



CLYST HEALTH NEWS

Charity No. 1050675

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

Summer, 2022

A Message from Henry Gent, our new Chair of the Trustees

It's an honour and a pleasure to take over as Chair of the trustees of Clyst Caring Friends from Dr Catherine Clements. Catherine has had the best interests of Clyst Caring and its clients in her heart, ever since she first baked cakes to raise funds for the charity when she was a young mum and doctor. And since then the baking has got even better! I am very pleased to say that although Catherine and Andy Potter have retired from the charity (and the medical practice), the doctors and practice manager will continue to work closely with us.

I have lived all my life at Mosshayne Farm, Westclyst, and for many years I have been aware of Clyst Caring. Both my parents volunteered at the charity, as did one of our daughters as part of her Duke of Edinburgh's Award Scheme. The voluntary sector is a very important part of life, and at Clyst Caring our volunteers are a key part of what we are, and they work alongside a great team of paid staff, who share their loyalty and commitment. So it is a great honour to be responsible for the work of all the people in the day care centre, the charity shop, and also all the volunteer drivers who take people to day care and to the surgery. Clyst Caring has been around for about thirty years, and in the last twenty years it has taken on

the present shape with the development of the day care centre and more recently the charity shop. Behind the scenes in recent decades, until recently, has been the reassuring presence of our Treasurer, Roger Sercombe, who has been a trusted figure for everybody. Roger retired in the autumn of 2021, ensuring a smooth transition as his successor, Angela Alford-Rukundo took over. It is great to have Angela as part of the team.

We are also very lucky to have Carole Traer at the helm as Co-ordinator, with her great knowledge and understanding of the organisation and its clients. Carole has done a tremendous job recently in leading Clyst Caring through the difficulties of Covid. The pandemic has been very testing for the day care centre and its clients. We are proud that we managed to re-open relatively soon, with appropriate measures in place, and we have more demand than we can meet. The service that we provide there is supported by your generosity: your volunteering, your donations and purchases at the charity shop, your membership, your participation in the 100 club and coffee mornings.



Our volunteer and membership base also helps to prove our credibility when we seek grant funding: the donors like to support an organisation that has widespread support on the ground.

I have been a trustee for a few years before taking over as Chair, but I know that for many of you I am a comparative newcomer. I look forward to meeting more of you at the annual general meeting, coffee mornings and at the charity shop and the day centre. Please do say hello and make yourself known to me if you are a member or supporter of Clyst Caring Friends.

Welcome to Three New Trustees

Sarah Gaisford



I am delighted and very honoured to be a new trustee for Clyst Caring Friends.

I have lived in Broadclyst for over thirty years. I have always been aware of CCF as an active local charity, but it is only since becoming a trustee and looking a bit closer that I have become aware of the huge range of activities that go on. I am already so impressed by all the great work that is done by our wonderful staff and volunteers and I

am really looking forward to spending more time with everyone.

I am a retired Children and Families Social Worker and spent my career working at various locations across Somerset and Devon. James and I have three adult children and (gorgeous) twin grandsons. I volunteer with an adult literacy organisation and a child bereavement charity. I am a member of Broadclyst WI, and in my spare time I enjoy my dog walks, Fitsteps in the Victory Hall and Pilates.

Dr. Malcolm Hillier



My wife and I were both doctors and having retired from our General Medical Practice in Dorset, we moved to Devon in 2014.

Since retiring and moving to Devon I have kept busy with gardening, swimming, playing

cello with Culm Valley Orchestra, singing with Cantilena Choir in Broadclyst, as well as being a member of Broadclyst Church.

We have three children and five grandchildren, residing in New Zealand, Spain and Devon.

Angie Hurren



One of my earliest memories is of my father peering at a broken part of a farm implement which was being proffered rather gloomily by a neighbouring farmer asking if Dad could fix it. Dad's reply was "well, I can't make it much worse can I, so I'll have a go!" Sure enough, several hours later they emerged triumphant from the farm workshop, having not only effected a repair but improved the original design.

This ethos where farmers helped each other and made things better was demonstrated time after time throughout my childhood, developing my community spirit and sense of what was the right thing to do. It also taught me that we look after those who are struggling, that we have a moral responsibility to step up and generally do what we can to make the world a better place. Much of what we do as individuals has little impact, but when we work together, we can achieve amazing things.

My farming childhood morphed into a 20-year career in the haulage industry as HGV driver and Transport Manager. I have

volunteered for Broadclyst Parish Council since 2003 and worked for the council since 2011, initially as the Pavilions Administrator and from 2013 as its Clerk and Responsible Finance Officer. My role is wide and varied, with no two days ever the same. Parish Council work is about helping, supporting, and enabling whilst ensuring good governance and robust financial controls, and it is those skills that I bring to my new role as Trustee for Cyst Caring Friends.

I am the Chairman of the Cornerstone Academy Trust Members Panel, Club Safeguarding Officer at Exeter Saracens RFC, and co-ordinate the Broadclyst Food Bank. I was humbled to be awarded the British Empire Medal in Queen Elizabeth II's Birthday Honours in 2021 for support to the community during Covid, and feel that I have many transferrable skills and experience to benefit CCF. I have the hugest respect for Carole, Ann, Ros, and their teams of staff and volunteers who work so hard to make CCF what it is today and look forward to supporting the charity as it moves forward in the 'new-normal' after Covid.

Pinhoe and Broadclyst Surgery News

Introducing our new Practice Manager, Amy Taplin

A very warm Devon welcome to our (now not quite so) new Practice Manager, Amy Taplin. Since they moved down from Hampshire in July 2021, Amy and her husband and young family (including the cats!) have been renting a house deep in the countryside. Much as they have enjoyed the novelty of the herds of cows joining in the morning rush hour, they will soon be moving into their newly purchased home closer to the surgery.

Amy comes to us with valuable experience, having been a Practice Manager for nine years. Not one to rest on her laurels, Amy is currently studying for a Master's degree in "Leadership and Management in Healthcare". She describes both her and her husband as being passionate and committed about their work in the NHS.

Amy has obviously joined us at the Pinhoe and Broadclyst surgery at an interesting time. She is proud that the surgery did remain open throughout the lockdowns, as, as she said, 'our door was not locked'.

Amy and the team have had to react quickly to various situations, for example, when the Government

announced (on a Sunday evening) the further roll-out of the Covid booster programme. By the following Thursday, with the erection of a marquee in the Pinhoe Surgery grounds, a new IT system and all the necessary heat, light and powers, the vaccinations were underway.

Now Amy's role in helping to guide the Practice out of the pandemic is helped by the fact that apart from one vacancy for a receptionist, they are fully staffed. Cases of Covid are still very much in evidence, including amongst staff members and their families, and Amy apologises on behalf of the Practice if any patients have their appointments changed, but this is done in order to ensure everybody's safety.

Appointments are currently carried out in a 'hybrid' arrangement, with a mixture of face to face and phone calls. In turn, phone calls are divided into those considered to be routine and those that are bookable, with the aim of giving patients access to communication with their own GP whenever possible.



E consult is proving a popular resource, for example for busy professionals who are reluctant to take time off work for a GP appointment until it has been confirmed as being necessary. Similarly, documents such as sick notes can be sent electronically. The service is open 24/7 with a reply guaranteed from a member of the Practice team by the end of the next working day.

This is the first time that Amy has worked in a practice that is affiliated to a charity like Cyst Caring Friends. She says that she is looking forward to finding out more about our Charity. Amy is also interested in familiarising herself with the various CCF activities around Pinhoe and Broadclyst. So, back to that warm Devon welcome that Amy is guaranteed to receive!



Sarah Gaisford

Introducing Dr. Katharine Quinton

I am one of the GP partners at Pinhoe and I have taken over from Catherine Clements as the GP with a link to Cyst Caring Friends.

My interests at the surgery include Dermatology, Women's health and contraception.

I live with my husband and three children near Dartmoor and I

enjoy running and walking on the moor.

I'm originally from Birmingham and I went to university in Sheffield which is where I did my GP training.

I've been working as a partner at Pinhoe surgery since May 2015.



Welcome to Cyst Caring Friends New Treasurer

Hi,

This is the first time I've written anything for a newsletter! So let me start by introducing myself, I'm Angela Alford-Rukundo. I've been with Cyst Caring for almost a year now as the Treasurer and I'm thoroughly enjoying my role. I'm extremely grateful for all the training and support Roger has given me and although I'll never be able to fill his shoes I hope I can continue to take care of the accounts and help Cyst Caring to thrive.

I don't live in Pinhoe or Broadclyst but my grandparents lived in Blackhorse Lane and as a child I spent many an afternoon sliding down the old twirly slide at the park by the Pinhoe Surgery!

