



# CLYST HEALTH NEWS

Charity No. 1050675

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

Spring 2015

## Welcome to the Spring 2015 edition of Clyst Health News

**This is going to be another eventful year for the practice, as it continues to expand and flourish, with all the new building in the area, both within Exeter and on the margins of the city. As our list size grows, it becomes more of a challenge to keep up the high standards of care and service that our patients deserve, and we strive to deliver.**

Clyst Caring Friends continues to be essential to helping both patients, and also us as doctors and nurses, in several ways. The volunteers in the car service bringing patients in to the surgeries for their appointments saves valuable doctor time, and allows us to do more telephone calls and patient-centred work, rather than wasted time sitting in a car. We still do need more volunteer drivers, so please do contact the Office if you would like to help.

The Day Care Centre is now full on the three mornings we run, thus helping our patients who may need more stimulation and company, and allowing their carers a much needed break. We also have managed to rent out the Centre to local clubs and groups at other times - do enquire at the Office if you are interested in doing the same.

Our Home Visiting service is expanding, with our Home Visitor

doing the initial visit and assessment, and then allocating a volunteer to take over what is required - again helping to alleviate loneliness in our patients. Fortunately the Charity Shop, behind the Post Office in Broadclyst, is proving to be a great hit - and our volunteers are doing a wonderful job in all the sorting and selling, raising much needed funds to subsidise our services. Do please visit the shop to see what is going on!



As I am sure many of you know, after nearly fifteen years in the practice, I am shortly to retire, and hope to spend more time with my family. I still have two elderly parents in Edinburgh, and now also a new grandson in Birmingham. I can't believe how the years have flown by - I still remember my first surgery as a

locum doctor, and how kind the receptionists were at helping me to find my feet, and what lovely patients this large surgery in eastern Exeter had. In those days, the Broadclyst patients had to put up with a branch surgery in a National Trust house, which seemed very basic. Luckily there were plans to build a new surgery and the CCF centre, which came to fruition in 2004.

I am sure I will miss seeing patients, but I shall still be around for a while in my CCF role, so may see many of you yet! Replacing me will be Dr. Katharine Quinton, who is currently a GP in Torquay, but is moving to our practice to be closer to her home in Exeter. She is originally from Birmingham, but went to University to do her GP training in Sheffield. Her special interests include women's health, child health and dermatology (skins). Outside of work, she enjoys cycling, swimming and walking. She has said she is very excited about coming to work in Pinhoe and Broadclyst, and starts in May.

So I will wish you all a healthy 2015, and the very best of luck in the future.

Dr. Carol M. Scott  
Chairperson CCF

# Surgery Report

## Who is entitled to NHS GP Services?

I was recently reading a comparison of family health services in the UK and the USA. The writer normally lived in the USA, but mentioned that he was entitled to GP services in the UK as he held dual nationality. I was a little surprised by this comment, which happens to be wrong and reveals a very common misunderstanding about who is entitled to receive NHS GP services.

The rules state that *"If a patient is living in the UK voluntarily and for a settled purpose as part of the regular order of their life, for the time being and with a sufficient degree of continuity, they should be able to access full NHS primary medical services as required."*

Picking our way through the legal language, this means that access to free NHS GP services is based on **residence** in the UK. It doesn't matter what passport you hold or if you pay (or have ever paid) UK taxes or National Insurance contributions. You just have to live here and remain living here for a reasonable period of time. The technical term is to be

"ordinarily resident"

So the following groups are usually able to receive free GP care:

People who are studying.

Anyone in employment here or doing voluntary work.

Those who live permanently in the UK.

Asylum Seekers (including failed asylum seekers, until they are ordered to be removed).

Refugees.

The spouse, civil partner and children of anyone considered "ordinarily resident".

So the American writer I referred to at the start **was** entitled to free GP services, but **not** for the reason he thought. He was working here at the time for a reasonably long period and was therefore "ordinarily resident".

You might think this all seems very generous on the part of the NHS.

However, it's worth noting that being registered with a GP does **not** give a person automatic entitlement to free NHS **hospital** treatment - even if they are referred by their GP.



Clearly, treatment in hospital is likely to be much more expensive. The rules on access to hospital care by overseas visitors are far more complicated and do involve considerations of nationality, former UK residency, receipt of a UK Pension and many more factors too numerous to mention here.

As far as GP services are concerned the straightforward residency criteria does greatly simplify the administration for GP Practices and reduces the overhead costs that private health services tend to incur.

Returning to my writer comparing family health services in the UK and the USA ..... needless to say the UK won hands down !

