



The Lighthouse Medical Practice Patient Participation Group (PPG)

College Road Surgery 6 College Road, Eastbourne BN21 4HY. 01323 735044

Ian Gow Memorial Health Centre Milfoil Drive, Eastbourne BN23 8BR. 01323 766358

Chair: Liz Walke

www.lighthousepractice.co.uk

Issue No. 33

How to get help from The Lighthouse Medical Practice

Monday to Friday – 8am to 6pm

6pm-6.30pm – call 0300 555 5252

Other times, Weekends and Bank Holidays – call 111

Online is BEST

www.lighthousepractice.co.uk

Click: 'Contact us online'
and complete the online form

Telephone

College Rd: **01323 735044**

Ian Gow: **01323 766358**

Option 1: *Clinical Help*

Option 7: *Admin Help*

In Person

You can ask for
help at our
Reception Desks

No need to wait on the phone

Your request for help goes
straight to the right person

Clinical requests for help from a DOCTOR:

Our Admin Team will ask:

- For information about your request.
- How urgent you think your request is.
- If you have a phone that can access the internet.

Requests for help from a Doctor

are sent to our **Clinical Hub**

Requests for Nurse or Admin help

are sent to our **Patient Services Team**
who will contact you with a plan

The Clinical Hub

Our team of experienced medical professionals and administrators will:

- Review your request based on the information you have provided.
- Contact you – preferably by text – to ask questions if needed and agree a plan with you
- Agree a plan with you on the same day – if you contact us late this may be the next working day

We want to get you the best help, in the best way, from the best person, at the best time.
Sometimes the best help is not from the surgery and we can point you in the best direction.

Ways we can help:

- Text or online
- Telephone
- Face to Face
- Video Call
- Home visit

People who can help:

- Pharmacists • Paramedics
- Social care • Self-help
- Mental Health worker
- GP • Social Prescriber
- ...and many more

When we can help:

We like to help on the
same day, but it may be
better for you to wait
for the best person
for what you need.

Getting help from your Practice – Frequently asked questions...



Why are you running this Clinical Hub system?

Firstly, because people who have asked us for help tell us that they think this is a better way of doing things. About 90% of patients say we are offering a good or very good service. We are very proud of that.

Secondly, because we think it's better too. We can give people the help they need rather than running a more traditional 'first come first served' practice. In that sort of model, if you get in too late, there's no space left, even if you need it more than other people who got in before you. We don't think that's fair.

Third, this is the way the NHS would like general practices to run, so we are following the best guidance possible.

Why is online the best way for me to contact you?

Whether you contact us online, via the telephone, or walk into the practice, everyone goes onto one list in order – there is no preferential treatment and people who can't use digital tools are not disadvantaged.

However, it saves significant time if you use our online system. It will automatically ask you questions, so that we don't have to. In addition, you can tell us what is going on in your own words, which is super helpful.

When you use the online system, you don't have to wait on the phone for someone to answer, then talk to them so they can pass a message on. It is more time efficient all round. If you haven't used it before, next time you need help, please give it a go – we think you'll find it much more convenient. And remember, you're freeing up the phonedlines for people who can't use it.

Why don't let just let me book appointments with my Doctor when I want to?

We want patients to get the right help. That is not always a face-to-face appointment with a GP.

We are experts and can work with you to agree the best person, the best time, and the best place to get help.

In our old system, people used to book appointments with a GP when this wasn't the best use of anyone's time.

Perhaps another sort of expert instead of a GP

would be more suitable.

Perhaps you don't need to physically come to the surgery and your problem can be managed by getting a text with an opinion. Perhaps there are other resources outside of the surgery that are best suited for you – for example a local pharmacy which can now offer many more services than in the past.

There are so many different ways to receive care now and we want to help you in the best way for you and for us.

We are looking after over 17,000 patients. If we let people book any appointment they want, we rapidly run out of appointments and have no time to help other people.

If we can help you to get help from the right person, at the right time, in the right place, we can help more people and give better care to everyone.

Why is a Patient Services Team Member asking me medical questions?

Our Patient Services need to ask you questions so that our Clinical Hub know what sort of help you might need. All members of our team must follow data protection and confidentiality rules.

What if I don't want to tell a Patient Services Team Member about my medical problems?

We would encourage you to tell our team why you need help as this allows us to prioritise who to contact first.

However, if your reason for contacting us is very sensitive or distressing and you do not wish to speak with our Patient Services Team, you can contact us online instead, via our secure online consultation service. This will go straight to a doctor. If you want to phone or walk into the surgery instead, you can just tell our team you would like help but you would rather not say why. They will pass your request on to the Clinical Hub and a clinician will then contact you for further information.

Who runs the Clinical Hub?

The Clinical Hub is run by a number of our Doctors who often have others working with them like Paramedics and GP Registrars (doctors who are training to be GPs). There is also a Patient Services Team member to do the administrative work.

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When will I get help?

The Hub Team will aim to make contact with you on the same day. In many cases it will be quicker than this, and sometimes a little slower. The earlier in the day you contact us, the more likely it is that we can deal with your request on the same day.

When we are busy, we need to prioritise, and we then add people to the list for our next working day instead. If we do this, we will let you know. There's no need to contact us again.

We can manage most problems on the same day you contact us. Sometimes it is best for you to wait for a specific person who knows you best. And sometimes it is best to wait for someone with a particular skill who may not be available that day. The Hub will agree this with you.

Why are you sending me text messages instead of just seeing or speaking to me?

This way of communicating is best for several reasons:

- We can gather more information through automated questions which is very time efficient.
- We can send you information about your condition easily.
- Our communications are saved automatically as a record of what has happened.
- You can contact us with photos or documents that we can use to help you.
- We can have multiple conversations with lots of people at the same time, allowing us to help more people rapidly (rather one person at a time on the telephone).

We prefer to communicate initially with you via text or through our online consultation tool. Please do respond to us when we contact you.

Electronic communication is not right for everyone though. Just let us know and we can arrange to speak to you.

What kind of help will the Hub offer me?

The best thing about the Hub is that we can match the help we offer to your exact need. There are so many options for help now and we can help you navigate that maze. Here are some examples of the things we might suggest:

- Arranging an appointment with one of our expert Physiotherapists
- Reading some specific self-help advice or

information

- Having a phone call or face to face appointment with one of the doctors
- Asking our pharmacist to call you to help with medication issues
- Waiting to get help from someone who is not available that day, because they know you best.

These are only examples – every person is an individual with their own needs and hopes. We want to offer the right help for you.

I have special communication needs. What should I do?

You and/or your representative can let us know when you contact us about any special communication needs you may have. We will communicate with you in a way that works for you, for example, via a professional interpreter.

Can I still request to see or speak to my Doctor?

Yes. Just let us know what you feel you need. We may ask a few questions to understand more.

The Clinical Hub doctors may arrange exactly what you are asking for or offer you something that they think will be even better. People are often pleasantly surprised when they get help in a way they weren't expecting.

If I need to be seen, where will that be?

We have two sites – Ian Gow and College Road. In the past these two buildings have worked separately, but the Clinical Hub means we are working together. Staff are moving between the two. These allows us to give more consistent care, more effectively.

The best person to see you may be at a site you are not used to going to. The good news is that both sites are accessible. College Road is in town with excellent bus links, and our Ian Gow surgery in Langney has its own car park and is on a bus route. We trust that you will understand that sometimes, to get the best care, you may need to travel.

What if I disagree with the decision or advice from the Clinical Hub?

We understand that patients don't always agree with our advice about the best way to help. Sometimes we know that the best that we can offer at that point is not convenient to you. We will

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always listen to you, so if you're not happy, please just tell us.

We need to cater to so many different peoples' needs. We look after over 17,000 people, with several hundred contacting us every day, so we cannot always give people their perfect time, their perfect place, their perfect person and their perfect way of delivering care. But we are pleased that we often do.

If you have strong opinions about the way you would like your care (face to face, telephone etc) or who you would like your care from (for example a particular doctor), or at a particular time, or on a particular site, we will do our best to provide this, but you may have to wait a bit longer if your preference is different from what we think is the best way to help you. We may not be able to give you a definitive plan immediately if you can't take up our offer of help, but we will get back to you as soon as we can.

Very occasionally, people ask for things that we feel are medically inappropriate. In this case we explain

why we are not able to give people what they want. People can always ask for a second opinion.

I was asked to book a routine follow up appointment. What should I do?

Ideally, follow up appointments should be booked at the time you are told that you need them. However if this hasn't happened, contact us when the follow up is due and we can help you to get the care you need.

Have patients been involved in designing this new system?

Yes. From the beginning we have listened to patient feedback and used that to improve what we do.

We want to thank all of you who have spontaneously said lovely things to us about the care we are providing. It makes a huge difference to us as we work hard to help you.

Anneke Langford - PROFILE

Vice-Chair of the Patient Participation Group

Hello! My name is Ann Langford-Hebbelinck, but I very much prefer Anneke Langford. Having joined the Practice Patient Participation Group (PPG) in 2018, earlier this year it was my privilege to be welcomed as Vice-Chair.

Born in Belgium, I moved to London a very long time ago: first in search of freedom from a stringent upbringing, and later to be with my now husband, Angus. Starting as a housekeeper, sleeping in a hotel basement room shared with five other girls, I went through numerous professional transformations and gradually mastered the English language. I concluded my paid career as Director at a Barristers' Chambers.

In late 2017, Angus and I relocated to the Eastbourne area. Angus liked the idea of being closer to his paragliding hills. I, on the other hand, appreciated Eastbourne's strategic location, nestled between our Belgian relatives and our scattered British ones, spanning the north, southeast, and southwest of the country. The move marked a new chapter for both of us, including a heightened commitment to voluntary

service and a more active pursuit of community and well-being.

I find great joy in serving as the PPG's Vice-Chair. As we strive for improved health

and wellness, let's join forces. Health and wellness are like participation sports – a team effort where we not only support ourselves, but actively engage with those guiding us on this journey.

The essence of the PPG is two-way communication between doctors, their support teams, and us, the patients. It is about truly listening, understanding, and encouraging active involvement. The PPG reflects us patients, and is designed for us. Don't hesitate to reach out for assistance and consider becoming a part of our cause. Together, we can truly make a meaningful difference.



Spring Awakening – *Nourishing Our Wellness*



Wellness is so much more than seeing the doctor to give us medicine when we get ill, and so much more than receiving the medical care we need. Optimum wellness is a mindset, a decision to do things which keep us as healthy, happy and engaged as we can be in any given circumstance. Optimum wellness does not necessarily mean being free of medical conditions. It does mean learning the difference between what we can control and what we cannot change, and putting our energy where it makes a positive difference.

Wellness has many dimensions and involves our body, our mind, our relationships and who we are at our core. As winter transitions into spring, here are some tips to care for our bodies, keep a clear mind, and stay connected to ourselves and to others:

Physical self-care:

Taking care of our bodies

1. Eat a balanced diet:

- Include fruits and vegetables in meals.
- Stay hydrated with water, herbal teas, and soups.

2. Embrace the outdoors:

- Spend time in natural sunlight for vitamin D.
- Do outdoor activities: run, jog, walk, amble, cycle, do some gardening, take pictures, skip rocks on water, enjoy nature...

3. Look after ourselves:

- Get medical attention when we need it.
- Prioritise self-pampering, like a warm bath, a good book, or some soothing music.
- Get enough sleep: avoid where skipping sleep to get things done.

Mental self-care:

Looking after our minds and brains

1. Digital detox: switch them off!

- Schedule regular periods without electronic devices.
- Reduce the use of screens, including TV, before bedtime to improve sleep quality by reducing exposure to blue light.

2. Challenging our brains:

- Like our bodies, our minds need to be stretched and exercised: get puzzling, do crosswords, learn a new board game. Consider a new hobby or take up activities which require mental effort.

3. Spring cleaning:

- Declutter your living space, donate clothes you haven't worn for years, rearrange furniture or tidy that junk drawer for a clean and refreshing environment.
- Open windows to promote good ventilation and welcome fresh air into your living space.

Emotional self-care:

Cultivating calmness and connection:

1. Stress reduction:

- Take breaks and make time for activities you enjoy.
- Practise mindfulness techniques: take slow deep breaths; count how many breaths you breathe in one minute; walk slowly and deliberately paying attention to each step; take time to eat without distractions.
- Keep your goals realistic to avoid being overwhelmed. Break big goals down into smaller, more manageable tasks.
- Learn how to say 'No' tactfully when overwhelmed.

2. Finding joy – change your perspective and lift your spirits:

- When you feel down, look up: it changes your outlook, calms your breathing and engages you with your environment.
- Three good things: before going to bed write down or think of three good things which happened during the day.
- Laugh when you can: watch a funny video, read a joke, spend time with people who make you laugh.

3. Staying connected:

- Make spending time with friends and family a priority.
- Nurture relationships with people who support you and make you feel good.
- Take someone close to you out to lunch, share a smile with a stranger.
- Don't hesitate to ask for a cuddle if you need one.
- Join community events or clubs to meet new people and strengthen your social circle.

Wellness is an ongoing practice involving our physical health, mental fortitude, and emotional well-being. Optimum wellness is a deliberate choice, a commitment to nurturing our bodies, minds, and connections. The essence of well-being lies in acts of self-care.

Why not let this spring mark the beginning of a renewed commitment to your well-being? Incorporating just a few of these practices into your routine will enhance your well-being and foster a sense of connection with your community. Start by asking: "***What small change can I make today to enhance my overall wellness?***"



Your Questions Answered...

Q: Why is the Practice encouraging patients to contact them electronically via the online system on your Website.

A: It is quicker and easier to use the online system, you are likely to get a response sooner rather than holding in the queue to speak to the appointments centre. It also creates a clear audit trail in your medical records, which helps the clinicians and also makes this clear if another GP needs to take over care for any reason.

www.lighthousepractice.co.uk/services/managing-your-health-online/

Q: I am registered at one of your sites, but why am I being asked to be seen at another site?

A: This will very much depend on the staffing we have on each site and which clinician you need to see. We operate as one practice with our resources rather than individual sites. You could be seen at College Road, Ian Gow or Hampden Park. Staff will tell you where your appointment is but please make sure that you double check if you are unsure.

www.lighthousepractice.co.uk/services/appointments-2/

College Road

6, College Road, Eastbourne. BN21 4HY

Ian Gow

Milfoil Drive, Eastbourne. BN23 8BR

Hampden Park Health Centre

12 Brodrick Close, Hampden Park, Eastbourne. BN22 9NR

Q: Why do you need three working days to process a repeat prescription?

A: We have 17,000 patients to look after and our list is growing. We are not an emergency service and therefore our systems and processes are organised as such. We have staff working all day at both our sites to processing prescriptions and three working days is just about enough time for us to be able to process them. All prescriptions have to be authorised by GPs before they go to the Pharmacy or patient. Electronic repeat dispensing, EDR, does simply this process and we would encourage all patients to sign up to this by nominating a Pharmacy of their choice to which we can electronically send prescriptions.

<https://www.lighthousepractice.co.uk/services/repeat-prescriptions-2/>

Dr Greg Folwell is leaving



Dr Greg Folwell is leaving us after 30 years.

Greg has been a dedicated member of the Practice, he has cared for his patients and has been one of the few GPs who has remained working full time for the majority of the time has been with us.

Greg has been a GP Trainer, educating many of the GPs who still work locally. He is often seen cycling around the town, even sometimes visiting patients on his bike. Greg was always the first on the Karaoke machine at staff parties and has dressed up as Santa on at least one occasion.

We will all miss you Greg and wish you a wonderful and well deserved retirement.

Contacting the Surgery **Out of Hours**

If you need assistance between 6pm-6.30pm on weekdays, please call the out-of-hours service on: **0300 555 5252**

At all other times, please call the **NHS on 111** (all calls are free).

Practice Website – take a look!
www.lighthousepractice.co.uk

Practice Facebook



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