



CLYST HEALTH NEWS

Charity No. 1050675

**THE NEWS MAGAZINE FOR CLIENTS OF
PINHOE AND BROADCLYST SURGERIES
AND CLYST CARING FRIENDS**

Spring 2014

The Clyst Centre celebrates its Tenth Anniversary

Welcome to a ten year celebration of the Clyst Centre. We shall be having an Anniversary Tea at the Centre on Saturday 14th June from 2.30 to 4.30 p.m. with a strawberry and cream tea, cakes, and a raffle so be sure to come.



Doesn't time fly by fast? It hardly seems possible that it is now more than ten years since we were in the planning stages for the Centre. I remember well

the time in 2002 when the GP partners decided to buy the old Gibbins property in Broadclyst, and the CCF committee and members wanted to become involved and open a Day Care Centre there too. There was a lot of excitement and then some very hard work involved for the fund-raising required.

Eventually it all came together and the building started, project-managed by our former Practice

Manager, Allan Bennett, before it finally opened on 12th June, 2004.

These ten years have been very successful and we can look back with pride at how CCF has helped so many of the vulnerable, lonely, sick, disabled or otherwise people



who live in the surrounding area of Broadclyst and Pinhoe. We run the Day Care Centre three days a week, together with a luncheon club and bathing service. We now provide prescription delivery from the dispensary next door to those patients who are unable to collect their regular prescriptions in person, while our volunteer drivers are still running the car service to bring patients to surgery appointments.



Dr. Carol M. Scott
Chairperson, CCF

Fund-raising continues to be crucially important with



Social Services steadily reducing and changing the way our services are subsidised and ideas for helping us raise funds are always welcome.

Please do visit our excellent Charity Shop behind the Post Office in Broadclyst, and come to our Anniversary Tea to help us celebrate this much-needed and well-deserved service.

Best Wishes on Retirement and Welcome to New GPs

We would like to extend our very best wishes on his recent retirement to **Dr. Martin Meredith**, who has been with the Practice since 1983. And a very warm welcome to the Practice to our two new GP's, **Dr. Kate Home-Smith**, who has been working since qualifying as a locum in and around the Exeter area, and

Dr. Hamish Duncan who joins us from the Wonford Green Practice.

Best wishes also to **Jackie Robertson**, who has retired after twenty-five years as Head Receptionist at Pinhoe surgery.



Reflections on my time as a GP at Pinhoe and Broadclyst

Dr. Martin Meredith

It only feels a short time ago while cycling along the top of Church Hill in Pinhoe that I bumped (not literally) into Dr Keith. We got chatting and I asked if I could join him as his trainee G.P. Luckily he agreed and after completing my vocational training scheme I joined the practice in 1983.

I replaced Trevor Gibson who had founded the practice by an amalgamation of several small practices after the second World War. Trevor remained around for a short while and was a great character.

The practice then was comprised of the brand new Pinhoe surgery together with some very interesting branch surgeries!

The Broadclyst surgery had three rooms in a National Trust house, which smelt of paraffin from the very ineffective heating arrangements. There were no booked appointments and the examinations in winter were efficient. At Whimble there was a room in the village hall which was damp as well as cold.

The Rockbeare surgery was in a front room of a patient's house and the waiting room was the garden, while

the surgery at Clyst-St-Mary was initially in Dr Gibson's house and was later moved to the village hall. Compare that to the two fully equipped and staffed surgeries of today.

When I think about the medical changes in the 30 years there are some which stand out.



Imagine having a heart attack now and the GP coming to give you some morphine and keeping you at home, deemed to be best practice in 1983!

Asthma emergencies and severe heart failure were common place. This is now a rarity thanks to our comprehensive chronic disease management programs.

I have been lucky to work with such nice colleagues and staff over the years and I'm sure they will look after the patients extremely well in the years to come.

I'm looking forward to retirement and I will be able to look back at my time at Pinhoe and Broadclyst as both a professionally and personally fulfilling time of my life.

I continue to cycle and have cycle trips to Portugal and Italy booked for this summer.

I wish you all the very best for the future.

Martin

From Jackie Robertson



I can't believe it's been twenty five years since I started at the surgery and I can honestly say I have really enjoyed working with everyone. The people of Pinhoe and Broadclyst are the best!

But I think you know yourself when it's time to leave. My husband is also retiring so we are looking forward to

a long and healthy retirement together - we have three grandchildren so I'm sure they will keep us busy. I would like to wish the Surgery and Clyst Caring continuing success. It just leaves me to say that I will miss you all.

