

Issue 01
2024

**MP
HC**

Newsletter



Headlines

After a long period of time we are pleased to announce the appointment a new Chairperson



www.mountpleasanthealthcentre.co.uk



@mountpleasanth2



01392 255722

Contents	2
Notifications	4
Editor's Report	6
Chairperson's report	7
Treasurer's report	9
Co-ordinator report	10
Fundraisers report	12
Community Builder News	14
Patient Participation Group Report	16
Health Centre Manager's Report	18
Nursing Suite News	19



The Friends of MPHC





Notifications

Book and Puzzle Sale

BOOK & PUZZLE SALE

LOCATION
Mount Pleasant Health Centre,
Waiting Room

DATE
Tuesday 27th February,
10am onwards

PROCEEDS
All proceeds will be donated to
the Friends of Mount Pleasant
Health Centre Charity

Book, Puzzles, Craft
supplies, Wool,
Guess the number
of pencils in a pot,
Bric-a-Brac, Tea,
Coffee, Cake &
More!

Scan the
QR Code
to visit our
website

We accept card payments!



Notifications

Easter Bake Sale



EASTER BAKE SALE

FUNDRAISER

Location
Mount Pleasant Health Centre,
Waiting Room

Date
Thursday 28th March, from 10AM

Proceeds
All proceeds will be donated to
the Friends of Mount Pleasant
Health Centre Charity

Guess how many eggs in
the basket, name the chicks,
guess the weight of the
Simnel cake, tea, coffee,
cake & more!



Scan the
QR Code
to visit our
website

We accept card payments!



Editor's Report

This is the first edition of the Newsletter for 2024 and I hope that all readers will find it interesting and that at least some of you will find information that will be of use.

As announced in the Headlines, we have appointed a new Chairperson, Eileen Tilley, and she chaired our first committee meeting on 18th January. Her working background has been in the health industry. and you will find more information of her past life in her report on page 7. I am sure she will be a great asset to us.

Many of you will already know that Bev is now our Co-ordinator. She has taken over from Debbie who is now working full time as the Nexus Care Co-ordinator. Bev is no stranger to the position as she has previously worked in this roll. Her first report can be seen on page 10.

In this issue there are three articles from the Nursing Suite, first, the regular contribution from the Lead Practice Nurse and secondly articles from two Practice Nurses

who describe their experiences as nurses. These articles can be found on pages 18 and 19.

We are now into February 2024 and the snowdrops, primroses and daffodils are out in abundance. I recently went to Snowdrop Valley near Wheddon Cross on Exmoor. A mile long walk down hill through a forest was well worth doing as the snowdrops were magnificent. The downside on this occasion was that the paths were deep with mud after the recent days of rain.



Snowdrop Valley



Chairperson's Report

I should like to take this opportunity to say hello and introduce myself. I am Eileen and I was elected as the Chair of the Friends in October last year.

I grew up in Heavitree and attended Ladysmith Infant and Primary school going on to Bishop Blackall and then to Exeter College for a pre nursing course.

At seventeen I joined the Queen Alexander's Royal Army Nursing Corps and undertook what was then known as a State Registered Nurse Training course. On completion of training I lived in Southampton for a short and returned to Exeter in the late nineteen sixties.

On returning to Exeter, I worked at what is now the Heavitree Hospital in elderly care and at the RDE as a staff nurse in both Paediatrics and General Surgery.

In the mid-seventies, I became the Night Sister at Budleigh Salterton Hospital.

I then decided that my future lay in primary care and became a community staff nurse attached to the Southernhay doctors practice. I

went on to undertake District Nurse Training and became the District Nurse Sister attached to the Barnfield Road and Alphington doctors practices.

I moved into nurse management, firstly the Twilight Nursing Service and District Nursing, then Nurse Manager of Redhills Hospital with additional responsibilities and I was instrumental in closing Redhills and opening the hospitals on The Franklyn and Whipton Sites. Several other services were added to my responsibilities, Health Visiting, Mental Health Services for older people both in patient and community services.

I was the child protection lead and worked on the multi services agreement, the community trust link with the city GPs, supplied nursing input to St Petrocks which led to my being instrumental to the opening of the GP practice for the homeless then based at the clock tower.

