

Sutherland Lodge Surgery Patient Newsletter

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October 2023

Welcome to our 4th patient newsletter, it's full of amazing information. We have two special articles this time, one written by Cathy (one of our patients), about the history of the building. Good timing as the next thing we want to highlight is the refurbishment. The other is an article about Dr Nylander who sadly died recently. Some of you may remember him.

Keep going and you will find some information about blood pressure and asthma, see some of the lovely comments we receive (thank you), there's a great new sexual health service and finally an opportunity to sing!

There will be a 'special edition' covering everything you might want to know so watch out for it in your inbox in the next couple of weeks. You may have received a request to complete a survey. We are trying to capture some information so we can provide the best service possible to you, our patients. Happy Diwali to anyone celebrating on 12 November.

New Survey

Use the QR code to help us
capture your views:



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](#)

Meet some of our amazing team!



Emily

I have been working at Sutherland Lodge as the patient satisfaction specialist for coming up to a year now. One of the many jobs I do at the surgery is making these newsletters for all of you to enjoy! I also handle the majority of any patient issues and or complaints and have recently taken on the responsibility of the surgery's Dementia Champion Lead. With my role every day is different, and I enjoy learning along the way.

Fact about me: I am currently expecting my first baby and will be going on maternity leave March/April time.

Rosalie

I've been working at Sutherland Lodge for 2 years now, having undertaken various jobs within the practice in that time. I've been the Medical Secretary since August and really enjoy my work, part of which entails sending through all the referrals made by the clinicians, making sure they're sent to the correct speciality and dealing with any patient queries that may result from these. I also deal with the co-ordination of medical report requests from such places as insurance companies and general accounting for the practice.

Fact about me: I love Pugs. I have my own little pug who is 9 years old now, called Percy.



Sutherland Lodge Surgery Information

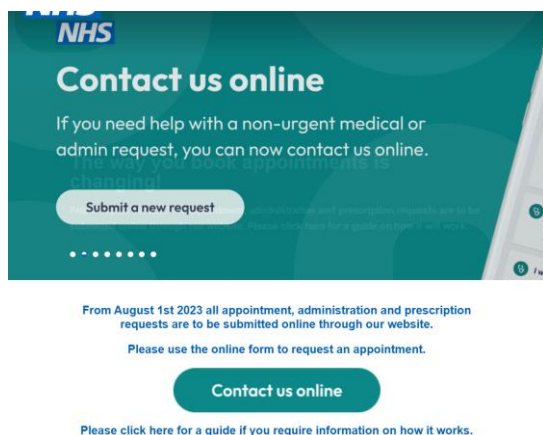
We have moved over to accurx patient triage

For those of you who were not already aware, on the 1 August 23 our appointment booking changed. All appointment requests are to be submitted online through our triage form that can be found on the front page of our website. This covers all medical and admin queries you may have, and each request will be sent to the triaging clinician to review and book you an appointment or resolve the request as necessary.

No access to the internet?

If you do not have internet access at all, the receptionist can fill in the triage form for you. You need to call the surgery as normal, and they will take the details and submit on your behalf. **Please note this is only for people who do not have any internet access at all or cannot fill the form in for personal reasons.**

If you can fill the form in yourself, please make sure you do so. Filling in your own form allows you to provide more detail about your own request and attach pictures if necessary. The more detail you can attach to your triage form the better as the doctor uses this information to determine the severity of your symptoms and the timeframe you need to be seen in.



Fill in our triage form by visiting:

www.sutherlandlodesurgery.co.uk and selecting either “submit a new request” or “Contact us online”

Sutherland Lodge Surgery Information

Prescriptions

We are no longer going to be accepting prescription requests over the phone or verbally over the counter. Prescription requests must be made via the admin channel on our patient triage form on our website, through SystmOnline or via a written piece of paper that is brought into the surgery. If anyone is unable to do one of these options, it will be reviewed on a case-by-case basis.



If you are ordering a medication that is not on your repeat template, please be advised this can take longer to issue for you. If a medication has not been added to your repeat list, it will need to be prescribed by a clinician. There is not always the capacity to do this on the same day. We ask that everyone please keeps track of their own medication and always gives us at least 48 working hours' notice.

Sutherland Lodge Surgery Information

Remembering Dr Nylander



Some of you may remember Dr Nylander who retired from working at the surgery back in 2010. We have recently been in contact with his daughter Lou who along with her sisters are raising awareness for Pancreatic Cancer which Dr Nylander sadly passed from in 2021. Lou has shared her fathers story online and we would like to share it with you.

Lou is working with Pancreatic Cancer Action, a UK-based charity dedicated to improving survival rates through early diagnosis of pancreatic cancer, to ask others to join them in Striding for Survival this September.

“My dad, Dr Harold Nylander, fondly known as Harry, was born in Freetown, Sierra Leone, on 18th May 1947. Growing up in the warm embrace of the extended Nylander Family, my dad was raised with a strong emphasis on education, a value he would carry with him throughout his life.

“After completing his education, my dad pursued his dream of becoming a medical doctor and moved to the UK to attend Newcastle University. In 1974, he achieved his lifelong aspiration and became a qualified medical doctor. During his time in Newcastle, he met my mum, the late Vivat Nylander, and after a three-year courtship, they married in 1976.

“Throughout his illustrious career, my dad had various leadership roles in the medical field. He dedicated his expertise to supporting the NHS. He held positions as a supervisory medical doctor at Her Majesty’s Prison Service – Pentonville and as a Medical Director at the King Abdulaziz Naval Base in Jubail, Saudi Arabia. His last medical post was as a GP at the Sutherland Lodge Surgery in Chelmsford, where he retired in 2010.

Sutherland Lodge Surgery Information

Remembering Dr Nylander (continued)

“Mum and dad had three daughters, Lydia, Lynette, and me. He was a devoted dad and provider, and he cherished every moment with us. He enjoyed visiting family and friends in the USA and the Ivory Coast in his leisure time. Additionally, he found camaraderie among fellow members of the Albert Gate Lodge, where they engaged in stimulating discussions on current events, politics, and sports.

“As a fierce advocate for Sierra Leone, my dad played a significant role in founding the First Aid Community Organization (FACO), dedicated to supporting health and wellness for Sierra Leone citizens. His impact on his family, profession, and community is immeasurable.

“In January 2021, amidst the challenges of the pandemic, my dad lost his battle with pancreatic cancer. The experience of accompanying him to chemotherapy during those difficult times left me feeling both terrified and anxious. However, from that moment on, I resolved to make a difference in the fight against this devastating disease.

“My dad’s passing left an irreplaceable void in the hearts of our entire family, and in his friends, and colleagues. His legacy lives on through the profound impact he made on the lives of the people he touched, supported, or influenced, always doing so in his quiet, unassuming, and non-judgmental manner.

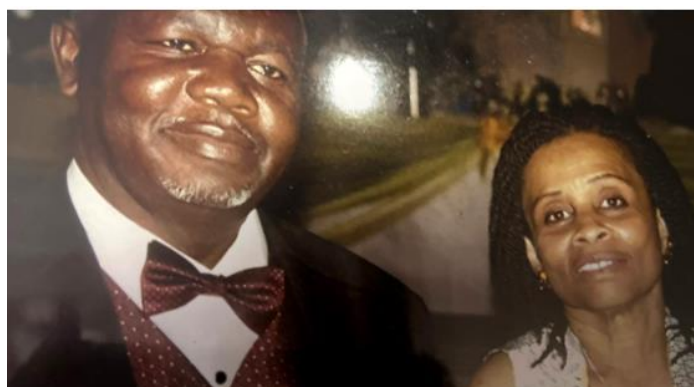
“My dad participated in a research trial to combat the devastating effects of cancer, a testament to his commitment to making a difference in the lives of others. In memory of his passion for medical research, a cause he deeply cared about, I would love it if my friends and family would join me at the Striving for Survival event or help me by donating to Pancreatic Cancer Action, of which I am a Trustee.

“Striding for Survival is more than just a walk; it is a symbol of hope, resilience, and unity in the face of adversity. Through this event, we remember Harold Hercules Nylander, and countless others affected by pancreatic cancer. By coming together and supporting Pancreatic Cancer Action, we strive to create a future where this disease no longer claims the lives of our loved ones. Please join us in this mission and make a lasting impact.

Sutherland Lodge Surgery Information

Remembering Dr Nylander (continued)

“Pancreatic cancer is the 5th most common cause of cancer death in the UK, with over 10,000 people diagnosed each year. Early diagnosis is crucial for improving survival rates, yet under 8% of those diagnosed will survive for five years or more. Lou lost her dad far too early, and we strongly believe that he could have been saved if his pancreatic cancer had been detected sooner.”



His daughters are doing the ‘Striding for survival’ walk around Virginia Water on 9 September in his memory and to raise awareness of pancreatic cancer. Please visit: [Striding for Survival | Pancreatic Cancer Awareness | PCA \(pancreaticcanceraction.org\)](https://www.pancreaticcanceraction.org) to learn more about it.

A big thank you to Cathy for writing this wonderful history of the building – we thought you'd like to see it before it all changes in the refurbishment.

Our Surgery

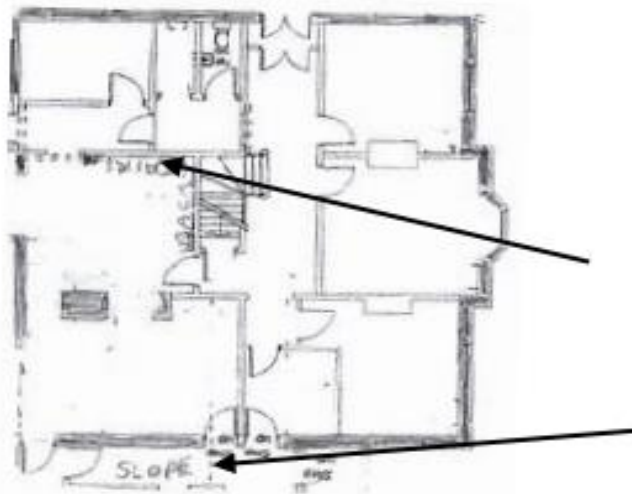
Cathy Trevaldwyn
Chair, PPG, 2020-2022

We visit Sutherland Lodge to see a doctor or nurse but take it for granted as a building or that people lived in it since 1846 (oldest reference). I find thinking about this while I wait is a distraction. I hope you find the same.

The story is not just about the building, but also the people who lived in it. It is about not just Dr Pirie .the first doctor , also Alderman Thomas Cramphorn, merchant and benefactor in the town, and 2 indomitable sister school teachers and the children who boarded in the 'Establishment for Young Ladies.'

It is the oldest building which has a continuous medical practice since before the birth of the NHS, certainly in Chelmsford, and could be in Mid Essex,.Medical care, with Dr Pirie, the first doctor, living in the house , with his wife and children to live in the Lodge.

It was originally a brick built building with a slate roof. The front entrance faces onto the right-of-way. The back entrance was on the opposite side of the building. With no metal scaffolding , it would have been built using wooden poles - bamboo?



This plan is based on one submitted for planning permission 1974, when work was being done to the back of the building. More recent parts have been removed from the plan. The outer walls of the house is highlighted.

The back or 2nd set of stairs. Position not exactly known but it would been against the same wall as the main stairs.

Slope

These young ladies would have arrived at the Lodge by horse drawn carriage. There were stables at the end of garden. (Meadgate Terrace.) Pigs were also kept there.

If you have used the front door you will know the steps are very narrow, and both doors would need to be open. Carriages have steps, and the driver would have helped them out.

There is a cloakroom on the left, and on the right the 3 main' rooms, dining room and Drawing room (withdrawing). Visitors would be shown into the drawing room. Each room had a fireplace although they are blocked off now. Beyond would be the maids working area such as the scullery,



Although we can't see them now, there was a second set of stairs, or back stairs. Only the gentleman and ladies living, or visiting the house used the elegant if rather steep stairs we know today.

The back stairs were used by house staff including the maid who carried bedding jugs of water and 'potties' - anything necessary for the running the house which must not be seen by the gentry.

The bedrooms upstairs weren't just used for sleep but washing and toiletry although the house did have. A Board of Health Water supply as other houses in Great Baddow because springs were available unlike other parts of Chelmsford.





The kitchen was in the far corner of the Reception area. The thick pillars which divide Reception were part of the chimney in the kitchen.

This is the slope outside the nurses consulting room. Never removed and is a solution to the change of levels which would have been with a doorstep.

Outside the kitchen there was a slope which was for a barrow to take heavy goods such as wood and potatoes.

From the nurse's waiting area there is a step up through a doorway. This is where the back door of the house was once.

On the right is an outside wall *with* sash windows on the ground floor. Behind these windows are now nurses' consulting room. This room, and the one above were built as classrooms for "The Establishment for Young Ladies" by 1851

Upstairs there is a large room p the same basic dimensions. Built as a classroom, it is now the staff rest room

Snippet of Information which will amuse.

Nearly opposite Sutherland Lodge there was a pub: Named 'the Army and Navy'

This plan is 1851. When the house was built it was detached and one could have walked around it. The teachers who bought the house built on 2 large classrooms (-12 to 30 ft long. It is these 2 rooms, one above the other which make the house semi-detached with the last of Sutherland Terrace (113).

113, Sutherland Terrace which became part of the surgery when the partnership of doctors bought it. The terrace of houses are about the same age as Sutherland



Pink arrow= The classrooms
Black+ Boundary Sutherland Lodge, 115 Baddow Road. The right-of-way, which would have been in place before the house, was built.



The 1947 plan (Beside picture of the house. shows a 3 bedroom flat. Spare space is being used in the Surgery now it was no longer the home for a family.

With the second set of stairs and entrance through the back door, there was no need to come into contact with patients.

The last people to sleep in the house were the overnight duty doctors..... one of the other changes we have today!

The purpose of writing this article is not to be sentimental about the building .but to show how much it has changed as each owner makes it fit for their purposes and understand the early changes.

HCRG are going to take Sutherland Lodge into the future of primary medical care.

Exciting times. Some parts of the building will stay the same, some will change as it has done so in the past.

The oriel window marks the Practice Manager's office. These windows were designed to give extra light. Box windows at the front of the house serve the same purpose. (This is the front view of the extension between the original part of the house and 113 Baddow Road (The Ivy is on the wall of No 113.Baddow Road.

Beneath the oriel window is the glazed passage which joins the surgery to number 113 Baddow Road ,and leads down into the well stairs - here to overcome the change of levels of the 2 buildings. The well was the living room of the terrace house. The well itself has become a corridor, and loses the character of the room. The consulting rooms beyond have restricted use for those with disabilities.

The garden was, of course not the great concrete area we have today. Nobody likes it as a physical space, but it is there of necessity. Most of us have cars and driving to the surgery is part of our routine.

Thank you for your feedback!

"No waiting time at all when I came for my appointment! Excellent service"

"The reception team as a whole are so helpful"

"I always enjoy coming into the surgery to see the noticeboards"

"Quick and efficient"

"The new system worked extremely well getting me an appointment – hassle free"

"The level of service I have received from this surgery over the years has been brilliant"

"Really caring staff at this practice – nothing is too much trouble"

Staff special mentions

"Had a lovely appointment with paramedic Isobel, very caring"

"Dr Chowdhury once again impeccable service"

"Dr Malik is always very kind"

"Ben was courteous and respectful. Credit to the surgery"

"Dr Antonio was cheerful, friendly and listened"

"Stuart always helps sort out any issues"

"Debbie is an absolute lifesaver! Wouldn't be where I am now without her"

High Blood Pressure (Hypertension)

High blood pressure rarely has noticeable symptoms. However if untreated, it increases your risk of serious problems such as heart attacks and strokes. The only way to find out if your blood pressure is high is to have your blood pressure checked.



High blood pressure



Did you know?

Around 1 in 4 adults in the UK have high blood pressure, although many will not realise it.

What do the numbers mean?

Blood pressure is recorded with 2 numbers. The systolic pressure (higher number) is the force at which your heart pumps blood around your body. The diastolic pressure (lower number) is the resistance to the blood flow in the blood vessels between heartbeats when blood is pumped around your heart. They are both measured in millimetres of mercury (mmHg) as a general guide:

- A high blood pressure is considered to be from 140/90mmHg or more if your reading was taken at a GP surgery or clinic (135/85mmHg if taken at home)
- If you're over the age of 80, high blood pressure is considered to be from 150/90mmHg or more if your reading was taken at a GP surgery or clinic (145/85mmHg if taken at home)
- Ideal blood pressure is usually considered to be between 90/60mmHg and 120/80mmHg, while the target for people over the age of 80 is below 150/90mmHg



Visit: [Check your blood pressure reading - NHS \(www.nhs.uk\)](https://www.nhs.uk) for information on how to check what your blood pressure reading means and get information about what to do next

Asthma

What is it?

Asthma is a common lung condition that causes occasional breathing difficulties. It affects people of all ages and often starts in childhood, although it can also develop for the first time in adults. There is currently no cure for asthma, but there are simple treatments that can help keep the symptoms under control so it does not have a big impact on your life.

What are the symptoms?

- A whistling sound when breathing (wheezing)
- Breathlessness
- A tight chest, which may feel like a band is tightening around it
- Coughing

The symptoms can sometimes get temporarily worse. This is known as an asthma attack

What can trigger an asthma attack?

- Allergies (to house dust mites, animal fur or pollen etc)
- Smoke, pollution or cold air
- Exercise
- Infections such as colds and flu

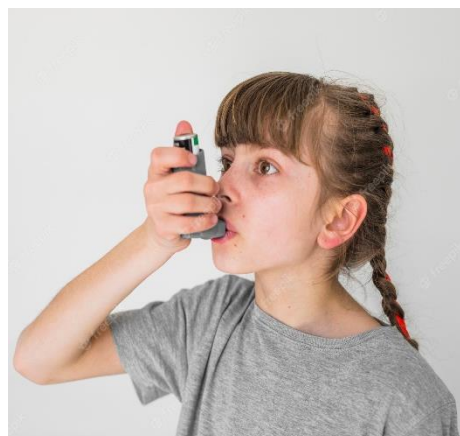
Identifying and avoiding your asthma triggers can help keep your symptoms under control

What are the treatments for asthma?

- Reliever inhalers – used when needed to quickly relieve asthma symptoms for a short time
- Preventer inhalers – used every day to prevent asthma symptoms happening
- Some people may need to take tablets to help control their symptoms

When should you see a GP?

You should always see a GP if you suspect you or your child may have asthma. Several conditions can cause similar symptoms, so it is important to get a proper diagnosis and correct treatment as early as possible.





STI Self-Testing

Order a **free** self-test kit via our dedicated **online portal**

- Your kit will arrive in a **plain, letterbox friendly** envelope.
- It contains everything you need to **take a sample** and then **Freepost** it to our lab for **testing**.

Find out more:
➤ eshs.org.uk/self-test

Part of the **Proxima community**
Contributed by **Essex County Council**

NEW
**Need it
click it
Get it**

through
Essex Sexual Health Service

You'll be able to discreetly view your private results via our online portal.
Results are typically available within 2 – 5 working days of posting your sample

The graphic features a purple background with white and teal text and icons. It includes a QR code, a hand holding a smartphone displaying test results, and various icons like a house, virus, and envelope. Logos for Proxima community and Essex County Council are at the bottom.

Think you might have a sexually transmitted infection?

You can now scan the QR code above and you will be sent a self test kit. Post is free

Your results are sent, within 2-5 working days, to an online portal which you can view at your leisure

This is a great resource, simple to use and you can self-test in the privacy of your own home.

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)

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 all day and Friday AM

Dr Luca Lanza (M) – Works Thursday only

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

Carley

Natasha

Thea

Carol

Megan

Prescriptions

Ellie (maternity leave until 2024)

Admin

Rosalie – Medical Secretary

Carol - Senior Admin

Emily – Apprentice Patient

Satisfaction Specialist/Admin

Who's who At Sutherland

Lodge from our PCN

Primary Care Network (PCN) Staff

Isobel Nixon - 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

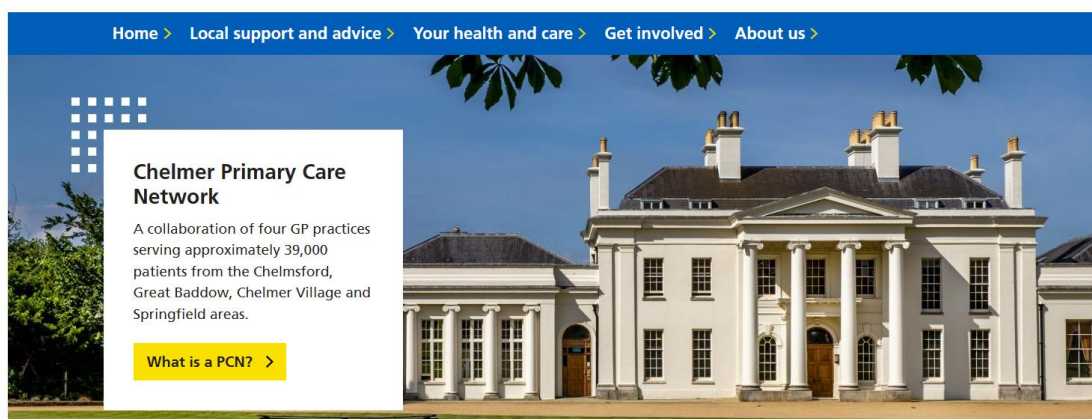
Amanda Gosling

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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Chelmsford Male Voice Choir



Do you enjoy singing?

**Come and join our friendly
Male Voice Choir**

**We rehearse in
Trinity Methodist Church, Chelmsford
on**

Tuesdays from 7.30pm - 9.15 pm

**New members always welcome so
don't be shy - come and give us a try**

**Always time for
a social chat**

**More information from
secretary@cmvchoir.co.uk**



Chelmsford Male Voice Choir is a Charitable Incorporated Organisation - registered number 1164392