

# Sutherland Lodge Surgery Patient Newsletter

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March 2024

Dear Patients,

Welcome to your first newsletter of 2024! There have been a lot of changes going on at the surgery with our refurbishment finally taking place, and we are so excited for it to be completed. Please read on for important information regarding any upcoming changes and information.

## 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.hcrq.co.uk/sutherland-lodge-surgery)



We would like to make everyone aware that from the 19<sup>th</sup> – 21<sup>st</sup> March 2024, there will be no access to the surgery via car from Baddow Road due to construction work that needs to be completed. Please make sure you bear this information in mind when it comes to booking appointments or planning to visit the surgery. There will be limited access to the carpark via Meadgate Avenue through the gate. Members of the Patient Participation Group (PPG) will be around to help guide you.

# Meet some of our amazing team!

## Yvonne Wright



Hi, I'm Yvonne, some of you may have met me. I have been Service Manager at Sutherland Lodge since August 2020. I have worked in Primary Care for about 22 years during which time I have gained lots of experience from working with a Primary Care Trust (now known as the CCG), incident investigation and management, risk management, urgent care centres, ear, nose and throat, sexual health and, of course, managing GP surgeries. It has been my mission to ensure we meet our company values, Care Think Do, and that our service reflects these as much as possible. The surgery has improved performance consistently over the years. As patients I know you often measure this by whether you can get an appointment, as a service we are measured by the efficacy of the care we provide and year on year we have improved this and are doing well when measured against all surgeries in Mid and South Essex. On a personal note, I've had a busy year, my son got married, we got a rescue dog, he's a Cockerpoo called Leo. I seem to spend most of the weekend in the Dog friendly Café or walking him in various areas of natural beauty. I now own a pair of wellies.

## Rebecca Hammond

Hi, my name is Rebecca, also known as Becky, and I am the new Reception and Administration Team Leader.

I started at Sutherland Lodge at the end of October 2023, and this is my first role in Primary Care, having worked in the Dental industry for the previous 27 years.

My role at the practice involves managing a team of 7 receptionists and my day-to-day duties include anything from rota management and organising holiday leave requests to conducting interviews and performance reviews.

The current surgery refurbishment is presenting its daily challenges, but I relish a challenge and am just taking each day at a time. I think I speak on behalf of the whole reception team when I say we are looking forward to all being under the same roof again and we are excited to see the end result (especially as we are getting a nice new, more user friendly, reception area) In my spare time I love to cook and enjoy preparing meals from different countries. I also like a good long walk, the kind of walk that really blows away the cobwebs 😊

# Sutherland Lodge Surgery Information

## **Appointments**

Please can everyone make sure they are arriving on time for their appointments in the surgery. Due to the refurbishment, we are extremely restricted on space in reception currently.

## **Medical Reports and Letters**

If you are requesting a letter or a report to be filled in by the surgery, please be advised that these are considered non-NHS work, and we cannot use surgery time to complete them. The turnaround time can therefore be longer than you might expect. There is also usually a charge for this work to be done which you should be advised on at the time of the request which will need to be cash payment only before we undertake the work.

If you are requesting medical records this is a subject access request (SAR) and the timeframe for these to be completed in is 28 days. All SARs are free of charge.

## **Ordering Repeat Prescriptions**

We have had a lot of requests recently come in for medication to be prescribed that is not on your repeat ordering list. Please be advised that if you are requesting something and it is not on your repeat list, this can take longer to action. The request needs to be booked in a rota to allow time for the clinician to physically represcribe if they are happy to do so and we do not always have capacity for this the same day.

# Sutherland Lodge Surgery Information

We have a fantastic nursing team here at Sutherland Lodge, here is a list with a bit more information about the appointment types they offer.

## Lead Nurse – Trish Marriage

- Asthma review
- New patient health checks
- Blood pressure check
- Blood test
- Cervical Screening
- Child/baby immunisations
- Clopixol Injection
- COPD review
- Decapeptyl Injection
- Dementia physical health check
- Depo Provera injection
- Diabetes check
- ECG
- Female swabs
- Foot checks
- INR
- IUD/Coil check
- Learning Disability health check
- NHS Health check
- Pertussis/whooping cough vaccine
- Pill check
- Prolia injection
- Prostag injection
- SMI physical health check



- Smoking Cessation
- Suture/clip removal
- Swabs
- Teledermatology
- Testosterone injection
- Travel health consultations
- Urine dips
- Wound Dressings
- Zoladex injection



# Sutherland Lodge Surgery Information

## Practice Nurse – Nadine Parker

- Adult Injections such as flu, pneumonia etc
- New patient health checks
- Blood pressure check
- Blood test
- Cervical Screening
- Child/baby immunisations
- Clopixol Injection
- Decapeptyl Injection
- Dementia physical health check
- Depo Provera injection
- Diabetes check
- ECG
- Female swabs
- Foot checks
- Learning Disability health check
- Leg dressings
- NHS Health check
- Pertussis/whooping cough vaccine
- Pill check
- Prolia injection
- Prostap injection
- SMI physical health check
- Smoking Cessation
- Suture/clip removal
- Swabs
- Teledermatology
- Testosterone injection
- Urine dips
- Wound Dressings
- Zoladex injection



## Healthcare Assistant – Benedict Dubois

- Adult Injections such as flu, pneumonia etc
- New patient health checks
- Blood pressure check
- Blood test
- BP monitoring
- Dementia physical health check
- Diabetes check
- ECG
- Foot checks
- Leg dressing
- NHS Health check
- SMI physical health check
- Smoking Cessation
- Suture/clip removal
- Swabs
- Urine dips
- Wound Dressings



# Refurbishment progress

Since we started our refurbishment, we have had a few special visitors to the site to see the progress. We thought you would also like to see how we have been getting on!



