



# CLYST HEALTH NEWS

Charity No. 1050675

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

Spring, 2019

### We were delighted and very touched to receive this lovely letter from the family of one of our Clyst Caring Ladies

#### THANK YOU!

Dear Clyst Caring Friends,

As a family (which involved 16 adults, 6 children, 1 dog, 3 prams and a wheelchair) we recently walked eleven miles to raised money for you and your amazing work. Our aim was to raise £200.00 and we are delighted to have raised £465.00! It was a real challenge, so why did we do it? This is why ...

Our Mum/Nan only started attending your Day Centre in October, 2018. Since this time, she has shown increased signs of positive wellbeing and contentment. We can't remember the last time she was able to put words together, and yet since attending your Day Centre, she regularly tries to communicate, and has been able to tell us things, especially things she doesn't like or does not want to do! Finding the

right care for our Mum/Nan has always been the most important thing for us and we were concerned that we would not be able to find what she needed. We wanted her to be stimulated, loved, cared for and treated as a person, especially the unique,



special, gentle person that she is. You have met and far exceeded our expectations and we are extremely grateful. Her carers mean so much to her that she has even remembered some of them by name and the smile on her face when she sees them says it all!

Not only do you give her the care that she needs, but you also allow our fantastic Dad/Grandad the invaluable respite he needs three days a week. Respite for him means being able to have a bath, being able to go shopping, being able to see his family, being able to clean the home and simply sit down for more than five minutes - all the things that many of us take for granted. This is fundamental for his health and general wellbeing and his ability to keep caring for our Mum/Nan in her own home, the place we know she would want to remain.

**So from all of us a massive thank you!!** We hope this small gesture can in some way show our gratitude and help support you in continuing the amazing work that you do.

# Surgery Report

*Dr. Catherine Clements*

I have recently noticed an increase in the number of patients coming into the surgery to voice their concerns about waiting times of all kinds - outpatient appointments, operations, community services and counselling. As their GP, it is often the patient's expectation that we can expedite matters for them. We share the patient's frustrations and yet we are generally powerless to do very much about it. It is not appropriate for us to be ringing hospital secretaries and writing endless letters unless there is a significant change in the clinical need. This often means that

patients live with pain or disability, or uncertainty about diagnosis for longer than they, or we, would like. Inevitably this can result in letters of complaint, angry phone calls and difficult consultations.

Unfortunately the service is over-stretched in many, but not all, areas and we have to do our best within the constraints of the system. Any discussion about whether the NHS is under-funded and what can be done to help resolve issues such as chronic staff shortages, over-spending or recruitment

problems are outside the scope of this article!

The truth is that all of us working within the NHS want what is best for our patients. Commitment to a high standard of patient care is a driving force for everyone whether they are a paramedic, hospital porter or brain surgeon.

Within the smaller setting of a GP practice we get to know many of our patients very well.



We look after their health needs but are also interested in their families and their lives outside the practice. Patients can become friends too. I started as a trainee doctor (Registrar) at Pinhoe in 1991 and became a partner a couple of years later. Some of the young mums I looked after back then are now grandmothers. It is a privilege to share, for example, in the pleasure of the birth of a new baby or of a young person's graduation from university. Equally we can be very upset when a patient receives a life-limiting diagnosis and quite

often a tear is shed when a much loved patient finally passes away.

The commitment of NHS staff to patient care was only too clearly demonstrated in the severe disruption caused by snow in early March last year. Across the country there were reports of health staff battling through blizzard conditions in order to maintain essential patient services. There were pictures of nurses with placards saying "NHS worker" hitching lifts from passers-by with a four-wheel drive. Hospital staff in many trusts stayed overnight in hospital in order to be available for their shift the next day.

At Pinhoe Surgery the extreme winter weather took us all by surprise. We stayed open as long as we could and we were one of a handful of Exeter Practices still seeing patients in the afternoon of the first day of snow.