## Practice List Size Growth and Cranbrook

In Feb 2011 the Practice had 9,314 registered patients. Fast forward two years to Feb 2013 and we had 9,466 patients, a very modest rise of just 152. Fast forward again two years to Feb 2015 and we now have 10,916 registered patients. That's an increase of 1,450 patients! The main development driving that significant

growth has been the new town of Cranbrook. We now have 1,242 patients registered with a Cranbrook address. It is regrettable that it has taken so long for additional GP services to be organised or the new town, despite the fact that Cranbrook has been part of local development plans for decades.

However there is now good news to share. Last year NHS England invited bids from interested parties to provide a GP service for Cranbrook. The bid to provide the Cranbrook GP service has now been awarded to a company called **Access to Healthcare (AtH)**. This is a wholly-owned subsidiary of Devon Docs, who many of you know

currently provide the GP Out-Of-Hours service. We will be working with AtH/DevonDocs to ensure a smooth transition for those Cranbrook patients who wish to transfer to their new local service. This will initially be based inside the Younghayes Centre in Cranbrook and is expected to open towards the end of March 2015.

There are of course other housing developments, either underway or planned, in the Practice's catchment area. Westclyst is growing rapidly, with plans for a comparable development on the other side of the Pinhoe-

Broadclyst road, running across to the M5. Major developments in the Monkerton area are also now underway. Interestingly the impact of

the Westclyst development has been relatively modest so far. We can't be sure, but it may be that people moving to that area from other parts of the city are remaining with their existing GP Practices.

It is difficult to predict exactly how our registered population will change in the coming years. Once the new

term we expect a continuing, but more gradual and therefore manageable increase in our patient numbers.

Over the past year we have increased our GP numbers in response to the increase in our patient list. Very soon a new Practice Nurse will also be joining the team. We will keep a

careful eye on patient numbers and Practice workload, to ensure we maintain the high standards our patients have come to expect.



surgery opens in Cranbrook, we expect the current growth in our list will cease and indeed the registered list may fall a little. Over the longer

Andy Potter,  
Practice Manager  
Pinhoe and Broadclyst  
Medical Practice

## **In Memory of Pearl Isaacs**

It is with great sadness that we have to inform you of the passing of Pearl Isaacs.

Pearl was one of the founder members of Clyst Caring at its inauguration in 1985, along with Pauline Mortimer and Dr Walker. She supported the charity wholeheartedly, attending every AGM and running her popular plant stalls at all our fundraising events.

She was always very supportive to us all, but her help was especially invaluable to me when I joined the organisation in 1994.

She will be sadly missed but fondly remembered by us all at Clyst Caring Friends.

Carole Traer.



*Pearl Isaacs (Nee Smith)*



## Anne Roker

## Clyst Caring's Home Visitor

It is almost two years since I became Clyst Caring's Home Visitor. During that time I have met and got to know some lovely people. I work one and a half days each week and currently visit fifteen people, usually once every two or three weeks. I am helped by a volunteer, who has befriended one lady and visits her on a regular basis.

Funding for my role comes from the profits made in the Clyst Caring Friends' charity shop in Broadclyst. The shop has received fantastic support from local people and home

visiting is just one of the services that it pays for.

As a Home Visitor, I visit people in the parish that have been referred to me by the doctors at Pinhoe and Broadclyst surgeries. They are people who are generally living alone and owing to illness or decreasing mobility are leading increasingly isolated lives.

Home visiting is a service that is much needed within our community. It would be fantastic to have more volunteer visitors so that we can extend our service to more people. If you can spare an hour to



visit someone on a regular basis for a chat and a cuppa, then please contact us on 01392 464940.

### A DATE FOR YOUR DIARY

### CLYST CARING FRIENDS

### WILL BE HOLDING OUR CHRISTMAS BAZAAR

**On Saturday 21st November at the Victory Hall, Broadclyst  
Opening at 10.00 a.m.**

**With stalls and a raffle and the popular Santa's Grotto**

*Last year was a great success, please come and support us again this year*

## 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

# Welcome to Dr. Katharine Quinton

We are delighted to announce that Dr Katharine Quinton will be joining the practice from May 2015.

After completing her GP training in Sheffield in 2006, Dr. Quinton worked overseas in New Zealand

and Zambia, and then as a locum here in Devon. She joined Brunel Medical Practice in Torquay in 2008 and has worked there until now.

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

## Pinhoe Community Nurses Report

There have been recent discussions on the demise of the community nursing teams we currently have in place. The RCN (Royal College of Nursing), the professional union body, report a grave concern that the number of nurses retiring is going to have a direct influence on the community care service being unable to cope with the complex demands and numbers of patients requiring care in their homes.