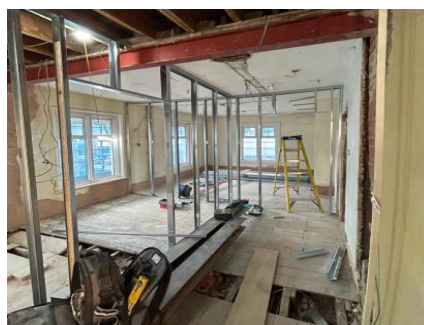
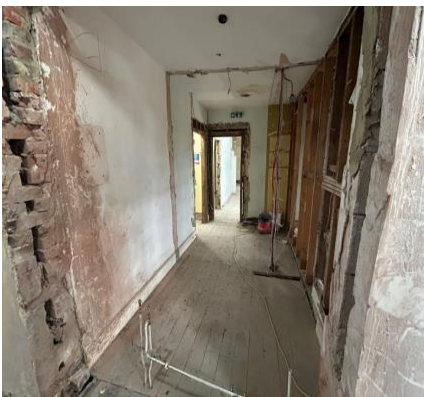
**Pictured:** Dr Shahtab Chowdhury (Surgery Clinical Lead), Victoria Wilkinson-Parish (Business Unit Head - Primary Care and Offender Health) Terry Downes (Site worker) Vicky Ford (MP for Chelmsford) Dr Mohammed Munshi (*National Clinical Lead GP (South)*), Yvonne Wright (Service Manager), Stuart Tourle (Assistant Service Manager)



**Pictured:** Riccardo Polifroni (Primary Care Quality Assurance Lead) and Linda Davies (Head of Infection Prevention and Control)



**Pictured:** Yvonne Wright (Service Manager), Stuart Tourle (Assistant Service Manager) Rebecca McLinden (Primary Care Manager) Patrick Birchall (Chief Operating Officer for HCRG Care Group)



# What our patients have to say about us

"Always such a kind atmosphere when I visit the surgery"

"I think the work you are all doing is amazing especially during a refurbishment"

"My blood test was painless and easy"

"Always a pleasure to attend the surgery"

"The online system works wonders for us as a family, simple to use and always get a response"

"Had some underlying issues from past problems, the surgery sorted them all out for me without any fuss"

"Always happy with the level of service I receive, staff really care and want to help"

## Staff special mentions

"Benedict, you are a star! Thank you for all your help!"

"Had an appointment with Trish recently, really felt listened to and valued"

"Dr Chowdhury is the best! Always takes time to sort out any problems"

"Dr Malik has a very gentle nature and I felt very comfortable with her"

"I would like to say a big thank you to the reception team, always have a smile on their faces and willing to help"

"Just had an appointment with Dr Ibie, very professional and caring"

"My medication review with Mariam was great, sorted everything out within a few minutes"

## **STOP SMOKING AND GOOD THINGS HAPPEN**

**NHS**

**Make 2024 the year you quit**

**Better  
Health** Let's  
do this

**Search 'SMOKEFREE'**

### **Have stopping smoking as a new year's resolution?**

We offer smoking cessation appointments at the surgery with our Nursing team and with Chris our Health and Wellbeing Coach. Please book an appointment if you would like some help and guidance on quitting the habit!

#### **Did you know?**

- People aged over 60 are less likely than younger people to smoke now but are more likely to be an ex-smoker.
- Nearly half of smokers want to quit.
- Smoking is the biggest cause of death and disease that you CAN control.
- Studies have shown that smoking is slightly more common in men than in women.

## Young children and asthma

Spacer devices can be used by children of any age but are particularly recommended for those aged and under 5 years. Spacers are important as they help get the medicine in to your child's lungs more effectively than using the inhaler on its own. They stop the medicine from sticking to the back of the mouth, reducing the risk of thrush (a fungal infection that can occur in the mouth) and sores. **If you do not have a spacer for your child, please send us a request using the Admin triage form on our website.**



### Step by step on how to use:

1. Wash your hands.
2. Remove the cover from the inhaler mouthpiece and check for any obstruction.
3. Hold the inhaler upright and give it a shake.
4. Insert it into the end of the spacer device.
5. Hold the spacer at a 45-degree angle.
6. Place the mask over your child's mouth.
7. Press the top of the inhaler to give a dose of medicine. Ask your child to breathe in deeply a few times.
8. Wait at least a minute before giving another dose.
9. When you have finished remove the inhaler from the spacer and put the cover back on the mouthpiece.
10. Keep the inhaler and spacer somewhere handy.

