



# CLYST HEALTH NEWS

Charity No. 1050675

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

**New Year 2017**

**A HAPPY NEW YEAR TO ALL OUR CLYST CARING FRIENDS AND VOLUNTEERS**

## **Goodbye and Thank You for your Support Dr. Carol Scott stands down as Chairman - Welcome to new Chairman, Dr. Catherine Clements**



As some of you will know, I stood down as Chairman of Cyst Caring Friends at the Annual General Meeting. I have been a Trustee for eleven years, and Chairman for seven, and feel that the time is right for someone else to take over. CCF is in good shape, and still fulfilling a very necessary role with our Day Care Centre and Lunch Club for our elderly and infirm patients in the Pinhoe and Broadclyst practice area.

I am particularly proud of the service we introduced a few years ago, to visit and try to help the isolated and lonely people that we know of. The car service is also helping transport patients to the surgeries for necessary appointments, though we are always looking for more volunteer drivers!

However, my life is moving in different directions now that I am retired. I have one grandson who is nearly two, and he is due to have a new brother or sister in

November. My other daughter is also expecting a baby at the end of January, so I shall have three grandchildren to visit and help with. My parents in Edinburgh are now ninety-one and nearly ninety-three, and still live independently but are naturally requiring more care and attention.

I am delighted to say though, that Dr. Catherine Clements has stepped into the Chairmanship, and I am sure she will be splendid and enjoy the same support that I have always had from the Committee and Members.

So with sadness but resolve, I wish you all goodbye and good health, and thank you all for your support over the years.



New CCF Chairman, Dr. Catherine Clements

*Dr. Carol Scott*

# Transport - Clyst Caring Car Service

## A Big Bouquet and Thanks to all our Drivers!

Over the last couple of years we have had a steady increase in the number of clients who are using our Transport Service for their leg ulcer clinic appointments. These appointments can be quite specific and can differ from the more regular Doctor and Nurse appointments that our clients come in for. For an improvement to be made and maintained, ulcer clients will often have to be seen on a more regular basis each week, with the probability of them having to come in several times a week for up to an hour each time.

This creates a particular situation for our drivers who will often be

transporting the same client a few times each week, and either having a lengthy wait or having to return an hour later to transport them home again.

These appointments can go on for months at a time, or in some circumstances, years. We had one client who had regular twice-weekly appointments for at least a two-year period, and another more recent client who, for several months needed to come in five days a week. Our drivers have been amazing in helping with these appointments and have often gone

over and above their volunteering duties when it has come to being attentive to the individual needs of each client.

It's a really lovely feeling when we hear that a client is improving. Their surgery visits start to decrease and



you know that they are hopefully on the road to recovery. Along with the nurses who must work so hard to address the very specific problems that ulcers can bring, the Clyst Caring Car Service has also played a part in their recovery.



### VOLUNTEER DRIVERS

Come and join our wonderful group of volunteer drivers who help to transport people in the local community to our Day Centre, Luncheon Club, Coffee Morning and surgery appointments.

This is a flexible position, volunteers choose the days and hours they are available. A generous mileage allowance is given to cover fuel costs. For more information contact **Ann (01392) 464940**



# Surgery Report

*Catherine Clements  
GP at Pinhoe and Broadclyst Medical Practice*

## Loneliness at New Year (and the rest of the year!)

According to the latest figures from a survey carried out by Age Concern, 7% of people aged sixty-five and above in England 'always' or 'often' felt lonely. This figure rose to 33% when those who 'sometimes' felt lonely were included.

Research by the Campaign to End Loneliness says that more than half the people in the UK over the age of seventy-five live alone and one in ten report speaking to a friend, neighbour or family member just once a month. Some of these people say that the television is their main source of company.

The number of very old in our society, that is those over eighty, is set to double by 2030. Whilst more of us are living longer we cannot all expect to enjoy a problem-free old age. Sadly, poor sight, hearing loss, cognitive decline and poor mobility can all contribute to depression and poor self-care which have an impact on physical health and well-being. There is a 14% increase in premature death in the chronically lonely.

All this makes for very sad reading, but of course changes can be made, and it's not really difficult to do. A return to old-fashioned

neighbourliness should be encouraged. People should try to be aware of the vulnerable elderly living nearby. Often those in most need are too proud or stoical to ask for help so it is up to younger, fitter individuals to make the first move. A friendly smile, a cup of tea or help with shopping are easy things to offer and from simple beginnings real friendship may grow, often to mutual benefit.



Research from these same studies of the elderly also shows how valuable inter-generational contact is. If school children can be taught from an early age to look out for elderly neighbours this can only be a good thing for everyone involved. As we go into the Winter months the likelihood of isolation increases with fewer hours of daylight and many elderly frail people are unwilling to venture out in bad weather. This is a time to be particularly vigilant and pro-active in looking after these members of our community.

Fortunately there are many wonderful organisations devoted to the promotion of wellbeing in older people. Age UK, Silver Lining, Independent Age and Friends of the Elderly are but a few. Of course locally we are very lucky to have the services of the Clyst Caring Friends charity, attached to the Pinhoe and Broadclyst Medical Practice. The charity offers a number of services including a day centre, luncheon club, bathing facilities, transport service and a befriending service. This small charity, which relies heavily on volunteers and fundraising for its operation, provides an invaluable

service for the frail and vulnerable and potentially lonely elderly people in our community.

If anyone reading this article thinks they know someone who might benefit from the services of Clyst Caring friends then they can contact the office on **01392 464940**. If you are interested in volunteering in some way then Carole Traer, the co-ordinator, would be delighted to hear from you. She can also be contacted through the office number.

## The Sat Nav

(Attributed to Pam Ayres)

I have a little Satnav, it sits there in my car.  
 A Satnav is a driver's friend, it tells you where you are.  
 I have a little Satnav, I've had it most my life,  
 It's better than the normal ones, my Satnav is my wife.  
 It gives me full instructions, specially how to drive,  
 "It's sixty K's an hour", it says, "You're doing sixty-five".  
 It tells me when to stop and start, and when to use the brake  
 And tells me that it's never, ever safe to overtake.  
 It tells me when a light is red, and when it goes to green,  
 It seems to know instinctively just when to intervene.  
 It lists the vehicles just in front, and all those to the rear  
 And taking this into account, it specifies my gear.  
 I'm sure no other driver has so helpful a device,  
 For when we leave and lock the car it still gives me advice.  
 It fills me up with counselling, each journey's pretty fraught,  
 So why don't I exchange it and get a quieter sort?  
 Ah well, you see, it cleans the house, makes sure I'm properly fed.  
 It washes all my shirts and things and keeps me warm in bed!  
 Despite all these advantages, and my tendency to scoff,  
 I only wish that now and then I could turn the b\*\*\*\*r off!



## Pinhoe Church Hall Coffee Mornings for Clyst Caring Friends



Coffee Mornings are held each Monday, with the exception of Bank Holidays, from 10.00 a.m. to 11.30 a.m.. at a cost of £1.00 for tea or coffee and biscuits together with a Draw Ticket.

We always have books for sale and on occasions other items are available, such as home-made preserves and cakes, and seasonal home-grown plants, fruit and vegetables.



A "Bumper Draw" coffee morning is also held on the last Saturday of every month (except December) when Draw Tickets are £1.00 and tea and coffee 0.50p, while special Draws are held for Christmas and Easter. All proceeds from activities go to Clyst Caring Friends.



We aim to provide a caring, friendly atmosphere, so do come and join us, and perhaps make new friends.

Mary Moore



## We Did It! - Mums on the Run

Many of you in the village may now know, having seen our posters and pots everywhere, we signed up to do the Great West Run. We always admired the people that took part in the Run and particularly how amazing it was that the kids stood on the side handing out sweets and high-fiving the runners. This made us want that experience with our kids too and so bravely we signed up to the event. At this point we hadn't really taken up running of any significant distance and although some of us were fitter than others generally we were anxious, what with previous injuries and poor fitness, that thirteen miles was somewhat "ambitious".

It was important to us at this point, that we needed to ensure the support we received for this event went back into the village. We decided we wanted to raise money for two local charities.



Clyst Caring Friends is a valuable resource for those who are vulnerable in our community. The charity offers services such as the day centre in Broadclyst, a befriending service, a bath service, transport to appointments, and prescription collection. This is such a huge support for them and their families.



Broadclyst Church set up a group called Little Angels which is run by volunteers. The group runs on a Wednesday morning in Broadclyst and many of us mums go here for a coffee, cake and a chat while our kids have fun playing with the toys. This group has enabled so many great friendships and so this was our way of thanking them. The church needs a new updated heating system, and we wanted to help make a dent in the money that they need to raise.

