

Sutherland Lodge Surgery Patient Newsletter

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March 2023

To our patients observing the month of Ramadan, Ramadan Kareem!
Thank you for all your great feedback about the January 2023 Newsletter we are happy you enjoyed reading it and hearing more about what is happening at your surgery.
We have some great information in this newsletter including some more insights into our team members' roles and lives, health advice and information, some of your lovely feedback and more. Check out page 8 for some local useful numbers. If there is something in particular you would like to see in your surgery newsletter please let us know using
Sutherland.Secretary@nhs.net

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.



Bowel Cancer Screening

Take a moment to check out our new health noticeboard in reception. It's all about the poo! Seriously bowel cancer screening is very important and you should complete your test when it drops through your letterbox.



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

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

Meet some of our amazing team!

Justine Gurnett

I am a practice nurse here at Sutherland Lodge, I previously worked here for 18 years, and then left to work for the Essex police for 6 years, and have now been back at the surgery for the last 18 months. My main speciality is asthma, and I am starting to get into diabetes treatment. I also put together all of the health education boards that you see when you come into the surgery.

Fun Fact: I do a lot of craft work, I like making cards and light boxes.



Benedict Dubois

I have been a HCA (Healthcare Assistant) at Sutherland Lodge Surgery for coming up 4 years in June. I work with the nursing team here at the surgery, helping with health prevention doing things such as blood tests, ECGs, health checks and checks for chronic diseases, such as diabetes. I also do a lot of volunteer work and help with the SOS buses.

Fun fact: In my spare time I like to play video games.

Sutherland Lodge Surgery Information

Repeat Prescription requests

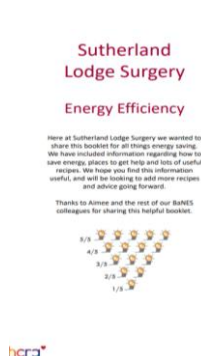
Please be aware that we will require 48 working hours to process any repeat prescription requests. Our Prescription box on the wall near the disabled toilet is opened at 9:30am and again at 14:30pm Monday-Friday, and it will be 48 working hours after opening the box that the prescription request will take to be complete. This also applies to anyone requesting repeat prescriptions on the phone, it will take 48 working hours after the phone call to be processed. You can also post prescription requests through the letterbox when we are closed.

Online Appointments

We have select appointments live on our online booking system, these appointments are currently for Blood pressure checks and NHS health checks with one of our Practice Nurses or our Healthcare Assistants. Please do not book these slots for other health concerns as the appointment will be cancelled and you will be asked to book another date and time with the appropriate person.

Information Leaflets

If you have been to the surgery recently, you may have seen our wall in reception with documents on, here you will find the latest communications from Sutherland Lodge, Tips on energy saving, an information leaflet all about LGBTQ+ History month (February 2023) and most recently an information booklet on Ramadan and your health. All of this information is also on our website for you to have a look at.

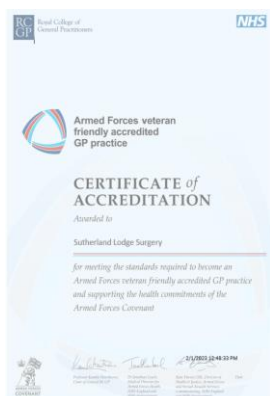


Accreditations earned by Sutherland Lodge Surgery This Month

**Veteran
Friendly**

**Pride in
Practice
Gold award**

**Safe
Surgery**



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WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

Sutherland Lodge Surgery Information

Patient Participation Group (PPG) Facebook group

Our Patient Participation Group have put together a group on Facebook for patients at Sutherland Lodge to use, you can find it under the name "Sutherland Lodge Patients Group. This group is run by our PPG, which is made up of patients who are volunteers and meet regularly with the surgery with the aim of improving the experience for those who use the practice. We also post all of our communications on there for people to access like the documents above. Please feel free to join the Facebook page and give any suggestions you may have



Please scan this QR
code for direct access
to the PPG Facebook
group to join



How to join our Patient Participation Group

Please fill in the below details and hand into our reception in the surgery or email the details to:
Sutherland.ppg@nhs.net

Name:

Address:

Telephone:

Email:

What our patients have to say about us

"The doctor was very thorough with me and spent time with me to go through all my health conditions"

"As always I felt listened to and given time. I support a gentleman with learning disabilities and this surgery are incredibly good with him and any concerns we have"

"Very pleasant, efficient and friendly"

"Helpful and friendly in hard times"

"Many thanks for your informative newsletter, look forward to the next one!"