I retired from the Health Service in 1991 and moved to Spain where my husband and I owned an auction house. For personal reasons we returned to the UK in 2009, to our now home in Pennsylvania, and



Chairperson's Report

became a patient of the Mount Pleasant Practice.

I went to work at Sainsbury in Pinhoe Road on the check outs but very quickly became the PR person for the store and subsequently the Store trainer. It was a very interesting time and I learned a lot about retail and supermarkets. I left Sainsbury after six years as my husband's health had deteriorated.

Due to a personal tragedy I came to realise that funerals were not always as personal as they might be and chose to undertake a diploma in Civil Funeral Celebrancy and became a member of the Institute of Civil Funerals. I continue to practice as a Celebrant hoping to allow folk to say farewell in their own way whether that be to the tunes of Elvis, a favourite hymn or bible reading, its entirely down to the wishes of the bereaved. I gain enormous satisfaction from this work.

I am most appreciative of the care and support, my husband particularly has received from the practice and when I saw the poster asking for a Chairman I considered that this was well within my

capability and perhaps a way to repay the practice. I knew of the Friends as Bob Mounce, a former Chairperson, had firstly been my Tutor when I undertook District Nurse training and then one of my Senior District Nurses when I became the Nurse Manager of the service.

It has been an interesting and perhaps a little challenging picking up the ropes but I have had sterling support particularly from Bev and Jon, and have been welcomed by all. I am impressed, and thank all, of those who give time and energy to supporting and fund raising for the Friends. There have been a few matters that have needed attention to meet current legislation which are now complete.

I thank all of you who support the friends by attending sales and making donations and of course would gladly welcome any new volunteers who might wish to give their support.

Eileen Tilley
Chairperson



Treasurer's Report

Having finalised the end of year accounts for 2023 I am very pleased to report that there was a small excess of income over expenditure. Whilst of course this should always be the target, it has been very difficult over the last few years for obvious reasons. It was also difficult to try and organise any raffles owing to the large reduction in footfall at the surgery.

I will of course provide more detail at the AGM, however, a lot of the excess was due to a large increase in subscriptions to the Lottery, a very successful Summer Fayre, plant sales, the Bake sale and Bric a Brac sales.

We paid for four Kardia Mobile ECG/Heart Monitors for the surgery which I understand has proved very useful and time saving. We have already paid this year for the maintenance of the automatic entrance doors at the surgery which we agreed to continue doing having paid for the initial installation.

As always, thanks must go to all the volunteers involved in fund raising for the Friends which is so important to enable us to continue to provide support to the surgery when called upon.

Jon Cornish
Treasurer



Co-ordinator's Report

This is my first newsletter report in the role as the Friends Co-ordinator. I was sharing the role with Debbie O'Dell but Debbie has stepped down and is now giving all her time as Nexus Care Co-ordinator. We will still see her around the health centre but no longer with The Friends hat on. All the best Debbie and still stay in touch with us.

Some of you might know me from the past. I worked for Mount Pleasant health centre for twenty years and left in 2016 when Debbie took over as co-ordinator. During my twenty years I worked in various roles and my last was working to help with the organisation of the health centre and part time Friends co-ordinator. Since leaving full time employment I returned as a volunteer helping with fundraising, a voluntary driver and a member of The Friends managing committee. Now I am at the health centre Monday, Tuesday and Thursday mornings. My main tasks are

arranging driving requests from patients, which involves contacting the driving team so that patients can be collected, taken to and returned home from their medical appointments. Supporting and working with all the volunteers. Providing help when needed and arranging fundraising events. Plus, various task behind the scenes to keep the charity doing such a great job to help patient's and provide extra facilities in the health centre. I look after the books on sale, 50p for a paperback, and the bric a brac display stand in the waiting room. Donations of books and bric a brac are welcome. Just hand them in at reception or pop in and see me. So, I'm kept busy during my time at Mount Pleasant.