It was lovely to meet so many of you at the last AGM and put faces to names and to also hear more about the charity and what goes on in Pinhoe with the coffee mornings and other fundraising events. At my interview I said I would like to spend time with people 'on the ground' and have so far made many visits to the charity shop, taking things out there (and spending too!) I am looking forward to being able to visit the day centre soon and seeing how that works, I hear such great things about it. Hopefully I will get the opportunity to attend a coffee morning too!

Thanks for all of your support and encouragement, Cyst Caring is a

great charity and I'm so happy to be a part of it.

Best wishes, Angela



Cyst Caring Friend's Office Manager

Most of you will already know me, either through using the Cyst Caring services, or through volunteering. But for those of you that haven't met or spoken with me before, here is a brief summary of what I do.

My name is Ann and I have been working as an Office Manager for Cyst Caring Friends for almost eighteen years now. I really love my job. It's incredibly varied and I feel very privileged being able to meet and work with some of the wonderful volunteers and clients that use our services.

Although, there are regular weekly and monthly jobs that I need to get sorted, each day in the office is never the same. I never really know what might crop up: from phone calls and requests from new and existing clients, to a driver who is unable to cover their journeys that day. I have adapted a way of working where the admin and paperwork has to be fitted in and around the unforeseen requests that come in.

My job entails linking up with all other aspects of the Charity. I sort the transport to get the clients to and

from the day centre and surgery appointments, take referrals for new transport and day centre clients and send out any necessary invoices, thank you letters and information. I also look after our website, database, emails and phone calls. Even though I work on my own in the office, I do feel very lucky to be part of such a lovely team of staff and volunteers who all seem to complement each other so well in the work that they do.

Ann Unwin

Life in Lockdown and Beyond in the Clyst Day Centre, Broadclyst

*Carole Traer, Co-Ordinator and
Sue Mallet, Day Care Manager*

What strange and scary times we are in, which have affected all of us in different ways.

Two years ago we were all put into Lockdown. We said to ourselves, 'we can crack this. It will be three weeks at the most and we will check in with our clients by phone weekly.' Little did we know!

Devon County Council encouraged us to reopen as safely as we could. So this we did, with stringent Covid rules that were such a lot of hard work. The two-meter rule meant that rather than our usual fourteen clients, we could only accommodate six clients a day. All staff had to be in full PPE. Clients had to use the same chairs all day, including at lunchtime.

Those first six clients on that first day all looked like they had just been released from prison; they

appeared numb and unsure and it was initially difficult to engage with them at all. Our staff soon adapted some games, introduced lots of music and got everyone laughing again. A great atmosphere, and everyone was so pleased to help.

During the second lockdown, we were again encouraged to remain open, but this time with even more Covid rules. When restrictions were lifted a little we were able to add another four clients a day.

To this day, staff still wear full PPE and we have managed to keep Covid away; it has not been an easy task. We could not have managed this without the work and support of our staff, volunteer drivers and clients' carers who regularly tested and checked for symptoms. We are so proud of everyone. We are also grateful to the kitchen staff at



Gracey Court who carried on providing hot meals throughout the pandemic.

The carers were so grateful and relieved for the respite that we have been able to give them and we received so many thank you cards.

Clyst Caring Friends Charity Shop

Ros Dodd

Our location means we rely greatly on local support and word of mouth to promote the Charity shop. We have very little passing footfall, unlike towns and cities. Regular rotation of stock and affordable pricing is essential. We always have something new for customers to look at and many bargains.



The greatest asset to the shop is the volunteers, this has been even more evident throughout the last two years with covid19.

Non-essential shops to close, it was hard to take in the enormity of what a lockdown would mean. I was doubtful that any volunteer would want to return, none of us knew the risk of handling potentially Covid contaminated donations. I however didn't need to worry, the volunteers had no such hesitation, with face masks, gloves and social distance measures in place the shop was deep cleaned and the layout rearranged to ensure we could keep our customers safe. We isolated donations for 72 hours, steamed the clothes and wiped and washed everything, lots of extra challenging hard work. We still felt apprehensive for the wellbeing of each other but team work and laughter

helped us get through those difficult times, and that has continued.

Cold cups of tea between sorting stock and chatting with our customers have become the normal. Many customers come into the shop, join in with the banter and express their gratitude.

My sincere thanks to everyone for supporting the shop by donating and buying goods, special thanks to our wonderful volunteers.



A reflection on past and future events for Cyst Caring Friends Coffee Mornings!

For many years CCF held weekly and monthly coffee mornings at Pinhoe Church Hall which have provided funds towards the local Charity, but also importantly an opportunity for people to mix socially.

Sadly with the Church Hall closing in March 2020, and with Covid restrictions necessary we were unable to operate normally. Not to be defeated, however volunteers, adhering to Covid rules, prepared and delivered nearly 400 'coffees in a bag' to regular attendee households during lockdown. We kept attendees updated with a little note, quiz,



scrumptious homemade cakes and coffee/tea sachets.

Special thanks go to all volunteers, including the cake bakers but especially 'Buddy/Holly' (two of the volunteer's dogs) who walked miles around Pinhoe and gave much needed therapy to those who were feeling isolated and understandably lonely.

Happily with restrictions lifted since May 2021, regular coffee mornings have restarted at the Heart of Oak every Monday (thanks to Colin and Lindy the licensees). We also have monthly coffee mornings at the URC every second Saturday in the month.

During 2021/22 we have held themed events including a Christmas meal, Christmas Party with a surprise visit from Father Christmas, Valentines special coffee morning and we will be holding an Easter Special event and to celebrate the Queen's Platinum Jubilee having a breakfast brunch on Monday, 6th June with special raffle. We usually



have between 25-30 attendees at the coffee mornings but we would welcome new members so please do pop along to the Heart of Oak on a Monday morning between 10.00 and 11.15, and at the United Reformed Church every second Saturday in the month. We only ask £2.00 per person which includes refreshments (sometimes homemade cakes) and entry to the raffle.

Pinhoe Coffee Mornings for Cyst Caring Friends



Coffee Mornings are held at The Heart of Oak each Monday, with the exception of Bank Holidays, from 10.00 a.m. to 11.15 a.m. and also on the second Saturday in the month at the United Reform Church. at a cost of £2.00 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 Cyst Caring Friends.

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



Pamela Hoad

Clyst Caring's Volunteer Drivers

We have a wonderful group of volunteer drivers who help transport our clients to and from our day centre in Broadclyst on a regular weekly basis.

They also help support clients with transport journeys to and from their surgery appointments, local dentists, podiatry and, if we have the driver availability, we will also help to transport one-way for appointments at Wonford hospital.

Our drivers all use their own vehicles for volunteering and have also undergone a vetting process with a Discloser and Barring

organisation prior to volunteering with us. They are amazingly supportive to us and to the clients that they help transport.

Our transport service helps those people in the local community that would otherwise have trouble getting to their medical appointments on their own. This is normally due to health or mobility issues, or no longer being able to drive or use public transport without difficulty.

If you are in need of transport help for your medical appointments or if you would like to know more about



becoming a volunteer driver please contact our main office on 01392 464940.

Clyst Caring Friends Management Committee



Henry Gent
Henrietta Sansbury
Sarah Gaisford
Dr. Malcolm Hillier
Angie Hurren
Robin Thwaytes
Carole Traer
Angela Alford-Rukundo

Trustee and Chair
Trustee and Secretary
Trustee
Trustee
Trustee
Trustee
Co-ordinator
Treasurer

Broadclyst Fun Day

Back after a two-year break for Covid, Broadclyst Fun Day will be held on Saturday, 25th June.

Planning is underway for the all-day event on the playing field and is likely to follow its traditional format.

Clyst Caring Friends will be having their usual stand so come and support us on what is always an enjoyable fun-filled family day as well as a good opportunity to raise funds for our Charity. Any help with running the stand, and donations to sell would be appreciated



Clyst Caring Friends

Clyst Caring's Office is now based at the
Clyst Day Centre, Broadclyst.

The Office number remains the same :

01392 464940

The Office is staffed Mon, Weds, Fri,
9.00am - 12.00pm

Calls are taken remotely outside of these
hours.

We are very grateful to Pinhoe Surgery for
providing office space for Clyst Caring
since it was first formed 33 years ago!

Clyst Day Centre : **07514286194**

Clyst Caring Charity Shop : **01392 467555**

Carole Traer, Co-ordinator

CLYST CARING FRIENDS YOUR LOCAL CHARITY SHOP

Help your Community!

Bargains galore

All proceeds to

Clyst Caring Friends

OPENING HOURS

Tuesday, Wednesday, Thursday, Friday

9:30 am - 3.30 pm

Saturday 9:30 am - 12:00 pm



*Donations
always welcome,
purchases
even more so*



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/...../.....