



ISSUE 166

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MANOR & CASTLE NEWSLETTER



Manor & Castle Newsletter

Special points of interest:

- Chairperson's Comments
- Councillor's Comment's
- Local information

CHAIRMAN'S COMMENTS

Welcome to the February meeting and my report this month covers some information on delivery charges which affect us so much here in the Western Isles and the Patients Advice Support Service.



Also, congratulations to Mr Kelso ibn winning the raffle



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NEW ENQUIRY INTO DELIVERY CHARGES

Citizens Advice Scotland (CAS) has welcomed news that the House of Commons Scottish Affairs committee is to investigate the issue of unfair delivery fees to northern parts of Scotland. Nina Ballantyne, from the CAS Consumer Futures Unit, says, "We welcome this inquiry and have already agreed to provide our own evidence, gathered over the last six years, to assist the committee in its work." "CAS is keen to focus on constructive efforts that will bring solutions to the 1 million Scots who are hit by unfair delivery charges."

PATIENT ADVICE SUPPORT SERVICE (PASS)

Know Your Rights and Responsibilities

Let us help you familiarise yourself with your rights and responsibilities as a patient.

Access: You have the right to access NHS services that are appropriate to your needs.

Communication and participation: You have the right to get information about your health and the services available to you. You also have the right to be involved in decisions about your care.

Confidentiality: You have the right for your personal health information to be kept confidential, to know how it is used and how to access it.

Respect: You have the right to be treated as an individual and with dignity and respect, no matter what.

Safety: You have the right to the best care and treatment possible by qualified staff in a safe and clean setting.

Feedback and complaints: You have the right to have a say about your health care and to have any concerns or complaints dealt with in the most appropriate way.

In 2011 the Patient Rights (Scotland) Act 2011 was passed by the Scottish Parliament. This law requires Scottish Ministers to publish a Charter of Patient Rights and Responsibilities which summarise, the existing rights and responsibilities of patients using the NHS in Scotland, and of people with an interest in their care.

The Patient Charter is published in full on the [NHS inform](#) website.

How We Can Help You - Do you want to raise concerns about your NHS treatment? Do you have comments or feedback that could benefit others with their NHS treatment? We can help you do exactly that.

The Patient Advice and Support Service can:

Help you to give feedback or comments, raise concerns, or make complaints about the treatment you have received from the NHS.

Support you if you are going to a meeting.

Help you write letters and make phone calls.

Help you access your medical and clinical records.

"94% of people fully resolved their issues with the NHS with help from PASS."

What are you looking for from the NHS?

An explanation about what happened?

A review of procedures or policy?

An apology?

An improvement on the services provided?

A meeting to discuss your feedback, concern or complaint?

Changes to be made so this won't happen to anyone else?

It is your right to receive support and advice. We can help you look at your options.

Contact us Call us on [0800 917 2127](tel:08009172127)

PASS Speak to us



[Speak to us in person at your local CAB](#): 01851 – 705727

Roddy Nicolson

Councillor's forum

I would like to thank all who helped with the February bagpacking and raffle for funds as we raised a great total of £1,003. This was an excellent effort, Good news too as one of our esteemed members won the raffle, Mr Chris Kelso, who is a very faithful bagpacker and attendee at meetings was the lucky winner of the hamper—well done Chris!

We are looking to maybe have a children's outing in the summer and I will be looking for interested parents and children to see what we can organise.

The campaign for better facilities for Stornoway Primary continues and a fuller report will be given in next month's newsletter.

The Goody Shops—part 3 (used by permission from Stornoway Historical Society)

Around my home on Bank Street there were also four goody shops. The closest was just next door to our shop on North Beach Street and was run by Mr and Mrs Cabrelli, parents of Mary who owned the Coffee Pot. They were a cheerful Italian couple very popular in the town. We went to their shop for ice cream, penny sliders mostly. I remember when ninety-nines were invented, tuppenny sliders with a milk flake in the middle. They were a rare treat, presented by a benevolent adult in a generous mood. Ice cream cones were a later development and I never really took to them, even yeti would rather have a slider. I don't remember the cheaper sweets being sold by Mr Cabrelli, his stock was mostly chocolate bars and bottles of sweets, and lemonade used for making ice drinks with a dollop of ice cream, a straw and a long-handed spoon.



At the end of Kenneth Street, where the Coffee Pot used to be was Maggie Jean's. She came into her own on Saturday afternoon at two o'clock when we all went to the Matinee the Picture House., 3d for the front and 6d for the back and a serial which ended on a cliffhanger to entice us back the following week. Before we went we stocked up in Maggie Jean's. Chewing gum was popular and lasted a long time, but there was an undercurrent of unease connected with it, because we didn't know what it was made of, and unkind elders who disapproved of it, suggested that it might be herring guts or other unsavoury items.



The other time we went to Maggie Jean's was before the Band of Hope which was held every week in Martin's Memorial Church hall, conducted by Miss Grainger and consisting of a Magic Lantern Show. The Band of Hope was a temperance organisation although mostly the message passed over our heads as we sat, cheeks bulging, watching the slides of mission work in Africa and other improving subjects. In this television age it seems incredible that we should have been so easily entertained.



Along South Beach Street on the corner of Castle Street was Bella Bovril's shop. She sold the same selection of sweets that the Bayhead shops did, but you had to choose from the window, and not waste time dithering inside. Again, looking back from today's perspective, I am amazed at how docile and obedient we were. I sometimes reflect bitterly that my generation lost out badly, we were bossed by our parents, and then in turn we were bossed by our children. Down the road and round the corner was Maggie York's over which an aura of wickedness hung, mainly because it was known

**The Goody Shops by
M.Deirdre Macdonald**

Final part next month