Our population is living longer and an

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**“The evidence is clear - Community Nurses reduce the expenditure of healthcare”**

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increasing number are managing with health conditions that require monitoring and specialist advice. If these conditions limit their ability to leave their homes, the community (district) nurses and the community matrons are the key to supporting them alongside the GP and their loved ones.

If you ask patients in our care, they inevitably say their wish is to be care for either at home, or within a close vicinity of their home. With the Government's budget cuts this wish is being eroded.

The evidence is clear - community nurses reduce the expenditure of healthcare. People can be managed very well in most cases in their own homes, but with the RCN reporting

that thirty-five percent of the community workforce are reaching retirement age, and such pressure being felt, with seventy-five percent saying they came home having not completing necessary emotional and clinical care, that this is unacceptable.

With patient-centred care being the cornerstone of our role, no nurse wants to fail or feel they have not given their best to a patient and their family. However, the realism of staff shortages, budget restrictions and organisational changes-a-plenty mean that sometimes we are unable to

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**“We strive for excellent care and on-going support for our patients and their families”**

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sustain our "ideal" for an individual in our care.

Please appreciate that as a service, we are just that - a service. We aim to fulfil the best we can achieve with what we have to work with. The NHS is still an amazing healthcare system but it requires all of us to use it appropriately.

As a team leader for the community nursing team for Pinhoe and Broadclyst surgeries, I make decisions throughout my working day



and have to prioritise care needs and visits. Our roles are not fixed, we are adapting and reacting like any other healthcare professional. I would urge those of you that are able, to write or voice your support if you want to keep the community care input here. I am passionate about my role and my team and I feel we strive for excellent care and on-going support for our patients and their families.

I truly believe that the community IS the way forward for healthcare, and that we are able to provide that care, given the correct staffing, enhanced training and time.

Thank you for your time.

Claire Bergfield

*Nurse Specialist/Team Leader - Community  
Pinhoe Surgery, Pinhoe, Exeter*

# Broadclyst Dispensary News

## 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 medication a little more difficult.
- ◆ There may also be a case where a relative that 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. This 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 come and see us or telephone the Dispensary on 01392469666.

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

## 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 inform you that your medication is ready.

### Delivery Service

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

As a Dispensing Practice, we can arrange for your medication to be left at one of the following Post offices. Clyst St Mary, Stoke Canon, Whimble and Rockbeare (Cranbrook Vets)

### Broadclyst Post Office and Stores

Do you wish to collect your medications from the Dispensary but

cannot make our opening times? Debbie Clarke has kindly offered the services of the Broadclyst Post Office and Stores as a collection point. This means that you 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



*The Broadclyst Dispensary Team*

accept payments by Debit or Credit Card by phone.

If you are interested speak to the Dispensary.

Marie Brailey  
Dispensary Manager



# The Clyst Caring Transport Service

**Our transport service provides help to and from the Pinhoe and Broadclyst surgeries to those people who would otherwise have trouble getting to their appointments on their own. This could be due to mobility problems, long or short term health issues, frailty or public transport problems.** A referral from your doctor or nurse is necessary and this can be done either by a visit to your doctor or by phoning Ann in our Clyst Caring office, who will discuss the situation with you and can sort out a referral by phone.

Our volunteer drivers are all DBS checked and use their own vehicles to transport our clients. We ask for a very reasonable voluntary contribution towards the cost of the journey, which enables us to cover the cost of the driver's fuel and also continue to provide our much needed

services within the local community. Details of our current charges can be obtained by phoning the Clyst Caring Office.

We prioritise our day centre and surgery journeys, but when we are able we also help with other medical appointments such as local dentist and optician appointments.



Unfortunately, owing to the parking problems and length of waiting time we are not able to offer transport for hospital appointments, with the exception of podiatry at Heavitree

hospital. We do, however, have a telephone number for a local taxi driver who comes highly recommended and provides an excellent and very reasonably priced service to and from the local hospitals. He would need booking in advance for this service.

At present we have approximately twenty volunteer drivers who cover different times and days during each week. In the last ten months from April 2014 to January 2015 our volunteer drivers have transported 1,762 clients, covering a massive 18,383 miles and 2088 journeys; these journeys include trips to surgery and other outside medical appointments as well as to our Day Centre, Luncheon Club, home visits and prescription deliveries. All these journeys equate to 1,676 hours of our wonderful volunteer drivers' time!

*Ann Unwin      Office Manager*

## 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**



## 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.

Cyst 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 Cyst Caring Office Tel: 01392 464940

## 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 **Cyst 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 Cyst Caring Office at Pinhoe Surgery*