Despite hazardous conditions the next day, many staff turned up promptly for work before 8.00 a.m. having set alarms at impossibly early times. Several receptionists living in central Exeter walked for miles through the snow and arrived cold, wet and tired but cheerful and willing to start work straight away. Our dispensary remained



open and special thanks should go to a member of staff living in the village who for a time ran the dispensary single-handed, thus enabling patients to collect medication. Her non-medical husband came in to help too.

Across the city the district nurses liaised efficiently and selflessly and quickly allocated the most vulnerable housebound patients to the nearest nurse, even if that patient was not known to them. One of our district nurses arranged to stay overnight locally with a friend so that he could be around the

next day to visit his case load personally.

These doctors and practice nurses who were able struggled in and were available to see patients. Sensibly, however, many patients cancelled or postponed their visit and we spent much of our time giving telephone advice. Those patients who did arrive came in suitably attired in an array of boots, balaclavas, padded jackets. In one case, a whole family, including toddlers, turned up in impeccable snow gear.

The sense of camaraderie and of a united team all working together to care for our patients was wonderful and one which I will not forget. I felt so proud to be part of such a committed group of people.

I think the NHS is undoubtedly struggling at the moment and I share the general dissatisfaction concerning waiting times. I do, however, know that at the heart of the NHS there are thousands of people all of whom are trying to do their very best for their patients in difficult circumstances

## Silverton Street Market



Silverton Street Market is held each year on the first Saturday of August, with an assortment of stalls lining the narrow main street of the village selling a range of items as well as food and drinks, and childrens' entertainment and activities on the Little Rec.

This year the Market will be held on Saturday, 1st August, from 10.00 a.m. until 4.00 p.m.

Three of our volunteers man a stall at the Market to raise funds for Clyst Caring Friends, and again this year they will be looking for nearly-new gift items and bric-a-brac to sell, with all money raised going to the Day Centre, so all contributions will be gratefully received.



# Clyst Caring Charity Shop



Did you know that in Broadclyst village we have a "Diamond" of a shop?

The Clyst Caring Friends Charity Shop can be found behind the Post Office and has been open for over six years. Postmistress Debbie Clarke generously supported the opening of the Shop by allowing us the use of the back room and attic above the Post Office for the shop and storage area and to erect two sheds in her yard and garden, one of which was donated by the New Inn using money raised by car boot sales. The Shop has been a hugely successful source of funding for

Clyst Caring, last year alone raising £33,000 before expenses through shop sales and Ebay auctions, a remarkable achievement.

But more importantly, this is entirely due to our trusty band of hard working volunteers who tirelessly give their time and energy, working closely with our wonderful Manager, Roz, to cheerfully sort and tag stock, repair where necessary and sell the goods, which of course are all kindly donated, and thereby help to keep Clyst Caring Friends running.

Our volunteers usually work on a shift system, 9.30 - 12.30 mornings, 12.30 - 4.00 afternoons and Saturdays 9.30 -

12 noon and are always happy to receive donations in the form of good quality clothing, books, toys, small household goods, though regrettably there is no room for larger or heavier items.

So from me a huge thank you to Debs, to Roz and all our volunteers who willingly work so hard to keep the Shop going - what would we do without you all, you are heroes and so very much appreciated.

Carole Traer, Co-ordinator,  
Clyst Caring Friends



## Appreciative Comments from satisfied Clyst Caring Charity Shop customers ...

*"Whenever I visit the Post Office I always call in to the charity shop to pick up one or two DVDs, there is always a good selection and I return the ones I have seen so that they can be resold"*

*"There is such a good selection of books that I now use the Charity Shop as a sort of lending library - the cost of a hardback book is incredible value"*

*"Ideal shop for wedding hats and outfits and then after the event return the items to be resold, no*

*longer need to spend enormous sums for a one off event"*

*"Really good value for school clothes and toys, the kids love coming in and rummage round"*

*"All the staff are very helpful and will keep an eye out for a special item for you"*

*"A great place to go in for a chat and always seem to find something to buy that I had no intention of buying, but could not resist a bargain, and let's face it all the money goes into a charity"*



## Retiring Trustees - Anne Bate

Anne Bate is reluctantly retiring as a Trustee from the Clyst Caring Friends Management Committee, having been involved with the Charity since its inception in 1987 and standing as its Chairman until 2006.



