

Sutherland Lodge Surgery Patient Newsletter

115 Baddow Road
Chelmsford
CM2 7PY
T: 01245 351351

January 2023

Happy New Year to all our patients here at Sutherland Lodge Surgery. We have put together this newsletter to keep you in the loop with everything that goes on here, and we hope to include lots of useful information in the future.

We would all like to take this moment and opportunity to thank you all for your dedication to our service and for all the feedback we have received in 2022.

We have big plans for Sutherland Lodge Surgery in 2023, and we are looking forward to taking you on that journey with us.

Feedback

We really value feedback here at Sutherland Lodge Surgery. We have this poster in our reception, where it has the following QR code to access a survey, for your chance to let us know your experience. The code to use the service when you scan the code is P0030 (P, zero, zero, 3, zero)



Team of the Year award

We are so proud to have won the Team of the Year award last year. This is an award that is all about building strong relationships, working effectively and co-operatively with others and keeping others informed about things which may affect them. Our Service Manager Yvonne (left) and our Lead Nurse Trish (right) went to collect this award at the ceremony.



You can also view this Newsletter and other useful information on our website:

[Home - Sutherland Lodge Surgery](https://www.hcrq.co.uk/sutherland-lodge-surgery)

Meet some of our amazing team!

Dr Shahtab Chowdhury

About my role: I qualified as a GP in 2009 from London and worked in a variety of roles during this time. While training I was took part in supporting other GP trainees through the London Deanery (education board) and British Medical Association (BMA) and was Vice Chair of the local Royal College of GP's Committee. I worked as a salaried GP in East London for 6 years where I took the opportunity to also study at the London School of Hygiene and Tropical Medicine earning my Diploma there. I also became the youngest member on the Tower Hamlets CCG inaugural Board where I served for 3 years specialising in integrated care and Continuing Healthcare.

In 2015 I moved area and became a partner at Ongar Health Centre where I stayed for 4 years before having a young family and seeking out a different challenge. This brought me to Sutherland Lodge Surgery, where I joined initially as a locum in 2020 and then full time as the Clinical Lead GP in 2021.

This role entails my having oversight over the clinical running of the practice working with my colleagues to ensure we deliver the best care possible in these challenging times for the NHS. My overall mantra through my work is kindness in what I do and how I act. Hopefully we can hold onto this belief even though the pressures for both staff and patients remain immense.

Fun fact: I have read The Lord of the Rings 27 times and I like to snowboard.



Trish Marriage

About my role: I've been with Sutherland Lodge for nearly 3 years and I manage an incredibly hard working nursing team whom I'm immensely proud of. My role is to manage the team ensuring everyone is updated and supported in their clinical practice and maintain high standards of care and patient safety. We've had some exciting things happen: winning the regional team of the year, receiving high praise from our care home we manage and me being awarded the Queens Nurse title. My mum would be so proud of me as she championed me all through my training. The Queens nurse title is awarded to those that are committed to learning leadership and excellence in care . All our nurses are smoking cessation advisors and we actively seek out ways to improve the health and screening of our patients and our health promotion boards created by Justine always spark interest in people to take better care of themselves.

As a team we support one another with regular down time for dinner, crazy golf and cinema trips!

Fun Fact: I have 2 Cocker Spaniels and enjoy swimming. I Love an escape room challenge, but think because I tell really bad jokes I get locked in as a punishment!



Sutherland Lodge Surgery News

Refurbishment

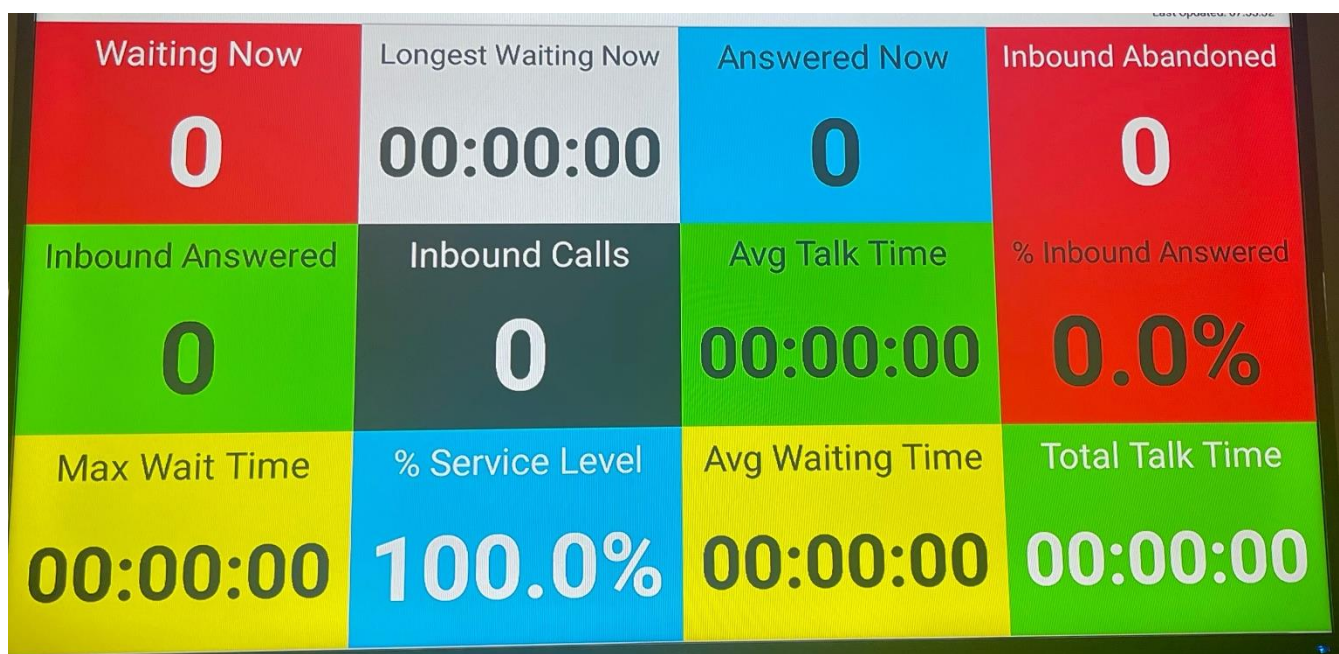
The long awaited refurbishment is due to start early this year. The first thing we will all see is the contractor moving equipment onto site followed by months of refurbishment. More detailed communications will be made available to all patients, our neighbours and the Patient Participation Group. There will be opportunities to see the plans and to understand how we will continue to offer a service whilst the renovations are happening. Watch this space ...

Explaining the telephone monitoring screen

Some of you may have noticed when coming into the surgery, the screen we have up in our reception area with different coloured boxes on it. This is monitoring our phone service for the day, here is what each section means:

- Waiting Now – This is how many people who are waiting in the queue to be answered
- Longest Waiting Now – This is the longest time that someone in the queue has been waiting currently
- Answered Now – This is how many calls are actively being taken at the moment by a member of staff
- Inbound Abandoned – This is how many calls have hung up before being answered
- Inbound Answered – This is the total amount of calls answered that day
- Avg Talk Time – This is the average talk time per phone call taken
- % Inbound Answered – This is the percentage of calls answered that day
- Max Wait Time – This is the longest time someone was on hold for
- % Service Level – This is the percentage patients whose calls were answered within 10 minutes
- Avg Waiting Time – This is the average waiting time of people who are in the queue to be answered
- Total Talk Time – This is how long all the phone calls have taken altogether.

Here is an example of what it looks like:



What our patients have to say about us

"Kind, considerate, helpful and very thoughtful"
8th December 2022

"I was in and out quickly and did not have to wait long"
6th December 2022

"Fantastic staff, very helpful, always get an appointment, can't fault surgery"
1st December 2022

"Everyone was so welcoming and polite this morning. The nurse listened to my concerns and helped me which I am grateful for"
2nd December 2022

"The doctor was extremely helpful and spent plenty of time with me which was definitely needed"
1st December 2022

Staff special mentions

"Dr Malik was very thorough, and helpful"
4th December 2022

"I am extremely happy with the service I have received today especially from Debbie. Whom in my eyes has got me on the right path. Thank you team."
8th December 2022

"Mr Dubois provided a first class service"
8th December 2022

"Everyone was very friendly. The surgery is very lucky to have a nurse like Ben. He put me at ease, and made me feel so much better about discussing my blood test"
7th December 2022

Health

Coppafeel!

“Coppafeel! Exists to educate and remind every young person in the UK, that checking their breasts isn’t only fun, it could save their life”

Everyone has breast tissue and people of all genders can get breast cancer. The term breast is referred to as the tissue from your ribcage up to your collarbone and armpits.

In the UK

- 1 in 7 women will be affected by breast cancer in their lifetime.
- Around 400 men are diagnosed every year
- Around 2,300 women are diagnosed aged 39 or under.
- In females aged 25-49 breast cancer is the most common cancer



Please visit <https://Coppafeel.org> for more information on the effects of breast cancer, and how to self check yourself at home. Please remember, if you have any concerns, please visit your GP.

Smear tests

All people with a cervix aged 25-64 should be invited by letter to have a smear test done.

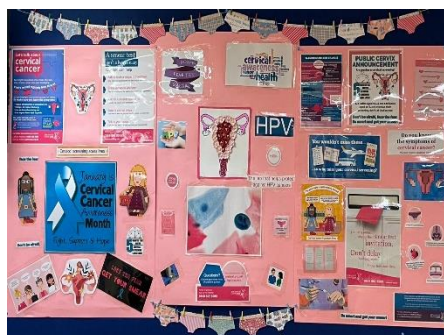
First smear?

There is nothing to be worried about when it comes to having a smear test, if you are due to have one and are feeling a bit nervous, please get in touch and book an appointment with one of our nurses. The nurse will explain to you what will happen and show you the equipment used which we hope will help to make you feel more comfortable about booking your first smear..

Cervical screening is not a test for cancer. It is a test to help prevent cancer.

Please feel free to visit the NHS website for more information: <https://www.nhs.uk/conditions/cervical-screening/>

Look out for our noticeboards when you are next in reception!



Struggling this winter?



Chelmsford Foodbank

Chelmsford Foodbank is a project of The River Church, Chelmsford, with volunteers drawn from many churches and individuals from across the region.

Please ask at our reception if you would like a foodbank voucher.

<https://Chelmsford.foodbank.org.uk>

Locations in Chelmsford:

Bell Street Hall	Grove Road Evangelical Church	St Andrews	New Life Church	Beaulieu Community Centre
Bell Street	Church	Chignal Road	Clements Green Lane	17 Centenary Way
Great Baddow	Grove Road	Chelmsford	South Woodham Ferrers	Beaulieu Square
Chelmsford	Chelmsford	CM1 2JB	Chelmsford	Chelmsford
CM2 7JS	CM2 0EY		CM3 5JP	CM1 6AU



Growbaby Chelmsford

Local Growbabys provide quality clothing and equipment for babies and children – and other support based on local needs – for free, regardless of income, faith or back ground

Location:

199 Moulsham Street

Chelmsford

CM2 0LJ

(Open 10:00am-13:00pm every Wednesday and 10:00am-12:00pm one Saturday a month)

care·think·do

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

Who's who At Sutherland Lodge Surgery

We have a team of experienced doctors, nurses and healthcare professionals. They are committed to providing you with the highest standard of care and treatment.

Service Manager – Yvonne Wright (F)

Our service manager has a great deal of experience and her key focus is patient care. She works with appropriate health and social care teams to ensure that patients, carers and their families receive a high standard of care from our service

Assistant Service Manager – Stuart Tourle (M)

Patient Experience Manager – Nikki Layley (F)

Doctors

Dr Shahtab Chowdhury (M) Clinical Lead –

Works Monday, Tuesday Wednesday and Thursday.

Dr Antonio Rivera Dezea (M) – Works

Tuesday, Thursday and Friday

Dr Soumya Lanka (F) – Works Wednesdays

Dr Naheed Malik (F) – Works Monday AM,
Wednesday all day and Friday AM

Dr Luca Lanza (M) – Works Monday,

Tuesday, Wednesday and Thursday

Dr Williams (M) – Works Friday only (Long
Term Locum)

Advanced Nurse Practitioners

Boby Leeladhara (F)

Debbie Lynn (F) - Safeguarding

Paramedic

Joanne Waters-Owen

Pharmacist

Rumbi Chidawanyika - Long Term Locum

Nursing Team

Trish Marriage – Lead Nurse

Justine Gurnett – Practice Nurse

Nadine Parker – Practice Nurse

Benedict Dubois - HCA

Reception Team

Carley

Natasha

Wajihah

O'Jei

Thea

Carol

Prescriptions

Ellie

Jo

Admin

Elizabeth – Medical Secretary

Rosalie – Practice Secretary

Carol

Debbie

Emily – Apprentice Patient

Satisfaction Specialist/Admin

Who's who At Sutherland Lodge Surgery

We have a team of experienced doctors, nurses and healthcare professionals. They are committed to providing you with the highest standard of care and treatment.

Primary Care Network (PCN) Staff

Lucy Whybrow - Paramedic

Krystyna Dreilich - Pharmacist

Berly Chacko - Pharmacist

Yatin Patel – Pharmacy Technician

Chris Allen – Health and Wellbeing coach

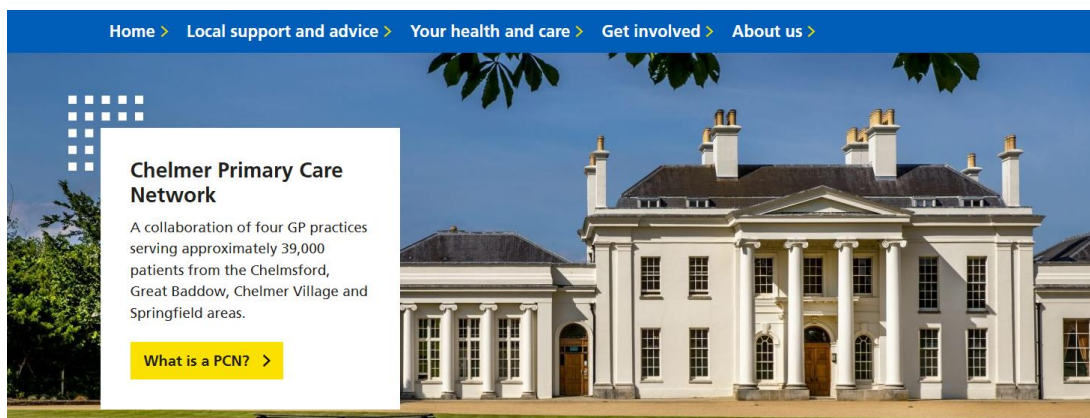
Chloe Hall – Social Prescriber

Mental Health Nurses

Juliet Amakye-Addo

Amanda Gosling

We are part of a Primary Care Network (Chelmer PCN) working alongside Rivermead Gate Medical Centre, North Chelmsford Healthcare Centre and Chelmer Village Surgery to provide some extra staffing working across all sites. Please feel free to visit [Chelmer Primary Care Network \(chelmerpcn.nhs.uk\)](https://chelmerpcn.nhs.uk) to find out some more information and to see all of the other practices involved.



Patient Participation Group



What is the Patient Participation Group or PPG?

A patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for other patients, doctors and staff. The NHS requires every practice to have a PPG.

Why should I Join?

You have been to the surgery as a patient, parent, carer or friend.

Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

You will also gain a better understanding of the NHS and gather feedback from other patients.

Please Join us!

Sutherland Lodge
Surgery has a Patient
Participation Group



The Patients Association

We are a long established, independent advice and campaigning charity. We also undertake project work with health and social care organisations to ensure the patient voice is heard and improvements are made. We offer support and advice to individual patients/forums and groups. Phone or email our helpline:

Helpline: 0845 608 44 55

Office: 0208 423 9111

Email: helpline@patients-association.com

You can also follow us on Twitter:

Twitter: @PatientsAssoc

Sign up for our weekly Newsletter via our website:

www.patients-association.org.uk



Patient Participation Group



What is a virtual group?

A virtual group is a group of patients who would like to be part of the Patient Participation Group but prefer not to attend meetings. They get involved by email instead. Information such as practice newsletters, minutes of the Patient Participation Group meetings and surveys will be shared electronically. It means that if you can't make face-to-face meetings, are caring for someone and unable to leave them, or are working, you can still be kept informed, give your views and participate.

Will my views be heard?

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable.

Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solutions.



listening to patients
speaking up for change

Yes, Please, I want to be part of the Patient Participation Group:

Name:

Address:

Telephone:

Email:

Please tear off this part and hand to your receptionist or email:

sutherland.secretary@nhs.net with the subject header **SLPPG**