

Spring  
2013

# CLYST HEALTH NEWS

Charity No. 1050675

Clyst Caring Friends



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

## Highlights of 2012



The Clyst Caring Friends Charity shop is located behind the Spar shop in Broadclyst

The best  
charity shop in  
Broadclyst  
opens!

What a crack-  
er of a Christ-  
mas lunch.



Mrs Wilson and Mrs Burrige enjoy their Christmas dinner at The Clyst Day Centre.



Barry Knowles, Ruth Godbeer and Howard Stacey at The Clyst Day Centre.

The Olympic  
torch arrives  
at Broadclyst  
Day Centre.

# Support Project Worker (12 month Fixed Term Contract)

6 Hours a week (working pattern to be agreed on appointment) £9.50 an hour plus mileage.

***Are you well organised, IT literate and empathic? Do you have good interpersonal skills and enjoy working with people? Looking for a part time job where you can make a tangible difference to people's lives? Read on ...***

Clyst Caring Friends (CCF) is a local Charity working with clients living in Pinhoe, Broadclyst and surrounding villages. We wish to appoint a part time Support Project Worker for a fixed 12 month term. The role will involve providing support to clients in our catchment area who - for a variety of reasons - are experiencing isolation. Based at our Broadclyst Day Centre the job holder will also travel within the district, so applicants should have a clean full licence and access to their own car. For full details of the job and how to apply, please go to:

[www.clystcaringfriends.org.uk](http://www.clystcaringfriends.org.uk) Click on **Latest News** and then **Job vacancies**.

Details are also available on the Pinhoe & Broadclyst Practice website at: [www.pinhoesurgery.gpsurgery.net](http://www.pinhoesurgery.gpsurgery.net) Click on the **Other Information** tab and then **Vacancies** from the list. Please note that the closing date for applications is the 13th March 2012 and interviews will take place on the afternoon of 27th March 2013.

## Chairman's Report



Hello and welcome to another edition of the Clyst Health News. It hardly seems possible that another 12 months has sped by, but I am pleased to be able to tell you that CCF has had another successful year in providing services to the patients of Pinhoe and Broadclyst. Despite cutbacks and funding restraints, we have managed to keep our services running, and actually returned an operational profit, which you can be assured your management committee is looking at to see if we can offer any further useful services to patients. This has been largely due to the increased fund-raising and donations/legacies we have received - so a very big thank you to our volunteers and donors.

2013 is looking to be yet another year of challenges and changes in the NHS. You will be aware that there are changes in the management struc-

ture with Clinical Commissioning Groups (CCGs) being set up to commission (buy) care for patients mainly from secondary providers (hospitals etc). Pinhoe & Broadclyst Surgery comes under the North, East and West Devon CCG which has now been appointed and has as its vision "Healthy People, Living Healthy Lives, in Healthy Communities". The existing structure of Primary Care Trusts and Strategic Health Authorities are being discontinued, with an overseeing NHS Commissioning Board special health Authority which will hold CCGs to account for delivering local health services. This should start in April 2013, after our CCG has been authorised by the Dept of Health.

So far there are 3 GPs in the team, as well as managers, so we must be hopeful that clinical knowledge will help shape decisions - but in these days of severe financial restraints, I personally am not very hopeful for further or better services to our patients. Let's keep our fingers crossed that things will improve and that services do not get reduced or restricted as

they struggle to make best use of the limited resources we now have in the country.

Things do not stay stable in our practice area either - we are starting to welcome the first residents of Cranbrook new town to our surgery. The initial houses are now finishing and being occupied - and as at present there are no medical facilities there, we are happy to register and care for them. I also anticipate the new developments of housing at West Clyst alongside the B1381, and so expect we will see a steady increase in the practice population. Luckily we have spare capacity at Broadclyst Surgery in Hellings Gardens, so if you wish a quieter building to come to - I would encourage you to book there!

Enjoy reading the rest of the News, and I wish you all a happy and prosperous 2013.

Dr Carol M Scott,  
*Chairman CCF*

## How to access our services

I know some of you have had queries as to what criteria apply to use our services.

Firstly, you do not have to be a member of CCF to use our services. You also do not have to be a patient of Pinhoe and Broadclyst Surgery. However, you do have to live within the area that our surgeries practise. In addition, you need to be referred by your G.P, District Nurse, Practice Nurse or CCF Co-ordinator. You also must be physically unable to use public transport, and also not have use of a car which you or a family member or friend could use to bring you to your appointments.

We do not take patients to other surgeries as most have their own transport scheme or League of Friends attached, the exception being Hill Barton Surgery which has chosen not to have or use such a scheme.