She says : "I became a partner at the Pinhoe surgery in 1984 after a year at Pinhoe as a registrar. At that time, although the main surgery was based at Pinhoe we also offered surgeries at Broadclyst, Rockbeare, Whimble and Clyst St Mary. Thus the practice had a large rural component. Many of the mainly elderly patients did not drive and were quite isolated. There were many requests for visits - and these were often for a chat rather than for a serious medical condition.

"In 1987 while we were having a meeting with the Pinhoe Community Association I suggested that it would be great if we could organise a volunteer car driving service to help some of these lonely isolated patients. Pauline Mortimer (the then Pinhoe vicar's wife) was keen to help and she obtained grants for driver mileage from the Hospital League of Friends and became co-ordinator for the newly-formed Clyst Caring Friends. The Practice donated a small examination room to act as an office and The Clyst Caring Car service was opened by Sir Richard and Lady Anne Acland.

"It became evident that loneliness was a real problem so we decided to set up a monthly lunch club and a befriending service; we needed another co-ordinator to take charge of this befriending and Carole Traer was appointed as a second co-ordinator.

"In time Carole suggested that we set up a day care service and we hired one of the smaller rooms in Broadclyst Victory Hall twice a week for a very moderate charge. This became increasingly popular and successful. The surgery, while building the new premises at Broadclyst was able to finance

and rent to us a purpose built Day Centre and we were able to expand services from two days each week to three.

"Eventually Devon Social Services became increasingly challenged with their reduced budget, our grant was gradually reduced and finally stopped and the fund raising side of Clyst Caring became more important. In addition to receiving welcome legacies, the Charity Shop opened, generously supported by the Post Office and ably run by a manager and a band of volunteers. This has been not only very popular in the village but also a large source of revenue and has enabled us, so far, to continue to offer our same services of three Day Centre days a week and to support the car service by using only a small amount of our reserves.

"Now I am reluctantly resigning from the Management committee and am so very proud to have been part of Clyst Caring and all that it has done to support the elderly, lonely and infirm since its beginning. I hope that it will continue to grow even stronger and continue to offer help to those in need as it has since its inception".

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## And David and Joy Lane

It was about ten years ago that Joy and I were waiting in the Broad Clyst surgery and picked up a copy of Clyst Health News and read the appeal for volunteers for the Clyst Caring Friends charity.

We had both appreciated very much all the facilities and the staff, Doctors, Nurses and Receptionists of the Surgery and this made us think is this one way in which we could show our gratitude. So it was that I rang the office number and spoke to the very helpful Ann who assured us that we would be very welcome to join the team of volunteers.

First of all Joy was trained in the duties of telephone receptionist and once I had arranged for my Insurance to cover the duties and cleared the necessary C.R.B. checks I was added to the list of volunteer drivers. We both found our volunteering to be a really worthwhile time and came to

realise what a terrific service CCF provide.

Arranging and transporting patients to the Surgery, to the wonderful Day Centre, to the coffee mornings, Dentist and Podiatry appointments, all of these were so much appreciated by those we had the pleasure of dealing with.

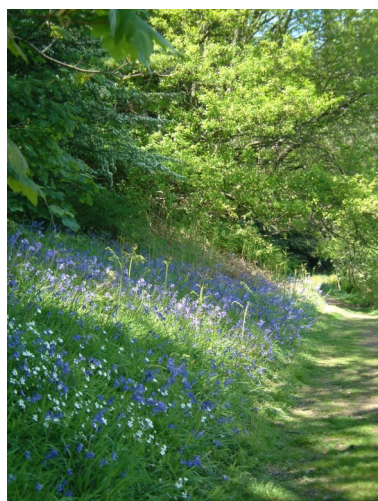
At one A.G.M. Carole Traer was asking for a volunteer to take on the duties of Secretary to the Management Committee and with some trepidation Joy volunteered which meant that she became a Trustee. Some time later the same Carole suggested that I become a Trustee and who can resist Carole??

We have both done our best to fulfil our duties but the time has



come for us both to hand over to others. However both of us have found the volunteering experience to be very rewarding and would encourage anyone who has a few hours to spare to contact Carole Traer to discuss the range of volunteering opportunities which Clyst Caring Friends can offer.

As we retire we would wish all success to CCF in the challenging but very rewarding opportunities in the future.





## ..... And Welcome to Sarah Vaughan, Henry Gent and Henrietta Sansbury



Sarah has recently joined the Board of Trustees of Cyst Caring Friends. She brings to the Board a variety of experience ranging from being a hydrologist for

several consulting engineering firms, a teacher of English and translator while living in Denmark, an administrator, manager and lecturer in various settings in Higher Education and most recently as the Director of an environmental charity in the South West.

Sarah has lived in West Cyst with her husband, Peter, for almost 14 years. She has served on the Parish Council, is still a member of the Neighbourhood Planning group and is also a Trustee for the Broadcyst Fund.



Henry has also recently joined the Board of Trustees of Cyst Caring Friends. He is a local farmer and a Broadcyst Parish

Councillor, and has lived all his life at Mosshayne Farm, Westcyst. Henry and his wife Kirsten have three daughters who also live locally. He has a number of relatives who are current or former volunteers at Cyst Caring Friends.



Henrietta is another welcome Trustee who may be known to many of you as a Librarian. She

has lived in the Village with her husband and her three very musically-talented children for many years, and has done a great deal of community work within the Village

# A Halloween welcome to the Day Centre!



## 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!"





# Pinhoe Community Nurses Report

## Mandy Boddey - Registered Community Nurse

### Community Nursing in the Snow

Another day starts in the attic as Pinhoe Surgery sees the team of Community Nurses gather for our safety meeting to discuss the events from the previous day and plan the day forward. The lists of patients that need visits are handed out ... you're in Broadclyst ... you're in Rockbeare .... Oh, you're in Pinhoe.

But today is a snow day.

Equipment is gathered and electronic devices started up and downloaded. High visibility jackets, grips for our shoes and torches to hand and the trusty mobile phone, and don't forget your pen. It's a rush through the car park laden down with equipment to our cold, frosty cars that have already started to ice up. We visit patients that are housebound and unwell and greet them with a warm "hello" and a smile. Many offers of a cup of tea on our rounds but a polite "no thank you", as there are no

bathroom facilities in this mode of transport.

But today is a snow day.

On being invited into a patient's house, high viz jackets are removed, big coats are removed, then blue cardigans are removed and shoes if necessary are removed, to reveal a Nurse, now ready for my gloves and plastic apron.

Nursing assessments completed, interventions identified, goals set and achieved with nursing care plans decided and all filed in the yellow folder for our colleagues to use and our patients to own.

But today is a snow day.

Health promotion advice given and self-reliance encouraged, wounds assessed and re-dressed. Drains inspected, injections prepared and given, blood pressures taken and



recorded. Student nurses taught and supervised, nursing plans identified and next visits negotiated.

What's that in my pocket? ..... It's my work phone ringing. As lone workers it is time for us to return to base, reflect, replenish and then return to our afternoon visits.

But the snow has all gone.

*Mandy Boddey  
Registered Community Nurse  
for the NHS  
Pinhoe Surgery  
Telephone : 01392 466913*

### BROADCLYST COFFEE MORNINGS



Coffee mornings are held at **Broadclyst Day Centre in Helling Gardens** on the first Saturday of the month from 10.00 to 11.30 a.m.