Love Jackie

Dr. Kate Home-Smith

Kate Home-Smith is joining Pinhoe and Broadclyst Surgeries as a new General Practitioner. She completed her medical training in London and in 2009 spent her year as a Registrar at Pinhoe. Since that time she has been working as a locum in and around the Exeter area, often at the Pinhoe surgery.

Kate and her husband live in Exeter, and she will be working part-time, spending Monday mornings at Pinhoe, Wednesday mornings at Broadclyst and all day Fridays at Pinhoe. We wish her a very warm welcome.



Dr. Hamish Duncan

We are delighted to announce that Dr. Hamish Duncan joined the Practice in April, 2014.

Dr. Duncan completed his GP training in July, 2008 and worked as a Locum for the next two years before entering the Wonford Green Practice in 2010, where he has

worked until now.

We are sure all our patients will join the Doctors, Nurses and staff in welcoming him to the Practice.

Oh how I wish I could retire!
But the pension age gets higher and higher
So each morning I wake paint a smile on my face
Jump into my car
And travel.....not far
To the room in the roof
And to tell you the truth
The paperwork grates
It's the one thing I hate!

But it needs to get sorted
before visits are started
Then off I can go
To see people I know
And nurse them to health
It's better than wealth!!!!

Jackie Dodd and
Pinhoe District Nurses

Broadclyst Dispensary News

Marie Brailey
Dispensary Manager

GOODBYE AND HELLO

Lee Jenkins leaves us at the end of April. She has been a very valued member of the team for nine years and will be missed by us all. She is moving on to fulfil a personal ambition and we wish her well in her new project.

We would like to welcome Joanne Carpenter to the Dispensary team.

SERVICES WE OFFER

AUTOMATIC REPEAT MEDICATION SERVICE

Are you on a regular repeat medication? We can now offer a service that will mean you will no longer need to remember to order your medication.

How it works

If your repeat medication is stable and issued on a regular basis we can order your repeat prescription, dispense it and then inform you when

it is ready to collect.

1. All we ask is that you speak to a member of the dispensary team to determine if your medication is suitable for this service.
2. We will then ask you to complete an authorisation form.
3. The date of your first collection will be given to you.

If you are interested or have any questions please speak to a member of the dispensary team.

HOME DELIVERY SERVICE

With the aid of Clyst Caring Friends we offer a Home Delivery service every Tuesday and Thursday morning.

We can also arrange for your medication to be left at one of the following Post offices.

Clyst St Mary, Stoke Canon,
Whimble and Rockbeare
(Cranbrook Vets)

NEW SERVICE

Do you wish to collect your medications from the Dispensary but cannot make our opening times?

Debbie Clarke has kindly offered the services of the Broadclyst Post Office and Stores as a collection point.

This means that you will be able to collect your medications in the evening and weekends during their normal opening hours. Any payments for prescriptions would need to be completed before delivery. We can accept payments by Debit or Credit Card by phone.

If you are interested speak to the Dispensary.

For more information about these services or any other issue please talk to the Dispensary staff or telephone 01392469666

INTER CARE FOR AFRICA

In February 2012 the Practice made the decision to start sending any suitable returned medication to Inter Care for Africa. The uptake on this is increasing with a large box being sent most months to the Charity.

This is great news as it means less medication is being destroyed and more is now being sent to Africa to help others.

The gratitude of the clinics that have received

donations from Inter Care is

clearly demonstrated in the attached letter that has been forwarded onto the Practice.

Please help to make a difference and return any unwanted medication to the Dispensary. We will sort any returns to determine those that can be sent to Inter Care and will destroy any remaining medication.

MADDONA MATERNITY CLINIC
P. O. BOX 143
BESEASE
ASHANTI - REGION
GHANA WEST AFRICA

12TH DECEMBER, 2013.

THE MANAGER
INTER CARE

Dear Carol,

LETTER OF APPRECIATION

With gratitude in our hearts, we wish to express our profound gratitude to you and all co-workers and donors for these gifts again. All hope was gone when we heard that you will not reach us again. Unless it was a false message.

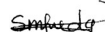
You can not imagine the joy of all of us in the Clinic to be called from the Post Office telling us to come and collect our drugs.

I got six boxes of drugs, three for Madonna Clinic and three for St. Edward's Clinic. They were all intact and when we cross checked the drugs all were intact as you have sent. We really lack words to express our inner joy to you all.

May God richly bless you all may you never lack. The Holy Mass has been offered for all your intentions.

God bless you!