Each of us had our own journey leading up to the run, but the most important thing was finishing it and raising a good amount of money in the process. We owe a huge thank you to everyone that sponsored us, chatted to us in the village and watched on the day. We really cannot thank you all enough. It really did make such a difference to know we had the support of the community.

To date of writing this article we have raised £1391.84 which will be split between the two charities.

If anyone still wishes to sponsor us then you can do so by logging onto the following link.

<https://mydonate.bt.com/fundraisers/greatwestrun>

We hope we may have inspired many of you to dust off your old running shoes, or set yourself a goal that's a little out of your comfort zone and go for it!! Watch this space, mums on the run will be back!!



## Clyst Caring Charity Shop



Thank you to everyone for continuously supporting Clyst Caring Charity shop. We are always amazed at your generosity. The amount of good quality donations we receive enables us to keep our prices low and offer a varied selection of goods.

Hopefully something for everyone!!!

Just a little update regarding the donations we can accept in the shop :

Clean clothing, footwear, bedding, curtains, bric-a-brac and household items, toys with a CE mark

and small bundles of books are always welcome.

Donations we are unable to take are :

Furniture, duvets and pillows, children's car seats and bicycle/safety helmets.

Please do not leave donations outside the shop.

We collect blankets, sleeping bags and warm clothing for a Charity for the Homeless in Exeter to distribute.

Our opening times are:

Monday, Wednesday, Thursday  
9.30 am - 4.00 pm  
Sat 9.30am - 12.00 noon

Special thanks to so many people, especially Debbie for allowing us to invade large sections of her shop, and to all our volunteers who work tirelessly for the Charity. If you would like to volunteer in the shop please call in for an application form.

## A Surprise Visitor to the Day Centre





# Pinhoe Community Nurses Report

## Claire Bergfield, Nurse Specialist - Community

Within my role as Community Nurse Specialist, I primarily visit people in their own homes. As you can imagine, my team and I see all kinds of homes, from the very grand to the bijou! Our homes should be our sanctuary, somewhere we feel relaxed and safe. We see collecting as an enjoyable habit, which it can be, but when it invades your living spaces and impacts on your daily ability to function it becomes destructive and potentially a fire hazard.

As a Clinician, I have a responsibility to promote the health and safety of my patients, and point them to services that can support individuals to achieve optimal health, for which living in a safe environment is paramount.

Clutter is a fairly generic term, but essentially it means too much of something - an excess. We have formed a culture of "I want" or "I need", which is sad when you consider some members of our community struggle to achieve even the basics for living. Our society now is almost held hostage by the pursuit of wanting more - a belief that we are somehow entitled. But rather than making us feel better, it can have the opposite effect. Our anxieties are still there, and we are not allowing ourselves to enjoy the items we cherished before, as we have an excess of items now.

Ultimately it is better to "de-own" rather than de-clutter, but we don't all live in immaculate, sterile homes nor, I suspect, would we really want to.



Winston Churchill once said "we make a living by what we get, but we make life by what we give".

This brings us to being generous and letting go of items not used or valued any more. Generosity is an amazing trait - it promotes self-worth, happiness and fulfilment. Donating actually improves our health, and body scans have revealed the activity activates the pleasure and reward centre of the brain. Generous actions result in reduced stress, increased personal confidence and social connection, all linked with making us functioning happy members of society. Those who support local charities rarely regret it as it benefits everyone.

The Clyst Caring charity in Broadclyst supports the local community and identifies the needs of others. It enhances and

empowers, as nurses aim to do within healthcare. If you feel your home is cluttered, or you have some potential safety issues please consider donating, or contact the

Devon and Somerset Fire Service on 0800 0502999 (See Page 11)

The Community Nurses are linked with the Devon and Somerset Fire Service and can refer you directly or provide information on a home safety check.

I am very proud to be able to support the Clyst Caring charity and once again contribute to this publication.



*Claire Bergfield  
Nurse Specialist - Community  
Pinhoe Community Team  
Telephone : 01392 466913*

# Nellie celebrates her 100th Birthday

For Nellie Coupe 2016 has been a particular year to remember as she celebrated her One Hundredth Birthday with a special party.

Nellie was originally from Lancashire, where she worked in the mills as a weaver, and it was customary for the workers to recite poems as they worked. The poem below, "A Little China Figure" was Nellie's speciality.



## 100th Birthday Celebrations



## Grandma Lily's Party Piece "A Little China Figure"

By Mrs. W. Robinson

A little china figure on a little bracket sat.  
His little feet were always crossed, he wore a china hat  
And every morning, fair or foul, in shine or shadow dim  
A pretty little housemaid came and softly dusted him.

She picked him up so gently, and with such a charming air  
His china heart was melted quite, he loved her to despair.  
All day he sat and thought of her until the twilight came,  
And in his china heart at night he softly breathed her name.

One day while being dusted, in his joy he trembled so  
To feel her dainty fingers, that alas, she let him go.  
In vain she tried to grab him back but fate willed they should part.  
He fell against a fender edge and broke his china heart.

She gathered up all the fragments and she told a little lie,  
Explaining to her mistress how the cat had made him die.  
And on the following morning when the shutters back were thrust,  
She spoke his little epitaph - "That's one less thing to dust!"





# HELP WANTED !



## Clyst Caring Friends

### **VOLUNTEER WANTED**

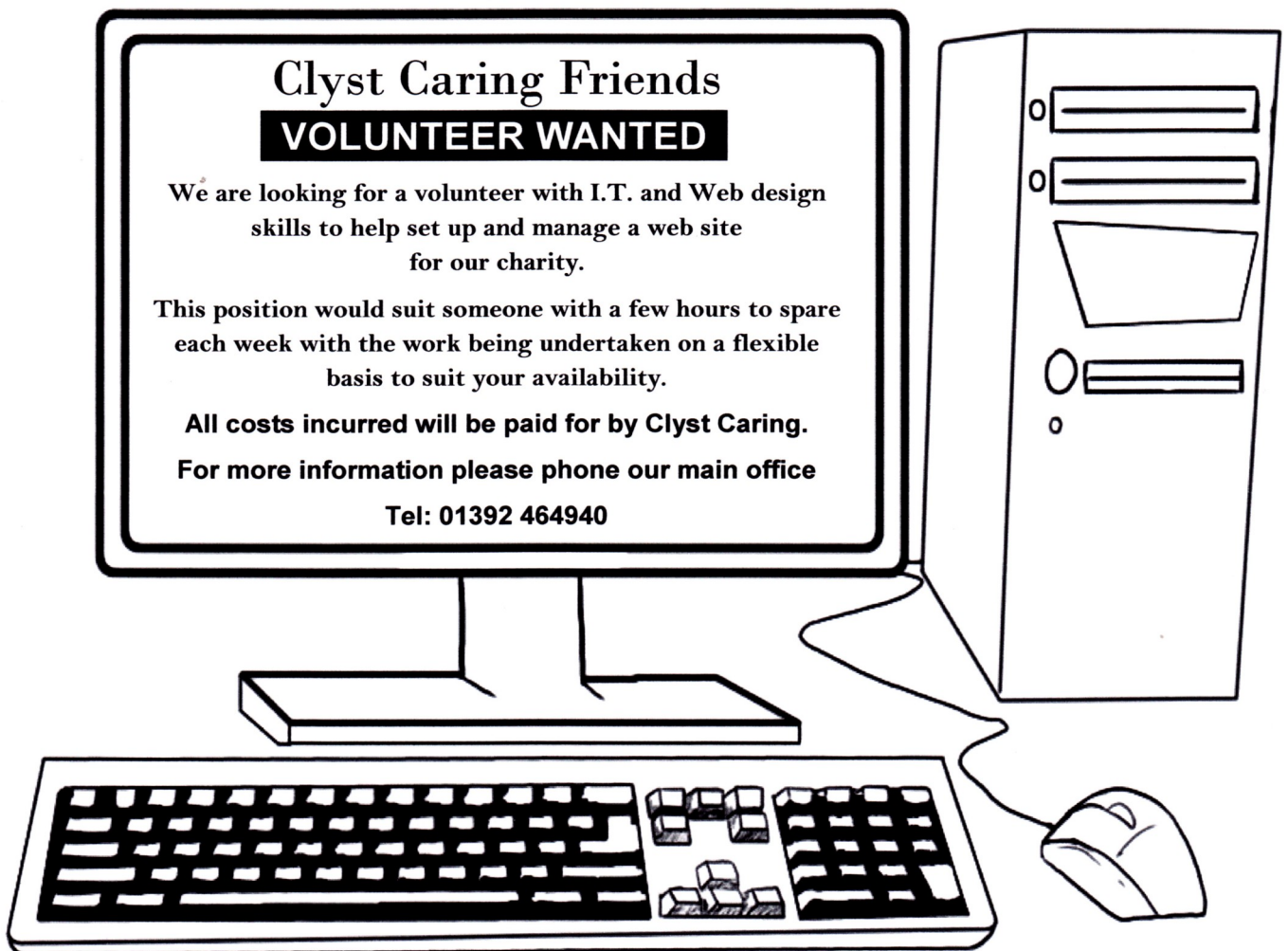
We are looking for a volunteer with I.T. and Web design skills to help set up and manage a web site for our charity.

This position would suit someone with a few hours to spare each week with the work being undertaken on a flexible basis to suit your availability.

All costs incurred will be paid for by Clyst Caring.

For more information please phone our main office

Tel: 01392 464940



# The Broadclyst Dispensary Team

## Services We Offer

*Marie Brailey  
Dispensary Manager*

### Automatic Repeat Medication Service

We can issue, dispense and deliver your regular repeat medication automatically for you. We will even contact you to inform you that your medication is ready.

### Delivery Service

The Dispensary offers a Home Delivery service, and as a Dispensing Practice can arrange for your medication to be left at one of the following Post Offices :

Clyst St. Mary, Stoke Canon, Whimple and Rockbeare, (Cranbrook Vets). If you wish to collect your medications from the Dispensary but cannot make our opening times, Debbie Clarke kindly offers the services of the Broadclyst Post Office and Stores as a collection point. This means that you would 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.

## CCF's Treasurer's Report

*Roger Sercombe*

Over the years Clyst Caring Friends have seen their costs rising giving us a constant battle to run the Charity as efficiently as we can, and trying to minimise any rise in charges for our services to make them as affordable as possible.

One area of success is our fundraising. In 2008 we raised £7,218, being 7.3% of our total income. In 2014 fundraising took a huge leap forward with the opening

of our own Charity shop. In last year's 2016 accounts the fundraising amounted to a whopping £43,669 which accounted for 34% of our total income.

Continued success with fundraising was only achieved by having such a loyal band of volunteers who have contributed by giving of their time in so many ways. Without them the Charity would not be in existence.

We are experiencing many pressures on our income with loss or reductions in grants and the inevitable increase in expenditure forcing us to look again at our charging structure. Whatever the outcome you can be sure that because of fundraising these charges will be kept as low as possible.

## Surgery Reception

Winter is here and this means a very busy time for the surgery. We do ask that if you cannot make an appointment that you cancel it in plenty of time so that we can offer the appointment to someone else.

**Last month alone we had forty-two hours of missed appointments with Doctors or Nurses.**

We can book up to approximately six weeks in advance with Doctors, and twelve weeks with the Practice Nurses. We also offer appointments with the Doctors that you can book on the same day for patients who need to be seen quickly.

We are a training practice, so from time to time your Doctor may have a medical student sitting in their

consulting room with them. If your Doctor is not available you may also be offered an appointment with one of our Registrars - a Registrar is a qualified Doctor who is completing extra training to be a GP.

We would like to take this opportunity to wish you all a very Healthy New Year.



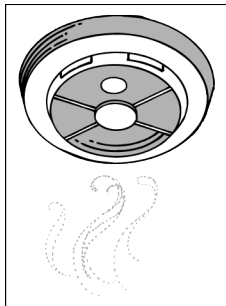
# Home Fire Safety Visit

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 0502999**

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

## CLYST CARING FRIENDS YOUR LOCAL CHARITY SHOP

**Help your Community!  
Bargains galore,  
All proceeds to Cyst Caring**

### OPENING HOURS

Monday, Wednesday, Thursday  
9:30 am - 4.00 pm  
Saturday 9:30 am -12:00 pm

*Donations always welcome,  
purchases even more so*

## CAKE MAKERS WANTED

**If you enjoy baking cakes why not put your skills to good use and donate some to our charity.**

**Clyst Caring Friends hold 'Coffee mornings' on the 2nd Saturday in the month at the Broadclyst Day Centre and need willing volunteers to bake produce to sell.**

**Any donations would be greatly appreciated, and if you are interested in helping please contact Ann at the Pinhoe Clyst Caring Office Tel: 01392 464940**

## BOOKS FOR SALE

To raise funds for Clyst Caring Friends we now have second-hand books for sale in both Pinhoe and Broadclyst Surgeries.



So if you are looking for a good read, why not pop into one of the Surgeries to see if we have something suitable for you, and support our charity at the same time

***A minimum 50p donation is suggested***

## 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 tick box

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

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