if we can email documents and help sheets rather than printing them.
- Suggesting that you register for the Patient Access system, so you can access your medical records from the comfort of your own home, or on the go.
- Sending text messages to patients rather than letters.
- Using the television screen at College Road to promote and inform, rather than posters and leaflets.

Getting a GP Appointment in the Evening and at Weekends



We offer extended hours appointments at College Road and Ian Gow.

- Weekly late Monday appointments 6.30pm - 8.15pm alternating between our sites
- Monthly Saturdays 8am - 9.30am, also alternating between our two sites.

In addition to this, we can book our patients into **appointments during the evenings, weekends and Bank Holidays** at an extended hub.

■ When are the appointments?

Clinics run between 6.30pm - 8pm Monday-Friday and between 8am-12pm on weekends and Bank Holidays.

■ Where do I go?

These appointments are based at one of the Approved Access hubs and are not at the Lighthouse surgery. The 2 hubs for this area are the Park Practice in Hampden Park or The Harbour Medical Practice by The Crumbles.

If you are happy to travel or work out of the area, we can book you in at one of the other hubs, for example the Old School Surgery in Seaford, or Quintin's Medical Practice in Hailsham.

■ Who will I see?

The chances are that you will not see your usual

doctor or any doctor from this Practice when you are seen at the hub, but you will see a qualified GP.

The GP will have access to your medical records and be able to do everything your own GP can do, including make referrals, issue prescriptions and order investigations such as blood tests.

■ How do I book?

1. You call us on the usual Lighthouse Practice number and ask to book an 'Extended Access Appointment'.
2. When an appointment time and date is agreed, we will ask you if you consent for the GP to see your medical records.
3. We will ask for a brief reason for the appointment and for a telephone number that you can be contacted on.
4. Your appointment is booked!

If you need to cancel an appointment, then call us during our normal opening hours and we can cancel the appointment for you so that someone else can benefit from the appointment slot.

Please note – this is not a walk-in service. You must book an appointment, otherwise you will not be seen

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 also 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 specified long-term medical condition (details on www.nhs.uk site), anyone in long-stay residential care, everyone over age 65 and people with caring responsibilities. Reception and Year 1-6 children will be vaccinated at school, but 'at risk' children can choose to have the immunisation at the Practice if their parents prefer.*

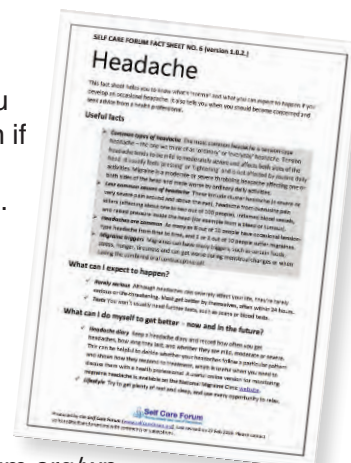
Online Services for College Road Surgery Online GP Consultation

If you are a patient at College Road, next time you think that you need help from the Practice, please try our online service. Click on the box 'Get help from the College Road team' on our website.

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

Self-Care Forum Fact Sheet No.6 Headaches

This fact sheet helps you to know what's 'normal' and what you can expect to happen if you develop an occasional headache. It also tells you when you should become concerned and seek advice from a health professional.



<http://dev.selfcareforum.org/wp-content/uploads/2013/03/20190227-SCF-Fact-Sheet-No-6-Headache-v102.pdf>

Think! Look Out for Others on Heatwave Days

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.



NHS App

The Lighthouse Practice is now connected to an **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. This app for your mobile or tablet can be found in the Google Play or Apple App Store. A web version you can access like a regular website will be following.

Registration to use the App – Your data security

You need to register in 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



This year I was fortunate to work as a GP at the Glastonbury Festival.

Having grown up in Glastonbury I first attended the festival in 1994 aged 15. I had just completed my GCSEs and remember watching Johnny Cash whilst sitting in the summer sunshine. I hadn't been to the festival for many years and I began to think how I could return in order to see how it had changed, enjoy the performers and perhaps also use my medical skills.

Having started in 1970, Glastonbury has grown into the world's largest greenfield music and arts festival and is attended by around 200,000 people. The event requires extensive infrastructure in terms of security, water and electricity, and also suitable medical services. The medical staff are all volunteers who work for an amazing charity called 'Festival Medical Services'. FMS donate any profit made from working at such events to organisations who provide medical care in the developing world.

