

14 June 2022

Sutherland Lodge Surgery
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t: 01245 351351

Dear Patient

I've put together an update to let you know something about who we are and about our processes, checks and balances at Sutherland Lodge Surgery. I hope you find the following information useful.

Yvonne Wright (me) - Service Manager
Stuart Tourle - Assistant Service Manager

We have a team of permanent salaried GPs:

Dr S Chowdhury - Clinical Lead
Dr A Rivera Dezea
Dr L Lanza
Dr N Malik
Dr S Lanka

Our permanent nurses are:

Trish Marriage - Lead Nurse
Justine Gurnett - Practice Nurse
Benedict Dubois - Healthcare Assistant

We are currently advertising for one more permanent nurse to complete the team. In the meantime, the nurses are working extra hard to make sure there are enough appointments for everyone.

We are currently using one long term locum Advanced Nurse Practitioner who will be moving on shortly as our newly recruited, permanent Advanced Nurse Practitioner, Bobby starts with us at the end of June 2022.

Our permanent paramedic, Jo Waters Owen, works autonomously carrying out home visits at the request of the Doctor/Nurse and runs small minor illness clinics in the practice. She has supervised time with Dr Chowdhury and access to the Duty Doctor if she has any concerns about the patients she is seeing.

We have one long term locum prescribing pharmacist working with us, Rumbi, who carries out all our medication reviews and answers patient's questions when they are not sure about how to take their medication.

Dr Chowdhury works hard to make sure all clinicians have access to all the latest information, they attend weekly clinical huddles where they discuss best practice and ways in which we can improve the patient experience and outcomes at Sutherland Lodge Surgery. We have monthly clinical governance meetings where we discuss any alerts received about medication or treatments, incidents which may have occurred, safeguarding, complaints and compliments and audits we use to monitor patient care.

All clinical staff have a peer review undertaken by Dr Chowdhury or Trish Marriage where they are observed seeing or speaking with patients, their notes are reviewed regularly to ensure your medical records are contemporaneous and clear about the current care you are receiving. All clinical staff have an organisational appraisal as well as complying with GP revalidation requirements of having an independent appraisal based on the GMC core guidance every 5 years, our nurses undergo revalidation every 3 years in accordance with NMC guidance.

All clinical and administrative staff comply with the need to complete mandatory training covering:

Safeguarding Children	Basic Life Support
Safeguarding Adults	Conflict Resolution
Data Security	Fire Awareness
Health and Safety	Equality and Diversity

Any locum/agency clinical staff used to cover sickness or annual leave must be able to meet the stringent regulatory and training compliance we expect. Dr Chowdhury reviews their notes provides them with any necessary feedback.

We have lots of people working hard behind the scenes to ensure documents are processed, referrals sent, prescriptions prepared, post acted upon and many other administrative tasks. They include

Elizabeth - Medical Secretary	Jo and Ellie - Prescriptions
Carol and Rosalie - Senior Admin	Debbie - Scanning and coding documents

The reception team is led by Harvey Fenn-Lowe, Patient Experience Manager, you may have met some of them; Carley, O'Jei, Natasha, Wajihah, Thea and our newest member of the team, Carol, will start shortly. We will also have two apprentices working with us who will be supervised closely by Harvey and Stuart.

We are part of a Primary Care Network ('PCN') consisting of us and three other local surgeries. The PCN shares some staff and, using our share of the team, we are lucky to be able to offer:

First point of contact Physio - Sarah

Social Prescriber - Shanice

Health and Wellbeing Coach - Chris (due to start next month)

Paramedic - Lucy

Pharmacist - Krystyna

Pharmacy Technician - Yatin

The PCN staff are reviewed regularly by the PCN Clinical Lead and by Dr Chowdhury here at Sutherland Lodge Surgery. They take part in all our Clinical Huddles and Clinical Governance meetings.

Our service is commissioned by Mid and South Essex Clinical Commissioning Group. We have regular contract meetings with them and share our performance against an agreed service level agreement.

We have a stringent incident reporting process, should anything be reported it is investigated and any learnings are shared with the wider team both inside the surgery and organisationally. This enables us to improve the service we provide to you, our patients.

There is an active Patient Participation Group which you can join, either as an active member or virtually. The group meets regularly and is working alongside us to ensure everyone is aware of the various services we offer, they are going to organise some health promotion events this year and help us to communicate all the good things happening at Sutherland Lodge with the community. Please contact the surgery if you are interested in this.

Yes, we are very busy. Many of you did not contact the GP Surgery during the recent lockdown due to Covid-19 and are now venturing out to see the GP. We are receiving an unprecedented amount of calls and requests for appointments, blood tests and medication reviews. Although we don't have a spare GP hidden in the cupboard we do have a Duty Doctor system which enables us to offer emergency appointments to our under 2's, frail and elderly and other vulnerable patients who find themselves needing a same day appointment after the morning rush.

We have a wide range of well qualified, supervised healthcare professionals available for you to see at the practice or speak to on the telephone and many people ensuring the administrative tasks are done as quickly and efficiently as possible *and* more importantly accurately.

As you may know we are about to embark on a huge refurbishment project! You will receive lots of communications to let you know what will happen, how the surgery may look at the end and how you will still be able to access our service whilst the work is underway. Exciting for us and well deserved for our patients.

I hope this goes some way toward reassuring you that, despite the challenges, we make every effort to ensure you receive good quality, safe and effective care.

If you have any further questions, please get in touch.

Yours faithfully

Yvonne Wright
Service Manager