

# Sutherland Lodge Surgery Patient Newsletter

115 Baddow Road  
Chelmsford  
CM2 7PY  
T: 01245 351351



June 2023

The sun is shining and we are looking forward to the start of our refurbishment, we still don't have any details or a set date but we feel it is getting close – we will keep you updated. If you visit the Doctor, he or she may have a student with them. We are currently working with the university and have a student physician's associate and a student nurse in the practice. You will be sad to hear that Dr Lanza is reducing his hours. He has a long drive into work and a young family so it will be nice for him to be able to spend more time at home. On a happier note Dr Chowdhury will be working with us on Fridays from mid July. We are also currently recruiting another Doctor.

## 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 about your experience. The code to use the service when you scan the code is P0030 (P, zero, zero, 3, zero). The QR Code also works from here.



## Let us know!

Please let us know if you are:

- Looking after someone or caring for them
  - Pregnant
- Have served in the Armed Forces

So that we can update your records accordingly and make sure we have the correct information.

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

[Home - Sutherland Lodge Surgery](https://www.sutherlandlodge.co.uk)

# Meet some of our amazing team!

## Stuart Tourle

I have been working at Sutherland Lodge as the Assistant Service Manager for a year now and I literally learn something new everyday! I really love helping our patients as much as I can, improving the service and working with the incredibly dedicated team. I am passionate about helping and developing team members in their roles.

**Fun fact:** My favourite album of all time is 'And Their Refinement of the Decline' By Stars Of the Lid. If you see me in the surgery and you're a SOTL fan let me know!



## Nadine Parker

I have been working at the surgery as a practice nurse for just over 6 months now. My role varies day to day, and I am involved with blood tests, vaccinations, hypertension monitoring, ECGs and wound care.

**Fun fact:** I am huge Disney fan.

# Sutherland Lodge Surgery Information

## COVID-19 Spring Boosters

Invitations have already started to go out for our patients who are eligible for the spring booster, this has included patients over the age of 75 and those aged 5 and over with a weakened immune system. If you are eligible, we will be reaching out to you with an invitation to have your booster at the surgery.



## Order your repeat prescriptions online

For our patients who were not already aware, for convenience, you can order any repeat medication you have online. Please contact our reception team who can allow you access to SystmOnline where you will be able to do this.

## New law on HRT medication

From 1<sup>st</sup> April 2023, women prescribed HRT – the main treatment for menopause symptoms – will have access to a new scheme enabling them to access to a years worth of menopause prescription items for the cost of 2 single prescription charges (currently £18.70) For more information and how it works please visit: [https://www.gov.uk/government/news/new-scheme-for-cheaper-hormone-replacement-therapy-](https://www.gov.uk/government/news/new-scheme-for-cheaper-hormone-replacement-therapy-launches#:~:text=The%20HRT%20PPC%20will%20be,of%20it%20over%20the%20year.)

[launches#:~:text=The%20HRT%20PPC%20will%20be,of%20it%20over%20the%20year.](https://www.gov.uk/government/news/new-scheme-for-cheaper-hormone-replacement-therapy-launches#:~:text=The%20HRT%20PPC%20will%20be,of%20it%20over%20the%20year.)

**Please note – there is a shortage across the UK of Utrogestan, you will currently only be able to get a maximum of 2 months supply per prescription, for more information please visit:**

[Supply update: hormone replacement therapy medication Utrogestan® - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/new-scheme-for-cheaper-hormone-replacement-therapy-launches#:~:text=The%20HRT%20PPC%20will%20be,of%20it%20over%20the%20year.)

## Think you need a physio? Self-refer

Adults can now self-refer yourself to physiotherapy for any musculoskeletal problems. (Subject to the local NHS service criteria). Visit <https://providephysiotherapy.org.uk/self-referral/> for more information. They also have a symptom checker on the website and a self help page.

**Provide** *Health*

# Sutherland Lodge Surgery Information

## Dementia Awareness Week 15-21 May 2023

On 16 May, Lisa from the Alzheimer's society came into the surgery to do a pop up for patients regarding Dementia. We would like to thank all of the patients visiting the surgery who took the time to speak with Lisa and take any leaflets or information from her on the day.

### Did you know?

- It is estimated that 70% of people in care homes have dementia or severe memory problems.
- Dementia is one of the main causes of disability later in life, ahead of cancer, cardiovascular disease and stroke.
- There are 42,000 people under 65 living with dementia in the UK – this is known as young onset dementia.
- The Alzheimer's Society funds cutting-edge research into the cause, care, cure and prevention of dementia. Please visit: [Our dementia research impact | Alzheimer's Society \(alzheimers.org.uk\)](https://www.alzheimers.org.uk/about-us/our-research-impact) to learn more.



Pictured: Lisa with her display  
in the surgery

Worried that yourself or someone you know has Dementia? Please visit: [Talking to your GP about dementia | Alzheimer's Society \(alzheimers.org.uk\)](https://www.alzheimers.org.uk/about-us/talking-to-your-gp) for more information and useful videos.

# Thank you for your feedback!

"I always enjoy coming to the surgery, everyone is very friendly"

"Fast appointment, no telephone waiting and excellent doctor consultation"

"Efficient, polite and calm"

"Perfect service to my medical situation"

"Seen on time and very happy with the consultation. Very helpful and comforting approach, reception also gave very good customer care"

"The doctor asked all the relevant questions and supported me through all my next steps"

"It is always a pleasure to visit the surgery, I always feel welcome and not at all like a burden – thank you very much Sutherland Lodge"

## Staff special mentions

"Natasha was excellent, she sorted my prescription for me last minute before the pharmacists shut, she was really helpful"

"Dr Antonio has been paramount to my medical treatment and I cannot thank him enough"

"Justine was very patient, kind and went the extra mile for me"

"Debbie is great. I'd like to thank her for all she does for me. She has sorted everything out and changed my life"

"Friendly, helpful, polite staff. Dr Lanza is patient, helpful, thorough. Excellent GP practice from start to finish! Thank you."

"Dr Malik was lovely and very friendly, one of the best consultations I have had"

"Trish, you are a fantastic nurse, we absolutely adore you, you have helped improve my wife's diabetes so much"

# Health

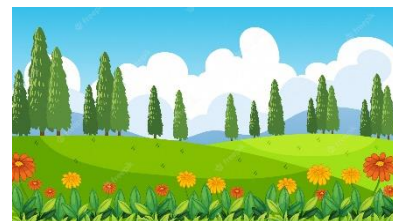
## Hay fever/Allergy season

We are now coming into the time of year where the weather is warming up, and the grass and flowers are beginning to grow and bloom. We know this can be a difficult time for sufferers of hay fever and allergies.

### What are the symptoms of hay fever?

Symptoms of hay fever can include:

- Sneezing and coughing
- A runny or blocked nose
- Itchy, red and watery eyes
- Itchy throat, mouth, nose and ears
- Loss of smell
- Pain around your temples and forehead
- Headache
- Earache
- Feeling tired



### What can I do to prevent my hay fever symptoms getting worse?

There are lots of suggestions on how you can help reduce the impact of your hay fever such as:

- Putting Vaseline around your nostrils to trap pollen
- Wearing wraparound sunglasses to stop pollen getting into your eyes
- Showering and changing your clothes after you have been outside to wash pollen off
- Staying indoors wherever possible
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust using a damp cloth



## Need some help with your symptoms?



### Speak to your pharmacist first

Your pharmacist will be able to advise you on your hay fever and suggest the best treatments, such as antihistamine drops, tablets or nasal sprays to help with:

- Itchy and watery eyes and sneezing
- A blocked nose

### When should I speak to my GP?

You should only visit your GP regarding your hay fever if your symptoms are getting worse or your symptoms do not improve after taking the medicines from the pharmacy.

### Please note:

The Medicines and Healthcare Products Regulatory Agency (MHRA) have moved Fexofenadine 120mg from prescription-only to being able to buy over the counter. Unfortunately this means that the medication in this dosage is no longer available on prescription.

## Bowel Cancer and FIT testing

### Bowel cancer – what is it?

Bowel cancer is cancer found anywhere in the large bowel, which includes the colon and rectum. It's one of the most common types of cancer in the UK.

### How do I test for it?

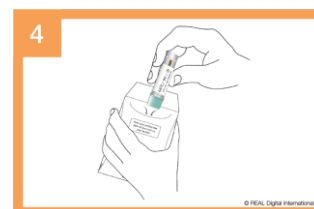
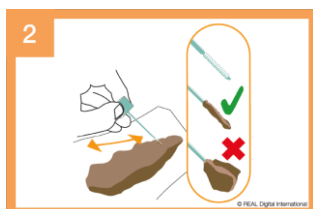
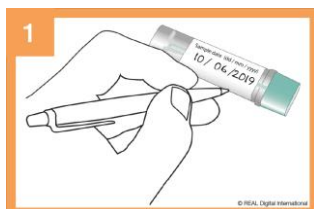
You use a home test kit, called a faecal immunochemical test (FIT), to collect a small sample of poo and send it to a lab. This is checked for tiny amounts of blood.

### What does the test check for?

The test checks for blood in your stool. Blood can be a sign of polyps or bowel cancer. Polyps are growths in the bowel. They are not cancer, but may turn into cancer over time.

### How do I get a test?

Everyone aged 60 to 74 years who is registered with a GP and lives in England is automatically sent an NHS bowel cancer screening kit every 2 years. If you are outside of this age group and would like to have a FIT test sent out to you, please contact your GP.



Visit this link for an animated step-by-step guide on how to use your FIT kit :

<https://www.gov.uk/government/publications/bowel-cancer-screening-kit-how-to-use/nhs-bowel-cancer-screening-fit-kit-instructions>

Visit: [BCSP FIT easy read final.pdf \(publishing.service.gov.uk\)](#) for an easy read guide on Bowel cancer screening

# Helpful contacts

## Debt and financial support

- Citizens Advice Chelmsford: [www.chelmsfordcab.org](http://www.chelmsfordcab.org) for benefits, business, health, housing, work, debt and money management courses, free independent legal advice 01245 205 656
- CA Support to apply for Universal Credit 0800 144 8444
- CA Warm Homes 0800 144 8848
- Foodbank voucher hotline 01245 205 579
- Turn2us.org.uk – online benefit and grant calculator 0808 802 2000
- Step Change – online/telephone debt support 0800 138 1111

## Homeless Housing Support

- Chelmsford City Council 01245 606 606
- CHESS – homeless shelter providing support services 01245 281 104
- Peabody Essex Outreach Service – housing support 0800 288 8883
- St Vincent de Paul – furniture, white goods 07796 393 131

## Addiction Recovery

- Helping Hands Essex – addiction recovery 01245 697 142
- Open Road – drug/substance recovery 0844 499 1323
- Essex Alcohol Recovery Community/Phoenix Futures 01376 316 126
- Breakeven – problem gambling support [www.breakeven.org.uk](http://www.breakeven.org.uk)

## Family Support

- Child and Family Wellbeing Service – parenting 0300 247 0014
- Family solutions – support to move forward 03330 132 124
- Home-Start – family support starting school 01245 847 410
- Families in Focus – disabilities and special needs 01245 353 575
- Growbaby – Free children's clothes Growbaby Chelmsford
- St Vincent de Paul – befriending service 07796 393 131
- Age UK – advocacy and advice 01245 346 406
- Community Agents – mobility advice and aids 0800 977 5858

## Domestic and Other Abuse

- National Domestic Violence Helpline 0808 2000 247
- The Next Chapter – domestic abuse support 01206 500 585
- Modern Slavery Helpline 08000 121 700

# Who's who At Sutherland Lodge

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)**

### **Doctors**

**Dr Shahtab Chowdhury (M) Clinical Lead –**  
Works Monday, Tuesday Wednesday and Thursday.

**Dr Antonio Rivera Dezea (M) –** Works Tuesday, Thursday and Friday

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

**Dr Luca Lanza (M) –** Works Thursday only

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

**Vacancy –** to be covered with a locum whilst recruitment takes place

### **Advanced Nurse Practitioners**

**Boby Leedladhara (F)**

**Debbie Lynn (F) - Safeguarding**

### **Nursing Team**

**Trish Marriage –** Lead Nurse

**Justine Gurnett –** Practice Nurse

**Nadine Parker –** Practice Nurse

**Benedict Dubois -** HCA

### **Reception Team**

**O'Jei –** Reception Team Leader

**Carley**

**Natasha**

**Thea**

**Carol**

**Megan**

### **Prescriptions**

**Ellie**

**Jo**

### **Admin**

**Elizabeth –** Medical Secretary

**Rosalie –** Practice Secretary

**Carol -** Senior Admin

**Emily –** Apprentice Patient

**Satisfaction Specialist/Admin**

# Who's who At Sutherland

## Lodge from our PCN

### Primary Care Network (PCN) Staff

**Lucy Whybrow - Paramedic**

**Krystyna Dreilich - Lead Pharmacist**

**Berly Chacko - Pharmacist**

**Mariam Hazeed - Pharmacist**

**Priya Patel - 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 staff working across all sites and extra appointments in the evenings and weekends. Please feel free to visit [Chelmer Primary Care Network \(chelmerpcn.nhs.uk\)](https://www.chelmerpcn.nhs.uk) to find out some more information and to see all of the other practices involved.



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