I was a bit apprehensive as to the kind of medical problems I might be faced with, however was quickly reassured with the set-up. There were many first-responders and paramedics patrolling the site. I was based at the medical centre (a large marquee/field hospital) working alongside emergency medicine (A&E) consultants, anaesthetists, nurses, podiatrists and physiotherapists. I would describe much of the medical cases as routine GP work, with infections, rashes and allergies very common, along with a number of broken ankles (diagnosed using on-site x-ray) and also eye infections caused by contact lens use. Those who were acutely unwell were managed by the Emergency department doctors and anaesthetists.

It was a great experience and the team-work amongst the medics made the work enjoyable. I'm sure you'll be relieved to know that I also had lots of free time to enjoy the many different music acts and also sample the local cider (in moderation!).

Silver Sunday – 6th October 2pm to 4pm

Are you over 60?

Would you like to come along to a free event being held at Eastbourne College, where you will have a good afternoon with entertainment, refreshments, information on local activities, and chat with like-minded people?

On the day you must have a personal invitation to get in. You can get this now by asking at the Lighthouse Reception, or by completing the slip below and handing

it to a Receptionist, or alternatively by emailing lighthousepractice@nhs.net.

Do sign up to come along. We think you will enjoy an excellent afternoon.

Short entertainments planned include a musical presentation by Eastbourne College and a display by 'The Venton Vipers Belly dancers'.

SILVER SUNDAY 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 PPG 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 Lighthouse PPG 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 _____



We are Seeking New Members!

Your views can change what we do...

We invite you to join our proactive and friendly Patient Participation Group where members are patients with a variety of lives and health. We also have a PPG Virtual Group.

The Group has been running since 2005, initially known as the Lighthouse Patient Forum. The formation of a PPG at the Lighthouse Medical Practice has brought about a huge cultural shift from an "Us and Them" scenario to a united team of patients and Practice staff working towards a single vision, who are there to help and support one another. Our PPG has developed into a living, breathing part of what makes the Practice work, and is an integral part of daily Practice life.

Some of what we do as a Patient Participation Group:

1. Attend monthly meetings with the Practice Managing Partner, a GP, and other Practice team members.

The meeting has a wide Agenda include news of the Practice and local CCG and other Patient Groups' meetings attended. Members give updates on their regular PPG work.

Many meetings also include presentations from Guest Speakers on local health, social and care services and initiatives.

2. Help with the Practice Flu Clinics.

3. Create, plan and run Health Awareness days. Past events include a Diabetic Day and a Falls Awareness Day. A 'Silver Sunday' event is being organised for October 2019.
4. Improve both Practice sites for patients' visits, including reorganising the Waiting Rooms seating and displaying informative and useful information including the display screens, noticeboards, and posters with clearly themed areas.
5. Produce a quarterly joint Practice-Patient Newsletter informing about new Practice services and team members, local health services and health articles.
6. Sit on local Health Committees and Focus Groups, influencing the health issues and priorities of the local area, and supporting other local PPGs, working jointly on linked projects.

PPG Virtual Group

This was set up in 2016 by Vice-Chair Liz Walke, initially consisting of ex-Forum members who couldn't attend the regular monthly meetings and expanding it to include any patient who wants to feedback their experience with the Practice and other hospital and NHS services related to their care. The PPG group provides a way for members to email Liz 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.

Interested? Please ask at Reception, or email: liz.walke@dsl.pipex.com

The Practice – Did You Know?

The number of patients at the Practice has been steadily increasing and now reached **16,700**.
The PPG 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.

PPG New Webpage

We have a new web page as part of the make-over of the Lighthouse website where we highlight what we do as a PPG and introduce some of our members. Please take a look! We are looking for new members – do ask at Reception if you want more information.

Did YOU Notice?

We have changed our name from the *Lighthouse Patient Forum* to *Lighthouse Patient Participation Group (PPG) and PPG Virtual Forum*.

The Forum decided in May 2019 to change the name from Patient Forum to Patient Participation Group. It was felt that the new name reflects to our patients as well as the NHS and the wider public, the dynamic group that we strive to be.

Thought for the Day...

***This popular column
will return in the
Autumn Newsletter edition.***

PPG Virtual Group

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: "Undergoing blood tests at the Surgery - all appointments 'bang on time' and very professional. Results received in a couple of days (and available on line) and further consultation with Dr. Stewart to progress to further tests - couldn't wish for better service here."

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.

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.

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

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 26th August.



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 

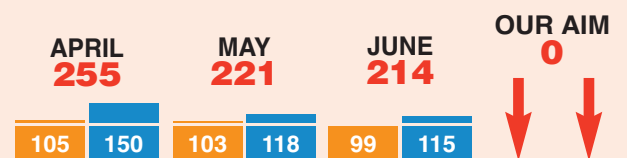


LOOKING AFTER THE NHS BUDGET

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