The Friends have been a voluntary organisation for thirty years and more, and help support the work of the health centre. Lots of extras have been bought over the years, medical equipment for doctors and nurses, providing a safe walkway in



Co-ordinator's Report

the car park and volunteers refurbished the patio, “A Place to Pause”, and keep it planted and tidy. Spring is coming and the bulbs Mary, a volunteer and myself planted in the autumn, are popping their heads up. I have just named a few of the many things done by all the volunteers. There will be more purchases through the year should all the fundraising events go well.

We are always looking for new volunteers, who would be warmly welcomed, to help with fundraising or voluntary drivers who could spend some time during the week to drive patients to the health centre or other medical appointments. If you fancy a go give me a call on 01392 422921. I can be contacted on Monday, Tuesday and Thursday mornings. If I am not in the office please leave a message and I will get back to you, or email me beverley.todd5@nhs.net.

In 2024 we will be doing our very best to fundraise and support the

excellent care from the teams at Mount Pleasant. The first event for the year is not so far away, February 27th. All future planned events are detailed in the Fundraisers Report. Come and have a look and relax with a cup of coffee and a slice of home made cake.

Beverley Todd
Co-ordinator



Fundraiser's Report

It seems a long time since I last reported on our fundraising activities. We held our Summer Fete in August last year, which I am pleased to report was quite a success. Our volunteers were wonderful, giving their help and contributing to so many things, baking, plants and produce, unwanted items in good condition such as games, books, bric a brac, and gifts for the tombola. From my records we made £725. This will of course have to be confirmed at our AGM by our Treasurer. We also held a Cake and Bake Sale in November, which again included other items and a tombola. This made a further £431. We decided not to hold a draw during vaccination clinics as these were for flu vaccinations only. Had they been combined with Covid vaccinations, attendance would have been much higher and it would have been worth holding a draw.

The book and bric a brac sales in the waiting room during the year

have also done well during 2023 making over £1,000.

We have planned our fundraising events for 2024, although dates may have to be changed due to unforeseen circumstances. A list of the events and dates are shown below.

Fundraising events planned 2024

February 27th 10AM–1PM Books, Puzzles and Craft supplies Sale

This will be held in the waiting room together with other items to tempt you including refreshments.

March 28th 10AM-1PM Easter Bake Sale

There will be the usual array of cakes and savouries plus some competitions and refreshments.



Fundraiser's Report

May 4th 10AM-1PM Plant Sale

There will be our cakes and savouries, plus vegetable seedlings and many other plants, all our usual stalls and tombola and of course our refreshments. We plan to hold this outside at the bottom end of the car park.

August 17th 10AM-1PM Summer Fayre

All our usual stalls, garden produce, competitions and refreshments.

We also hope to hold a sale in November. This to be finalised later.

We do hope that you will support us at these events and would be grateful for any contributions. I do have to remind all you wonderful people who contribute edible items that we do have to have them safely covered and with a list of ingredients to protect those with food allergies.

Thank you once again to all those who contribute to our fundraising efforts.

Nesta Scales Fundraiser



Fundraising Event



Community Builder

Community Builders

**Creating a voice for local
Communities through listening**

Our Community Builder Ebbie is working in this area to listen to how you feel about your Community



If you would like to chat please contact:

Ebbie Peters - Community Builder

Mobile : 07516 692 583

Email : mountpleasantcb@gmail.com



CBmountpleasant

This project believes in this community

148 - 149 Fore Street 01392 205800

Exeter info@eci.org.uk

EX4 3AN www.eci.org.uk



Registered Charity No. 1026229

Company No: 2844870

Patient Participation Group

2021





Primary Care Network Report

The Patient Participation Group (PPG) currently have around forty five members who are either registered patients at the practice or work at the health centre. We meet as a group every two months to discuss issues related to the running of the practice and we represent patients interests at the health centre. Over the past year our meetings have changed from being online to now meeting face to face. We usually have a good attendance at the meetings with a good mixture of registered patients, GPs, pharmacy representatives and the Practice manager.

Relevant news and exchange of information is also emailed out to members on a regular basis including updates from the local city and county councils, community builder newsletters and national and local NHS and social care news. In recent meetings we have discussed the closure of the Boots pharmacy and we continue to look at trends in patient and practice data.

I would really appreciate hearing from any patients who would like to comment on any aspects of the running of the health centre. Please leave any comments for me at the reception desk, or, if you would like to receive some more information about our PPG meetings and activities.