Entrance is 0.50p which includes a cup of tea and biscuit, with home-made cakes available to buy.

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 Transport

*Ann Unwin*

At present we have eleven volunteer drivers who help at different times throughout the week. All of our surgery, day centre and luncheon club journeys are being covered without any problems and our drivers have all been amazing at helping to keep things running smoothly.

We have recently been receiving a lot more requests for journeys to the Wonford hospital. This is due to a lack of hospital transport being available in the Exeter area. The two main services that are available for hospital transport at this present time is the Patient Transport Service, which is geared to helping patients who are too unwell to use a car, together with public transport or a community transport service like ours.

The other is Freedom Wheels which is a volunteer run charity providing specialist transport for the elderly and for those with severe mobility problems. Freedom Wheels offer a fixed price return journey for £14.00 which covers six miles; they then add £2.00 per mile for journeys over six miles.

With the exception of podiatry appointments to the Heavitree hospital, as a general rule we are unable to provide transport for hospital appointments. Parking can be very difficult depending on the time of day and some appointments can take a very long time. However, so that we can help with a small amount of these journeys there have been occasions when drivers have been willing to get a client to their appointment by dropping them at the entrance of the

Wonford hospital. There has also been the odd appointment where a driver has been willing to escort a Clyst Caring client to their actual appointment and drive them home again afterwards. In these circumstances we normally like to get an approximate idea of how long an appointment might be so that the driver isn't left waiting for too long a time. Again, drivers have been amazingly supportive towards clients who might need that extra help and care when it comes to these hospital journeys. We do, however, have to make sure that we prioritise our transport journeys to the day centre and surgery, followed by other local medical appointments before any help can be given with hospital transport.

## Being a Clyst Caring Driver

*Sue Mullins*

I have been a Clyst Caring Driver for nearly two years, and this is how my journey began.

Having read a notice at the Doctors' surgery (many times) asking for volunteer drivers, I decided to make the call; I wanted to know what being a driver would involve and if I would be able to help. I spoke to Ann Unwin (lovely lady) and she seemed to think that I would be a good candidate to drive for Clyst Caring. So the process began. All it took was for a CRB check to be completed, a chat about what would be required from

me, and I was on my way. I was added to the rota and began to provide a driving service to patients.

At the time I was relatively new to the area and so used a map a lot but Ann was always available to provide assistance with directions. I really love driving around the area, but what I love more is meeting and having chats with the patients, and sometimes their families. I can take them to the Doctor surgeries, some to hospital or dentist appointments. I enjoy being "someone to talk to" for

some of the patients and I even now visit the home of one lovely lady in particular. We have a cuppa and chat and sometimes look at old photos, which we both enjoy.

Being a Clyst Caring Driver is something that I love. I provide what I see as a valuable service for members of the community and in return it gives me a sense of pride and being able to provide a service for that community in which I live. I love this role and look forward to a future of "driving and nattering".



# Monthly Luncheon Club

Did you know that Clyst Caring Friends run a monthly Luncheon Club at the Day Centre in Broadclyst on the second Monday of each month? And at present we have three vacancies. The cost is £10.00 per person, which is for lunch, dessert, and copious cups of tea!

Our car services can be booked if required for transport to and from the lunch.

This is a great opportunity for those who are normally housebound to meet and socialise with other local people and to enjoy a delicious two course lunch at a very reasonable price. If you have any special dietary needs, let us know and we will do our best to accommodate.

For more information or to arrange attendance please



telephone the Clyst Caring Friends office, mornings only, on 01392 464940

# Broadclyst Fun Day

**Saturday 25th June, 2019**  
**Broadclyst Recreation Ground**  
**11.00 a.m. - 5.00 p.m.**

*Make sure you come and support us again this year and let's hope the sun shines again!*



## CLYST CARING FRIENDS YOUR LOCAL CHARITY SHOP

**Help your Community!**  
**Bargains galore,**  
**All proceeds to Clyst 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

## 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**

## 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*

## 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**