Yours Sincerely



Sr. Mary Frieda Agble

Clyst Caring Friends - How it all began

Carol Traer
Clyst Caring Coordinator

How we started

Clyst Caring Friends started in 1986. It came about because one of the GPs, Dr Ann Walker, was spending more time on the road driving to visit patients than actually seeing them. She spoke to her partners in Pinhoe and Broadclyst surgery with the idea of using volunteer drivers and their cars to transport patients to their appointments.

So after a lot of negotiating and hard work from a team headed by Dr. Walker, Pauline Mortimer and Audrey Isaacs, Clyst Caring Friends came into being.

The area we cover



The geographical area of Pinhoe and Broadclyst Surgery encompasses Whipton, Pinhoe, Poltimore, Killerton, Broadclyst, Whimble, Rockbeare, Clyst Honiton, Clyst St. Mary, Heavitree, then back to Pinhoe, including all the new developments along the way. This is a huge, largely rural area, and a lot of our patients would be totally isolated if it were not for our services.

The key people at CCF are all our volunteers, who give so generously of their time and support to our growing elderly population. We have a coordinator who is responsible for the running of the organisation, and liaison with GPs and outside agencies such as social services. She works closely with an office manager who is responsible for the day to day running

of Clyst Caring Friends and the management of our car service, which is vital to our whole organisation.

The services we provide

We not only provide transport to both



the surgeries but on Tuesdays, Wednesdays and Fridays we run a Day Care Centre, where we can take up to 15 clients on each day. We also provide assisted bathing which is very popular and a much needed resource. We organise a Luncheon Club on the 2nd Monday of each month which is open to all, and held in the Broadclyst Day Centre.



Numbers are limited and need to be booked in advance. Additionally, we hold a coffee morning on the second Saturday of each month from 10.00 a.m. to 11.30a.m. Entrance is 50p, which includes coffee and biscuits, plus a raffle, cake and book stall.

Our Charity Shop

Our main fund raising achievement is our charity shop behind the Post Office. This is now open Mondays,



Wednesdays and Fridays 9.30 a.m. to 4.00 p.m., and Saturdays 9.30 a.m. to 12.30 p.m. This has given us enormous support in keeping our day centre services viable and is made possible by a group of lovely volunteers, and many thanks go to the Postmistress, Debbie Clark, who has let us use her back room and loft. The charity shop has become our



main source of funding and without its income we would be struggling to offer all our services.

Do you need our help?

If anyone is interested in accessing any of our services, please ring Ann Unwin on 464940 or email clystcaringfriends@hotmail.co.uk. You can be referred to us by your GP, Nurses or Social Worker, or simply pop into the Day Centre and leave your details.

A Big "Thank You" to all of our Helpers



I would like to take the opportunity in this newsletter to thank you all for the support and time you give to Cyst Caring Friends.

To all our drivers, Day Centre helpers, Charity Shop helpers, all those who help and support the Monday morning coffee mornings at the Church Hall, Pinhoe, and our monthly Saturday coffee mornings in Broadclyst, all those volunteers who always turn up for all our fundraising activities, you know who you are, together with the numerous people I may have left out, a huge "Thank You" - we wouldn't be able to operate without you all.

I joined Cyst Caring in 1993 and many of you have been with the charity even before this date. My, how we have grown since then! The need for our services is even greater as the gap provided by Health and Social Services has grown even larger.

I am not going to say we are in a strong financial position, because we are not. At the moment our services are running at a loss, and if it

wasn't for the revenue the Charity Shop generates, we wouldn't be able to provide any of them. So please remember us - if you have used our services you will know how they helped. You can donate in many, many ways, and if you are a tax payer please gift aid your donation.

you out there who support us.

Once again a huge thank you to all of

Carole Traer
Cyst Caring Friends Coordinator

TEA TO INCLUDE STRAWBERRIES CREAM & SHORTBREAD

ALL PROCEEDS RAISED GOES TOWARDS THE WORK WE DO

**THE CYST CARING FRIENDS
BROADCLYST DAY CENTRE**

2004 - 2014

**CELEBRATES ITS
10TH YEAR**

**ANNIVERSARY TEA
SATURDAY 14TH JUNE 2014
2.30 - 4.30 PM**

**STRAWBERRIES,
CREAM &
SHORTBREAD
RAFFLE,
CAKE STALL,
JAMS &
PRESERVES**

**COME TO THE
CYST CENTRE
IN BROADCLYST
& HELP US
CELEBRATE
THIS
SPECIAL DAY**

Home Visitor

My name is Anne Roker. Having worked as a volunteer for Clyst Caring Friends since April 2012, I was lucky enough to become their Home Visitor in June 2013.

This role involves visiting people in their own homes, who are usually widowed after many years of marriage and are leading increasingly isolated lives owing to ill health or decreasing mobility. These people are referred to me by the doctors at Pinhoe and Broadclyst or by the Coordinator of Clyst Caring Friends, Carole Traer. For some, I am the only person other than their carers

that they see on a regular basis. Others are lucky enough to have family living close by, but they still spend the majority of the week alone as family members are frequently working and have commitments of their own.

I really enjoy getting to know the people that I visit and have been warmly welcomed into many homes around the parish, where we chat about anything and everything. Memories can date back as far as the Second World War and there is never a week goes by where I don't learn



something of real interest.

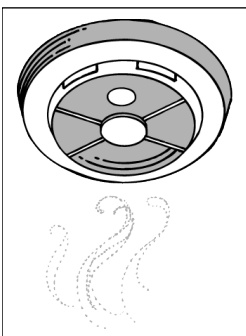
Home Fire Safety Visit

Every year thousands of people within the UK experience a fire in the home. Tragically, many of these result in injury or even death.

Home Safety Visit

The damage caused by fire in the home can have devastating consequences and a large number of fires could have been prevented if potential hazards in the home were identified and eliminated and the residents had a plan in case of an emergency.

To assist with this, Devon and



Somerset Fire & Rescue Service offer a programme of 'Home Fire Safety Visits'.

Home Fire Safety Visits can sound

daunting to many people, especially the elderly. They involve a DSFRS employee visiting your home at a time convenient to yourself to give advice and guidance in respect to fire and home safety needs. They will also assist you with the development of an escape plan so you would know how to get out of your house if there was a fire.

All homes have different requirements but a Home Fire Safety Visit should take no longer than 45 minutes.

What is the cost to residents?

DSFRS are working to develop a safer community and this is a completely **FREE** service that is offered to people and places where we know there is a higher risk of fire. This includes high risk individuals such as older people, especially those living alone, those with mobility, vision and hearing impairment, mental health services users and those liable to intoxication through alcohol



or drug use. A combination of these factors will significantly increase the risk from fire. You may also qualify to have a **FREE** smoke alarm fitted in your house - you will not be sold anything.

If you are concerned that your home may be at risk of fire or know someone who you think needs our help then please arrange a visit by calling **0800 7311 822**

All Fire and Rescue personnel who visit your home will carry photo identification. Please ensure you ask to see it.

Join our amazing team of Volunteer Drivers

Ann Unwin,
Office Manager

Gladys is in her eighties, she lives alone and is no longer able to drive. Her family and friends do not live locally and catching a bus to and from medical appointments is out of the question as Gladys struggles with severe arthritis. Our transport service proves invaluable to many clients in Gladys's situation, giving them peace of mind when getting to and from their medical appointments.

vehicles to transport our clients and are paid a mileage allowance to cover the cost of the fuel used whilst transporting. Our drivers not only transport clients to their various medical appointments but also to our day centre in Broadclyst, to our monthly Luncheon Club and our weekly Coffee Mornings, getting clients out and about to mix socially and enjoy the company of others.

availability; we normally book drivers a week in advance and aim to give at least 48 hours notice of journeys so that volunteers can plan ahead. Clyst Caring Friends pay for all DBS checks and can also help with any necessary form filling. If you have some spare time and would like to make a difference to people like Gladys please phone me on 01392 464940.

Ann Unwin
Office Manager

This is a very flexible volunteer position which is based on

Our volunteer drivers use their own

COFFEE MORNINGS



Coffee mornings are held at **Pinhoe Church Hall** from 10.00 a.m. to 11.30 a.m. every Monday and on the last Saturday of the month and at **Broadclyst Day Centre** in **Helling Gardens** on the second Saturday of the month.

Please support us by coming along to our friendly group and enjoy a cup of coffee, browse through the books, bric-a-brac and preserves that we have for sale and try your luck in the raffle.

CLYST CARING FRIENDS MEMBERSHIP AND TAX DEDUCTION FORM

NAME

ADDRESS

POSTCODE EMAIL

I/We would like to become a Member of **Clyst Caring Friends**
(Please tick the appropriate box)

ANNUAL MEMBER : Single £5.00
Couple £8.00

LIFE MEMBER : Single £25.00
Couple £40.00

☐
☐

I would like CCF to reclaim tax on all my donations made on or after the date of this declaration. I am a UK tax payer and pay tax equal to or more than the tax deducted from my donation

**Please return completed form and remittance to
the Clyst Caring Office at Pinhoe Surgery**

☐

Please tick box

DATE/...../.....