Steve Hudson
Patient Participation (Chair)



Mount Pleasant
Health Centre

MPHC Spotlight

Health Centre Managers Report

2024 is here and I find myself writing this at the peak of this year's winter which many of us have been dreading.

As you may know last year in January, we introduced a triage model being pushed by NHS England as the new way for GP practices to work, but also as an answer to our unsustainable way of working. It focuses on making sure all patients get the care they need through effective triage screening (which we use eConsult and other tools to accomplish), similar to the NHS 111 phone service. This time last year the practice really was on its knees with demand and capacity issues. Essentially working through the start of winter with never ending call queues, working late, dealing with urgent same day issues and not really doing any routine work, all the while just starting to get over Covid. This year, despite some short-term issue from sickness, our triage processes have allowed us to really effectively manage our demand and the continuing external system pressures as hospitals struggle to get out of special measures. Our average call queue time has dropped to just a few

minutes, eConsults are flooding in more than ever and most preventative routine work is back on.

The main reasons for Mount Pleasant's resilience more recently has been to the increase in staff and really great teams we have. We finally reached a full practice team across all areas (Doctors, Nursing and Administration) and although we have a couple of vacancies, we are really happy that we have grown and that all of our teams are catching up on the backlog of our routine work. This has started to give us the time needed to begin focusing on our training and service developments. I know we can always improve and there are some short-term challenges we face and areas we hope to focus on, but, overall, we are excited about our future. Thank you everyone again for all the support you give to the Friends of Mount Pleasant Health Centre. They are such a key partner to us and continue to support the health centre, our patient population and our wider community in many many ways.

Philippe Croze
Practice Manager

The nursing department continues to be very busy but we are delighted to welcome back Practice Nurse Becka Walker, who worked with us a couple of years ago.

We also have another new (ish) Practice Nurse called Tina Di Senna who joined us in March 2023 from the Renal Dialysis Unit at the RDUHFT. Tina has been doing lots of different training courses since she arrived with us and has taken to Practice Nursing like a duck to water. You can read more about both nurses below who have written a little bit about themselves.

I semi-retired last September but still work two and a half days per week, as I certainly don't feel ready to give up completely. I love my job and we have a lovely team of professional Nurses and Health Care Assistants with our Administrator Lori looking after us very well. Our patients are at the heart of everything we do and we strive every day to make sure we give them the best possible care and attention.

Janis Boxall-Hunt
Practice Nurse Lead

I have been a practice nurse for seven years and worked at Mount Pleasant Health Centre from 2017-2022. During the COVID pandemic in 2022, I returned to work as a midwife in the Royal Devon University Hospital Foundation Trust which was a great experience and helped me develop my skills in the acute setting for Women's health, pregnancy and neonates. In September 2023, I returned to Mount Pleasant and am now working three days per week. I love working as a practice nurse and looking after patients with a wide variety of conditions and needs, such as children's health, sexual health, chronic disease management, wound care, those who want to stop smoking and travel. One of my specialist interests is in diabetes which I also enjoy very much. It's certainly great to be back.

Becka Walker
Practice Nurse

I joined Mount Pleasant Health Centre in March 2023. Previously I had worked for 9 years at the Royal Devon University Hospital Foundation Trust, first in an acute setting in the renal unit and for for the past seven years in the Haemodialysis unit in Heavitree hospital

I originally come from Naples in Italy. I successfully completed my Bachelor of Nursing degree in November 2013 having attended the University of Naples Federico II, undertaking my practical experience in St Anna and St Sebastiano Hospital in Caserta.

A year after my degree, at the age of 21, I moved to Exeter for work and life experience, and now after almost 10 years I can still say that the excitement of living and working here has not changed at all. I still enjoy and love Exeter!

From the first day of my nurse training, I have always been fascinated by the role of nurse. The blend of clinical knowledge, compassion and empathy has always inspired me.

I enjoy working with a purpose and I am proud to be part of a dedicated and supportive team who make a difference every day and that ensures the best possible care for patients.

Nursing is about people and I am proud to make a difference to others.

Tina Di Senna
Practice Nurse