We have had many requests lately for hospital transport but we can only take patients to the hospital for diabetic or podiatry appointments. The reason for this is simple - the uncertainty of appointment duration and the difficulty in parking. However, we have recently been in talks with a local taxi service who has very kindly come up with some set prices for return transport to the Exeter R, D & E hospitals. Please see the

article below for further details of this service.

If you have any further questions regarding any of our services please do not hesitate in contacting myself or Ann in the office, Tel: 01392 464940. Finally, I would like to add a big thank you to our volunteers for all the hard work they put in and to all of you who use our services.

Carole Traer  
*Clyst Caring Friends*  
Co-ordinator

### DEN'S PRIVATE HIRE TAXI SERVICE AVAILABLE FOR HOSPITAL TRANSPORT

Reliable, punctual, patient and understanding.

Den offers an excellent service with no extra charge for his help and assistance.

CRB checked and highly recommended.

Please telephone Den on: 07776188499

He needs as much notice as possible for hospital transport so please phone as soon as you have been given your appointment.

| FROM           | PRICE  |
|----------------|--------|
| PINHOE         | £10.00 |
| BROADCLYST     | £20.00 |
| ROCKBEARE      | £20.00 |
| CAT & FIDDLE   | £20.00 |
| CLYST ST. MARY | £20.00 |
| POLTIMORE      | £20.00 |
| WHIMPLE        | £25.00 |
| STOKE CANON    | £25.00 |

## Mother's Story



For four days in July 2012 the Broadclyst church was filled with beautiful and delicate lace - enhanced by gloriously arranged summer scented flowers and rendered unique by fifty ceramic figures - most of which showed lace in the history of fashion. Constance Senior's collection was a unique assortment of lace gathered over a fifty year period and ceramics which had been personally handmade by Constance herself. After her death in the 1980s her daughters Miriam Gent and Mary Schlich began to care for their mother's collection and have done so for the last thirty years, collecting key pieces themselves to complete the

collection.

The two sisters have twice exhibited their mother's extensive collection; in 1982 and 1993 at the Broadclyst Parish Church and the exhibition last year in July was their final one. All the proceeds from the 'Mother's Story' festival were donated to two charities, the Clyst Mission Community and ourselves, Clyst Caring Friends. The photograph right shows our Co-ordinator Carole Traer receiving a cheque for £2,300 from Miriam Gent and her sister, Mary Schlich.



## The Clyst Caring Transport Service



Clyst Caring Friends was set up in 1986 and started with a transport service after Dr. Walker realised there was a need within the local and rural community to help patients get to and from their surgery appointments. With the help of Pauline Mortimore and Pearl Isaacs the three ladies went to visit a similar scheme that had been set up in Paignton and from there Clyst Caring Friends was born.

Many years have passed since then and Clyst Caring Friends now provide several other services within the local community, with its transport service still as valuable as ever.

At present we have approximately twenty-three volunteer drivers, which might sound like a lot, but when you consider we have approximately 150 clients registered with us at present, it puts it more into perspective. Of course not all of our

clients use our transport service at the same time but then neither are all of our drivers on the rota at the same time.

At present we only have one main driver who covers the Rockbeare and Whimble areas; he helps three days a week. We have five drivers in Broadclyst and eight in the Pinhoe and Westclyst areas. They all help during a variety of days and times. We also have other drivers who specifically help with our Day Centre journeys. At present we don't have a driver within the Clyst St. Mary area and subsequently have to send drivers from other areas to collect clients from there. Volunteers use their own vehicles to help clients to and from: surgery appointments, the Clyst Day Centre, weekly Coffee Mornings and our monthly luncheon club. They give their time on a flexible basis, depending on their availability. Although it is an unpaid volunteer position, drivers are reimbursed for the petrol they use whilst volunteering, with our clients paying a contribution towards the service. Our transport service provides help to those in local and rural areas who

would otherwise have great difficulty either walking or using public transport to get to their appointments. This might be on a temporary basis after an operation for instance, or as an ongoing service if long-term help is needed. To qualify for this service you will need a referral from your doctor or nurse, who will then pass your details onto us. We then write to all new clients to let them know exactly how our transport service works. If you would like to know more about our transport service either as a potential volunteer or as a client please contact our main office. Tel: 01392 464940.

Ann Southard  
*Office Manager*



## Coffee Mornings in Pinhoe



We hold a Coffee Morning in the Hall Church in Pinhoe from 10am to 11.30 on Mondays, except on bank holidays. We also hold one on the last Saturday of each month. We are a friendly group and everyone is welcome. We have a bookstall, a bring and buy, and quite often home-made produce. We hold a small weekly draw, and a more "up market" draw on Saturdays. Why not give us a try? You would be made very welcome. All funds raised go to Clyst Caring Friends.

Mary Moore

# Complaints



In any organisation, no matter how well run, things sometimes go wrong.

Equally it is rare for every single patient or customer to be happy with the service they receive, all the time.

One of my jobs is to see complaints are dealt with properly and in accordance with NHS procedures. It may seem strange but you can get a lot of satisfaction from dealing with complaints. There are elements of investigation, problem-solving and being creative in putting matters right. Occasionally complaints may seem unfounded, although the patient may not agree. I recall an individual with a history of serious drug and alcohol abuse. He complained this was mentioned in his medical records. However, these issues were very relevant to his medical condition and could not be omitted.

Certain complaints crop up on a fairly regular basis. This one would certainly make the top ten:

*A first-time parent brings their toddler to afternoon surgery. Their little girl is grizzling and out of sorts but the GP can find no obvious reason; there's no sign of fever or inflammation and her temperature is normal. Later that evening the child is in A&E screaming the house down and clearly has an ear infection. The (typically young inexperienced) A&E doctor may say something to mum along the lines of "I'm surprised your GP didn't spot this!" Well the reason the GP didn't spot it, is because 4 hours earlier it just wasn't there to see! Experienced parents know how quickly a child's health can both deteriorate and improve. When mum complains to the Practice - and there's a good chance she will - I'll try to calm things down and explain this.*

Another common complaint is about appointment availability. I'm pleased to say that overall we do very well. Our last survey showed that 97% of patients rated availability to see any doctor as Good, Very Good or Excellent. Some 90% made the same rating about seeing a particular doctor. Objectively then, we offer a good service, but there will still be times when we just can't meet the demand for a specific doctor on a specific day at a specific time. At the time this newsletter is published we will have 9,500 patients registered with the Practice. It's not easy to give every single one exactly what they want!

Complaints can play an important part in improving services. We were aware of the failings of our old telephone system, all the more because patients complained. We now have a new system, together with innovations such as automated phone and online appointment booking. It's a long time now since I received a complaint about the phones.

In some cases a complaint has brought a hitherto unknown failing to light. At my last Practice in Crewe, a patient complained when she was told over the phone that her blood tests had come back as normal. Unfortunately not all the tests results had actually come back. The one we received the next day, from the Path Lab, indicated a serious problem. We changed our procedures so staff always checked for any outstanding blood test results before advising the patient. Simple, straight forward and just common sense you might think, but it was a complaint that brought it to light.

***"Just because nobody complains doesn't mean all parachutes are perfect." Benny Hill.***

Most people don't like to complain. I've had plenty of calls starting, "I don't want to complain but....". However, I hope you can see that we genuinely want to know when things have gone wrong. Our complaints procedure opens with this declaration. The NHS didn't always welcome complaints. I recently found an old Practice Leaflet from the 1980's and there was no mention of how you might make a complaint. I'm sure many of our older patients will remember a time when the idea of complaining

*We always try to give the best service possible, but there may be times when you feel this hasn't happened. If you have a complaint about the service you have received from the Doctors, Nurses or any staff working in the Practice, please do let us know. We genuinely welcome complaints. We want to correct things that have gone wrong, prevent them from happening again and so improve the service provided to all our patients.*

about their GP would have been unthinkable. Incidentally that same Practice Leaflet carried the shock news that we had now started using computers - imagine that!

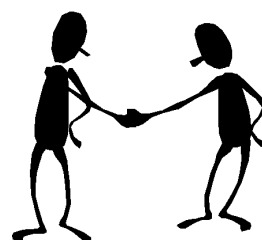
It's worth pointing out that all complaint correspondence is kept completely separate from medical records. The fact that someone makes a complaint will never even be mentioned in their medical record and will not affect future care.

Patients can also raise a complaint or concern on behalf of someone else – for example, a family member or friend perhaps.

Please remember though, we will always need the patient's written consent to have the complaint investigated.

The Practice encourages feedback from patients, be they comments, concerns, suggestions and complaints. Compliments are also always very welcome!

Andy Potter  
Practice Manager



## The Workload of a District Nurse

From base to Whimple - To deal with a pimple,  
Then onto Broadclyst - A man with a cyst.  
From there out to Rockbeare,  
Someone stuck in a chair!  
So we heave and we pull,  
Using a manual handling tool!  
And free the poor chap,  
Who laughs at his mishap.  
Drive down the A30,  
'Cos someone's got shirty!  
We're 10 minutes late,  
They've got another date,  
With a local hairdresser  
They don't want to add pressure,  
But can't possibly re-book,  
Just want us to look  
At the blister on their toe,  
And then they can go!



Clyst St. Mary is next,  
A lady is vexed.  
She needs an injection,  
To fight her infection.  
Next door a fixed hip,  
Needs removal of clips.  
In Whipton a blood test,  
We send Lisa - she's best!  
Stoke Canon for a drain,  
And to relieve someone's pain.  
Then Broadclyst again,  
And it's still only 10!!

By Jackie Todd  
*Registered Nurse*

## Luncheon Club



On the second Thursday of every month we take a small group of people up to the Isca Bowling Centre in Summer Lane for our monthly Luncheon Club.

We are served a two course set menu followed by tea or coffee all for the very reasonable price of £6.00. The staff at Isca decide with us each month what will be on the menu for the following Luncheon. We try and

vary the lunches to give our clients a range of different meals each time. Over the last few months steak pie, roast chicken, fish and chips and cottage pie have all been enjoyed and normally followed by a lighter pudding of fruit salad or peaches and ice cream. Even though we have a set menu the staff at Isca do try and cater for any of our clients who have allergies as well as for those with smaller appetites.

Our Luncheon Club is a lovely way for people in the local area to meet and enjoy a meal together in a comfortable social setting.

Everyone starts arriving at Isca from midday onwards and we normally sit down to eat at 12.30pm and finish between 1.30pm and 1.45pm, giving our clients a relaxed hour and a half for conversation and lunch.

For a £3.00 charge we also provide transport for those clients who would have difficulty getting to the venue.

If you like the sound of our monthly Luncheon Club and would like to give it a try please ring me at our main office.

Tel: 01392 464940.

Ann Southard  
*Office Manager*

# Broadclyst Dispensary

## WHAT IS A BLISTER PACK?

Some of our patients need a helping hand in the managing and taking of their regular repeat medication.

Here are a few examples:

- Some people are taking numerous medications, all with varying dosages.
- Others may have a medical condition that makes the remembering to take or order any medications a little more difficult.
- There may also be a case where a relative, who normally manages a patient's medication, may no longer be able to do this for them.



We provide a single use disposable tray called a Nomad, which contains one week's supply of medication. Each tablet in the tray is recorded on a sheet which is attached to the inside of the lid. The sheet details the name, the dose, the colour, the type and the shape or coding of each medication contained in the tray. The pack has the days embossed along the top. The embossed dose times run down the left-hand side of the pack. The clear seal placed over the medication tray is easy to push through to access the required medication.

We provide each weekly tray automatically so there is no need to order your regular repeat medication.

If you think that a Blister Pack may be of help to you or a relative please come and see us or telephone the Dispensary on 01392 469666.

## INTER CARE FOR AFRICA

In February 2012 the Practice made the decision to start sending any suitable returned medication to Inter Care for Africa. We are now noticing the uptake on this is increasing with a large box being sent monthly to the Charity.

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

Please 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.

## OTHER SERVICES WE OFFER

### Automatic Repeat Medication Service

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

### 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).

For more information about these services or any other issue please talk to the Dispensary staff or telephone 01392 469666.

Marie Brailey  
*Dispensary Manager*

We are on the web: [www.clystcaringfriends.org.uk](http://www.clystcaringfriends.org.uk)

### COFFEE MORNINGS

Held from 10 - 11.30 am every Monday and the last Saturday in the month at the Pinhoe Hall Church, also the second Saturday in the month at the Broadclyst Day Centre in Hellings Gardens.



**BOOKS  
BRIC-A-BRAC  
PRESERVES  
RAFFLE**

Please support us by coming along to our friendly group or by donating good quality items for us to sell.

### CAKE MAKERS WANTED

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

Clyst Caring Friends hold monthly 'Coffee Mornings' on the 2nd Saturday in the month at the Broadclyst Day Centre and they are in need of willing volunteers to bake some 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



### Volunteer Ironer and Steamer wanted

We are looking for a volunteer who would be willing to come into our charity shop once or twice a week to help steam and iron some of the clothes.

Flexible days and times can be arranged. Someone with good mobility is required as our store room stairs are rather steep and narrow.

If you are interested please contact Ann  
Tel: 01392 464940

### 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 with volunteers choosing the days and hours they are available. A generous mileage allowance is given to cover fuel costs.

For more information please contact:  
Ann on 01392 464940

### MEMBERSHIP AND TAX DEDUCTION FORM

NAME.....

ADDRESS.....

POSTCODE.....

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: \_\_\_\_/\_\_\_\_/\_\_\_\_