"Dr phoned when expected. Consultation was business like and effective"

"The receptionist was friendly, prompt and very efficient. I was extremely pleased with the level of service provided"

Staff special mentions

"Dr Chowdhury is professional, courteous and genuinely interested in your problems"

"Dr Lanza is very helpful and understanding. He has helped me out a lot this last year"

"Trish is a fantastic nurse and really cares about the patients"

"Thea is so lovely she has been very helpful to me and my wife"

"Dr Antonio has been excellent so far in looking after my health. Following all NICE guidelines and caring for me as a patient"

"Dr Malik is a brilliant doctor even under enormous pressure she has always been good to me, thank you"

"Dr Chowdhury is a fantastic doctor. Caring and empathetic"

Diabetes UK

Diabetes is a serious condition where your blood glucose level is too high. It can happen when your body doesn't produce enough insulin or the insulin it produces isn't effective, or when your body can't produce any insulin at all. There are 2 types of diabetes:

Type 1 – You can't make any insulin at all

Type 2 – The insulin you make either can't work effectively or you can't produce enough of it.

One in 15 people in the UK have diabetes, including one million people who have type 2, but haven't been diagnosed.

Visit [Diabetes support](#) | [How we help](#) | [Diabetes UK](#) to learn all about diabetes and how Diabetes UK help those who have type 1 or type 2. They can help for many things such as knowing your diabetes risk, information on symptoms and known factors that can play a part in diagnosis, to support groups and insurance and finance products.

If you have any concerns regarding diabetes, please book an appointment with a GP or Nurse who will be able to help you.

Smoking Cessation – NHS

Smoking still accounts for more years of life lost than any other modifiable risk factor.

- Around 6.1 million people in the England still smoke
- Smokers see their GP over a third more often than non-smokers
- Smoking is linked to half a million hospital admissions each year
- It is currently estimated that nearly a quarter of women in the UK smoke during pregnancy.

What happens when you quit?

The sooner you quit, the sooner you'll notice changes to your body and health. Look at what happens when you quit for good.



After 20 minutes

Check your pulse rate, it will already be starting to return to normal.



After 8 hours

Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.



After 48 hours

All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.



After 72 hours

If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.



After 2 to 12 weeks

Blood will be pumping through to your heart and muscles much better because your circulation will have improved.



After 3 to 9 months

Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.



After 1 year

Great news! Your risk of heart attack will have halved compared with a smoker's.



After 10 years

More great news! Your risk of death from lung cancer will have halved compared with a smoker's.

Did you know?: Stopping smoking not only improves your physical health, but also proven to boost your mental health and wellbeing. Quitting can improve mood, and help relieve stress, anxiety and depression.

Please visit the NHS website for more information on stopping smoking: [Quit smoking - Better Health - NHS \(www.nhs.uk\)](#)

Book in with one of our practitioners who will be able to help you.

Support Networks



Andy's Man Club

ANDYSMANCLUB is a men's suicide prevention charity, offering free-to-attend peer-to-peer support groups across the United Kingdom and online. They want to end the stigma surrounding men's mental health and help men through the power of conversation #ITSOKAYTOTALK.

[Andy's Man Club | #ITSOKAYTOTALK | Andy's Man Club \(andysmanclub.co.uk\)](#)

Our nearest group:

Writtle University Centre for Health & Sport
Lordship Road
Writtle,
Chelmsford CM1 3RR

*Meet every
Monday at 7pm*

With You in Mind

With You in Mind provides support and activities for mental health, offering inclusive sessions for adults who want to improve their confidence, wellbeing and mental health. They have an experienced team of activity coordinators and mental health first aiders to support you each session. They deliver a variety of activities including:

- Badminton
- Table tennis
- Group exercise classes
- Led walks
- Relaxation sessions
- An area for board games
- Mindful colouring
- Workshops

Sessions need to be booked via contacting them on:

Tel: 01245 606 569

Email: withyouinmind@chelmsford.gov.uk

Sessions run from 2-4pm every Wednesday, Thursday and Friday and are £3 per person for each two hour session – the first session is **FREE!**

Location:

Chelmsford Sports and Athletics Centre
84-64 Salerno Way
Chelmsford
CM1 2EH



Helpful contacts

Debt and financial support

- Citizens Advice Chelmsford: 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

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)

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 Leedladhara (F)

Debbie Lynn (F) - Safeguarding

Paramedic

Joanne Waters-Owen

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 - 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 - 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.



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Chelmer Primary Care Network

A collaboration of four GP practices serving approximately 39,000 patients from the Chelmsford, Great Baddow, Chelmer Village and Springfield areas.

[What is a PCN? >](#)



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WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE