

## Sutherland Lodge Surgery Refurbishment Newsletter



### Special Edition!

At long last the refurbishment is about to start. From Monday 13 November there will be builders on site. Many of the team will be working remotely as we will be providing a service from Sutherland Lodge throughout the refurbishment.

We are very excited that you, the patients, will have a lovely, clean, surgery to attend. There will be one extra consulting room which gives us some flexibility to offer face to face appointments with a variety of healthcare professionals.

We are also very excited to have a sparkly new environment to work in with extra facilities available to us. You would be surprised at how excited a team of nurses can get when thinking about our new clean and dirty utility areas.

Read on to see how the refurbishment may affect you ...

# How will it affect me?



There will be a reduced number of parking spaces available. If you can use any other mode of transport, please consider this when visiting the surgery



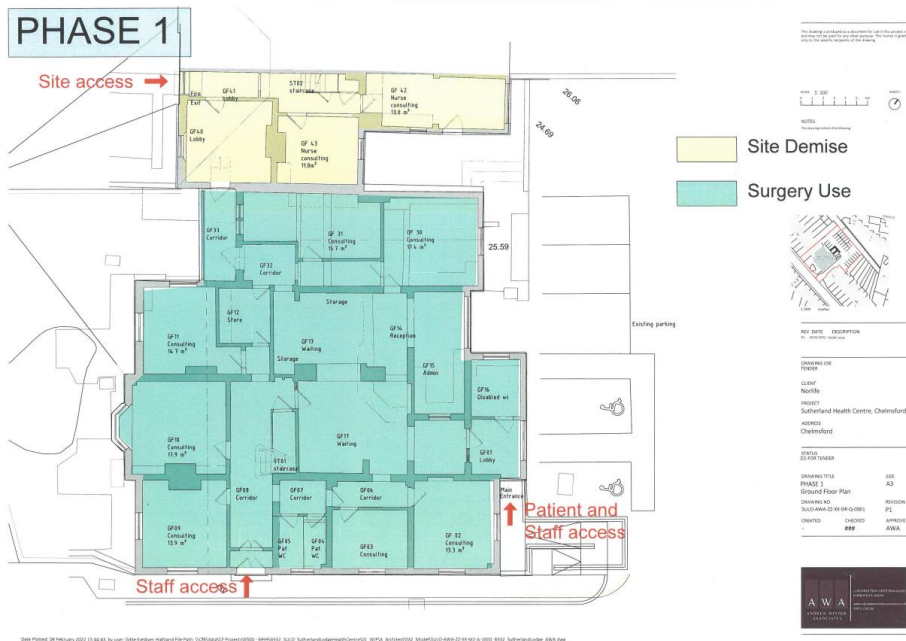
We will be using telephone consultations more and seeing patients face to face when clinically necessary



It might be very noisy. Don't forget to tell us if you are sensitive to loud noise and need to attend at a quiet time

# Phase 1

Phase 1 will take about 12 weeks, we will not be able to use the upstairs at all, we will also not be able to use the 'cottage' next door. **Green** is available to use and **Yellow** is being worked on.



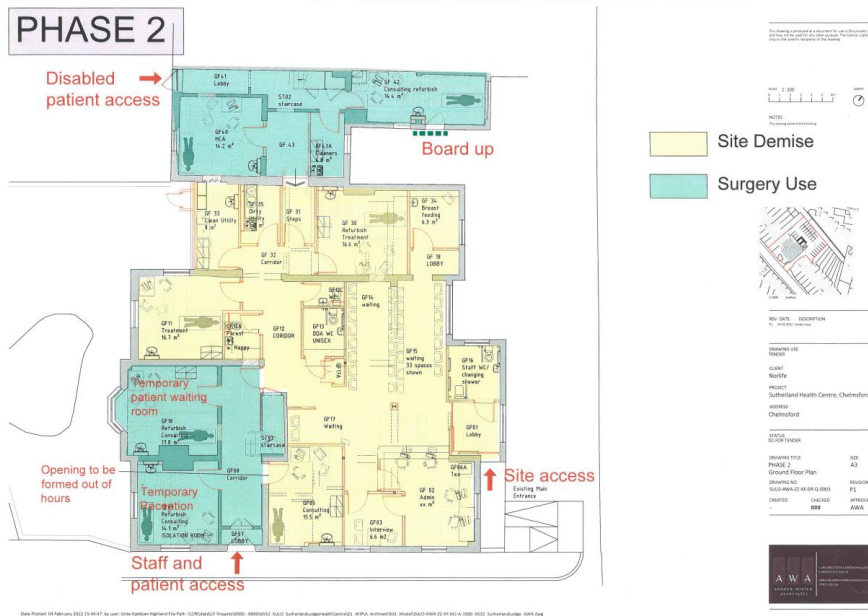
The green area here is the downstairs including the reception and clinical rooms

All of upstairs will be renovated first. We gain one more clinical room upstairs but unfortunately no lift



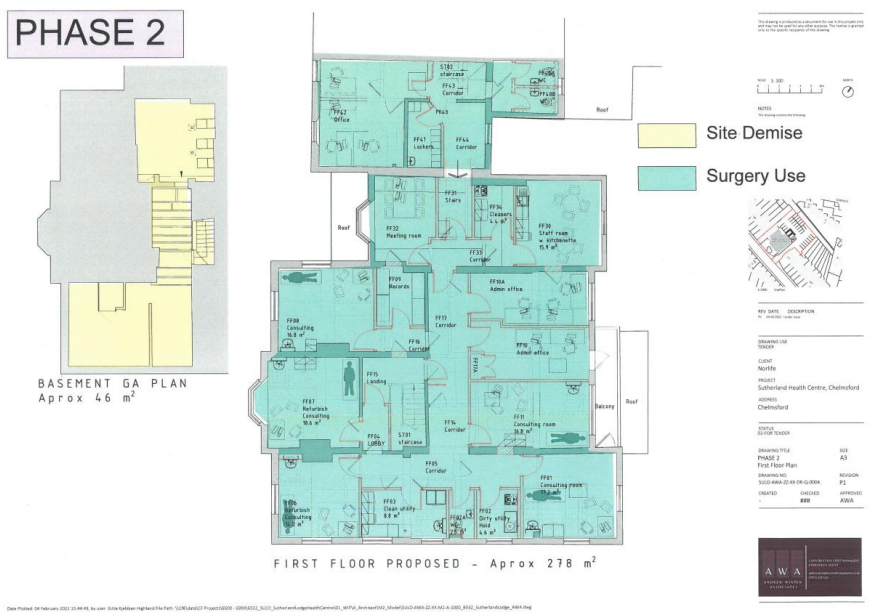
# Phase 2

Enter through the blue doors – don't forget to let Reception know if you are unable to use the 2 steps – we can organise access to the building.



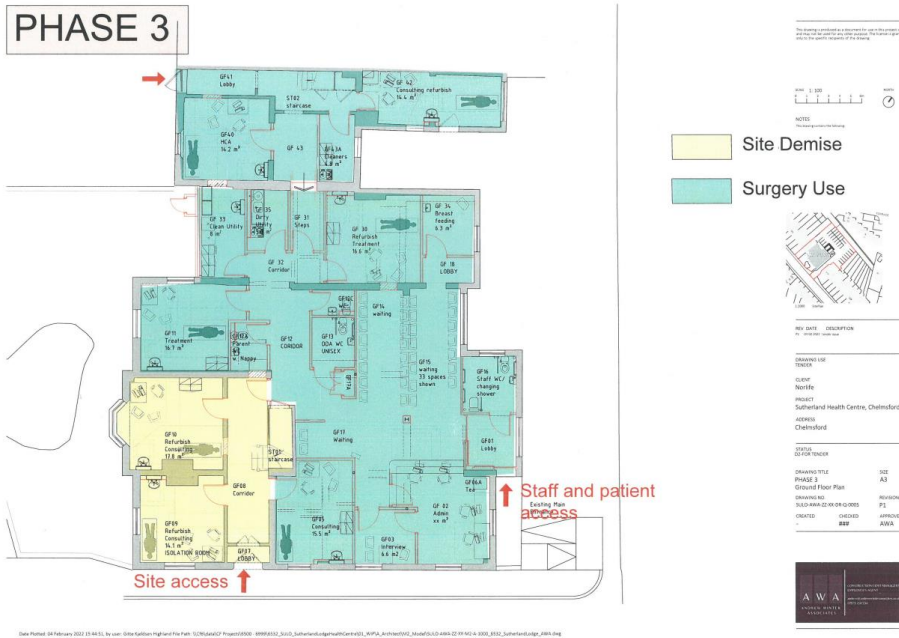
You can see here we can now use the rooms available in the cottage part of the building. The two rooms just inside the blue doors will be the temporary reception area.

Upstairs we will be able to access the entire top floor. When we say 'we' it means both you and us. If you cannot manage the stairs rooms are available downstairs in the cottage



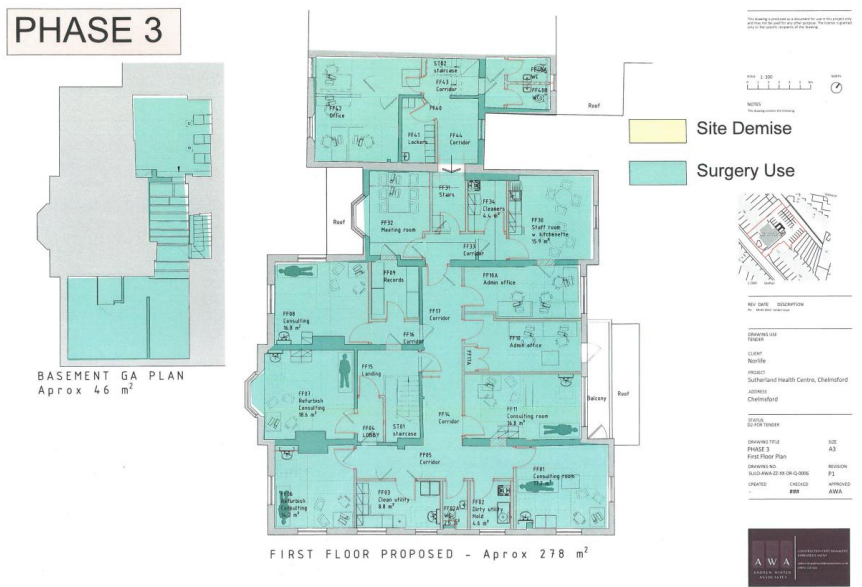
## Phase 3

## Back to using the front doors as usual



Watch out –  
reception is now  
on your left and  
there's a lovely  
spacious waiting  
room.  
Where will we  
put Dr  
Chowdhury? 😄

As previous page upstairs is already available.  
The team are particularly excited about our new staff room/



Both staff and patients have waited a long time for the refurbishment. It's going to be fabulous!

# What do we need from you?

It's going to be a stressful time for the team, a lot of them will be working differently. The phones are being answered from a remote location and the reception/admin team are taking it in turns to work in the surgery. Please bear this in mind and be as kind as possible.

We will have capacity to house our nursing team who need to see you face to face for most things, there will always be at least one doctor on site. If you can have a telephone appointment, then please choose that option on your form.

If you've had a phone appointment for something and it is still troubling you then ask for a face-to-face appointment.

Provide photos with your request for an appointment, if possible, no intimate ones please!

The form is available on our website [Home - Sutherland Lodge Surgery](#)

Use SystmOnline for prescription requests, it saves typing out what you need, there is also an option for medication on our online form. Try to move away from dropping in paper prescription requests, we are not sure where we will be able to put the box when we move to phase 2.

If you have any queries or concerns about the refurbishment, please email [Sutherland.Secretary@nhs.net](mailto:Sutherland.Secretary@nhs.net) They will be passed onto Yvonne or Stuart (the management team) who will answer as quickly as possible.

Thanks everyone!