<https://www.gosh.nhs.uk/conditions-and-treatments/medicines-information/how-help-your-child-use-inhaler-0/>

# Health



Visit: <https://my.blood.co.uk/your-account/where-to-donate/donation-venues/?startDate=2024-01-24T00%3A00%3A00&endDate=2024-05-24T00%3A00%3A00&searchCriteria=chelmsford&searchCriteriaPretty=chelmsford> to see where your local blood donation centres are!

You might be interested to know that at least 3 people working in Sutherland Lodge Surgery give blood regularly! If you want to know that it is like, have a chat with Stuart when you are at the surgery.



Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment



- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

 Ask your pharmacy for more information about this free\* NHS service

**Visit your Pharmacy First!**

\*NHS prescription charge rules apply where a medicine is supplied

## Pharmacy treatments

The seven types of case that can be seen by pharmacies in the NHS Pharmacy First service



### Clinical pathway

### Age range

|                            |                     |
|----------------------------|---------------------|
| Acute otitis media*        | 1 - 17 years        |
| Impetigo                   | 1 year+             |
| Infected insect bites      | 1 year+             |
| Shingles                   | 18 years+           |
| Sinusitis                  | 12 years+           |
| Sore throat                | 5 years+            |
| Urinary tract infections** | Women 16 - 64 years |

*\*Also known as ear infection*

*\*\*Uncomplicated cases only*

# Dementia Support Clinic

## Sutherland Lodge Surgery

For people living with dementia and their families.  
Patients can access support and information with a  
Dementia Adviser from Alzheimer's Society.

Available on the second Wednesday of each month.

Starting 10 January 2024.

Please ask at your GP surgery for the next available  
appointment.

Alternatively, you can contact Alzheimer's Society on  
0333 150 3456 or email [essex@alzheimers.org.uk](mailto:essex@alzheimers.org.uk)



Registered charity no. 296645. Alzheimer's Society operates in England, Wales and Northern Ireland.

We are very pleased to announce that we are now working with the Alzheimer's Society for a morning clinic every 2<sup>nd</sup> Wednesday of each month. Please contact the surgery if you are a patient or a family member of a patient who is living with Dementia and would like to speak to the Alzheimer's Society for further support. **Please note due to the refurbishment these appointments are currently telephone only.**

# 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)**

## **Reception Team Leader – Rebecca Hammond (F)**

## **Doctors**

### **Dr Shahtab Chowdhury (M) Clinical Lead –**

Works Monday, Tuesday Wednesday, Thursday and Friday.

### **Dr Antonio Rivera Dezea (M) – Works**

Tuesday, Thursday and Friday

### **Dr Naheed Malik (F) – Works Monday AM,**

Wednesday full day and Friday AM

### **Dr Aseea Shuly (F) – Works Monday,**

Wednesday and Thursday.

## **Advanced Nurse Practitioners**

### **Boby Leedladhara (F)**

### **Debbie Lynn (F) - Safeguarding**

## **Nursing Team**

### **Trish Marriage – Lead Nurse**

### **Nadine Parker – Practice Nurse**

### **Benedict Dubois – HCA**

### **Vacancy – Practice Nurse**

## **Reception Team**

### **Carley**

### **Natasha**

### **O'Jei**

### **Thea**

### **Carol**

### **Megan**

### **Holly**

## **Admin**

### **Rosalie – Medical Secretary**

### **Emily – Apprentice Patient**

### **Satisfaction Specialist/Admin**

# Who's who At Sutherland

## Lodge from our PCN

### Primary Care Network (PCN) Staff

**Mariam Hazeez – Pharmacist**

**Priya Chopra - Pharmacist**

**Yatin Patel – Pharmacy Technician**

**Chris Allen – Health and Wellbeing coach**

**Chloe Hall – Social Prescriber**

**Sean Lillis - Paramedic**

### Mental Health Nurses

**Juliet Amakye-Addo**

**Amanda Gosling**

**Lisa French – Children's Mental Health Nurse**

### How do I book?

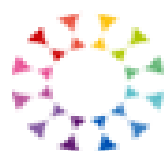
If you would like to see any of the above clinicians include this in your triage form.

### Healthcare for the Homeless Outreach Project

Our PCN is helping to address health inequalities by offering a healthcare service by bringing clinical staff to homeless and vulnerable people in Chelmsford. Sanctus have kindly provided space for the team to see people who might otherwise not be able to access healthcare.

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.





Mid and South Essex  
Integrated Care  
System



## **Patient Notice**

Due to staff training, Mid and South Essex Integrated Care System have advised we will be closed on the following afternoons from 12:30pm:

**Thursday 25th April 2024**

**Wednesday 15th May 2024**

**Tuesday 18th June 2024**

**Thursday 11th July 2024**

**Wednesday 18th September 2024**

**Thursday 17th October 2024**

**Thursday 14th November 2024**

**Wednesday 11th December 2024**

**Tuesday 11th February 2025**

**Thursday 13th March 2025**

**Please bear this information in mind when it comes to appointment booking and prescription requests.**

**care·think·do**

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE