

# Duke Medical Centre Newsletter

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## Useful Telephone Numbers:

- Appointment Line:  
0114 2722100
- Visit Line:  
0114 2720689
- Prescription Line:  
(Between 11-2pm)  
0114 2720689
- Results:  
(between 1-4pm)  
0114 2720689
- NHS Direct:  
0845 46 47
- Darzi Centre Walk-in Clinic  
0114 2412700

## Triage

### DID YOU KNOW???

Did you know that we now have a telephone triage service where you can talk to the doctor on call regarding minor ailments that you may not necessarily need an appointment for?

To have this service you must ring between 8.30 am-10.00am and ask for the triage. The receptionist will put you on the triage list, along with your contact telephone number and a brief description of your symptoms. The doctor will then give you a call back within the morning.

When requesting this service please ensure that you have your telephone number to hand and

keep your phone line clear so that the doctor can get in contact with you.

When the doctor on call rings you back, they will discuss your symptoms with you and decide what the most suitable option for you would be, whether this would be issuing a prescription for medication, advice or asking you to come down to the surgery to see them.

Please note that you **WILL NOT** have a choice on which doctor will call you back. The doctor that will be telephoning you will be the doctor that is on call for that day.

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*Appointment line:  
0114 2722100*

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## Break in at Duke and Park

Some of you may have noticed that the television that is usually up in the waiting room, showing surgery information and adverts has disappeared.

Unfortunately this was due to a break in at the surgery a couple of weeks ago.

The police were informed and along with the co-operation with ourselves, the police and crime scene officers, the offender has been caught and charged.

Park Health Centre across the road also had a similar break in and it seems this was conducted by the same offenders.

## Minor Ailments at the Pharmacy



*Your nearest Pharmacist is Robert at Lloyds Pharmacy on Talbot Road, directly next door to Duke Medical Centre.*



### DID YOU KNOW??

Did you know that if you are entitled to free prescriptions from the pharmacy then you don't have to wait to see a doctor to get treatment for minor ailments?

You can get advice and treatment from your pharmacist for FREE for any of the following minor ailments:

- Athletes Foot
- Chicken Pox
- Cold Sores
- Conjunctivitis
- Constipation
- Coughs
- Dermatitis
- Dysmenorrhoea
- Hemorrhoids
- Hay Fever
- Head Lice
- Headache/Earache/Temperature/Dental pain
- Indigestion/Heartburn/Upset Tummy
- Insect Bites and Stings
- Mouth Ulcers
- Nappy Rash
- Nasal Congestion
- Pruritus
- Sore Throat
- Teething
- Threadworm
- Thrush (Inc. Oral)
- Toothache

### Am I Eligible for the scheme?

Yes if:

- You are registered with a Sheffield GP
- Have a current exemption from prescription charges
- Are suffering from one of the listed conditions

### Can I go in to any Pharmacy?

Almost every pharmacy in Sheffield provides this service as long as the pharmacist themselves are present. You may see posters or leaflets in the pharmacy stating that they do this.

### What do I do next?

Go straight to your pharmacy. The Pharmacist will see you without an appointment (but keep in mind that they will be busier when GP's are open)

### What will I need?

You will need to provide the pharmacist with the name of your GP and to see proof that you are exempt from prescription charges.

However if you do not have proof of exemption, the pharmacist will still see you but will follow up on your exemption on a later date.

### What will the Pharmacist ask me?

You will be asked questions about your symptoms. These will include details regarding any other medications that you may be taking at the time, and details regarding your illness.

This is to make sure that the medicines that you are given are suitable for you.

All information that is given to the Pharmacist is confidential and the consultations are carried out in a room separate to the waiting area in the pharmacy.

### Will I always get medicine?

You may not always need medicines. If this is the case then the Pharmacist will give you advice on how to deal with your current symptoms.

If the Pharmacist feels that it is appropriate then they will give you medicine. The medicine that is provided is for use by **YOU ONLY** as it may not be right for anyone else, even if they have the same symptoms that you have.

The Pharmacist will also tell you the best way to take the medicine and other ways to help manage your ailments.

You will also be required to sign the back of the Pharmacist's prescription form.

### Will the Pharmacist always be able to help me?

Your pharmacist is highly trained healthcare professional who can provide expert, confidential advice on common health problems and the best medicines to treat them.

As part of this programme the pharmacist will be following strict guidelines to ensure you get the best possible care that is available for your condition/ailment. This also means that sometimes they may recommend that you see your GP regarding your ailment rather than receiving treatment from the themselves.

## Hay fever

If you have hay fever it usually means that you are allergic to pollen from grasses, weeds or trees, and also possibly to moulds that are carried in the air, usually during the spring and summer. These plants and moulds produce allergens - substances that can cause an allergic reaction. Hay fever is the result of your immune system overreacting to pollen allergens that are airborne during spring and summer and

that are harmless to most people.

### Symptoms of Hay Fever are:

- Sneezing
- Blocked/runny nose
- Itchy eyes, nose & throat
- Headaches

One way to treat Hay Fever is to self help. You can do this by staying indoors on days where the pollen count is high. Alternatively you can contact your

local Pharmacist to discuss which would be the best way to treat your hay fever symptoms. There are a number of different medicines, tablets and sprays available to treat hay fever and your local Pharmacist will be able to advise you on these.



## Dukemedicalcentre.co.uk

*Welcome to the brand spanking new Duke Medical Centre website!!*

Duke Medical Centre now has its very own website, which can be viewed by patients.

On the website you can find all of the opening hours, staff, information on how to order repeat prescriptions, contact

numbers, cancel your appointment and other surgery information.

So why not go on line now and let us know what you think . . . . .

You can find us at:

[www.dukemedicalcentre.co.uk](http://www.dukemedicalcentre.co.uk)



[www.dukemedicalcentre.co.uk](http://www.dukemedicalcentre.co.uk)

## Patient Questionnaire

Some patients will be receiving a questionnaire through the post which will be all about your doctors practice.

Some of you may have already received this. It is sent out to you by the National Health Authority and is vital towards developing your doctors surgery.

It is vital to the surgery that you fill this questionnaire in and send it back as soon as possible, as it helps us at Duke Medical Centre recognize our strengths and weaknesses and how we can make the surgery the best it can be.

Thank You



# HEATWAVE ALERT THIS SUMMER!!

The Met Office have declared a level two heat wave alert in England, London and East Anglia.

Between 27th June - 2nd July 2009 NHS Direct received over 2000 calls regarding summer health. The most common of these were regarding:

- Heat Exhaustion
- Insect Bites and Stings
- Sunburn
- Fainting

To avoid these then follow the simple and easy advice below:



## Heat Exhaustion

Heat Exhaustion occurs when the temperature in the body rises to 37-40 degrees. If someone is suffering from heat exhaustion then the advice is:

- Stay out of the sun
- Rest in a cool place, in the shade with a fan/air conditioning
- Drink plenty of fluids - water or dehydration sports drink, avoid alcohol or caffeine
- Take a cool shower or bath or spray or splash your face with water
- Loosen any tight clothing

## Insect bites/stings

In England, most insect bites will only cause mild discomfort and can be treated at home, and advice includes:

- Do not scratch the bite or sting - this can make it worse
- If you can see the sting has been left in, remove it carefully with your finger nail
- Gently wash the area with soap and water - pat the area dry, don't rub as this can irritate the area.
- A cool compress can help soothe the area (cool flannel)
- If you are in pain then ring NHS Direct or contact your local Pharmacist for advice on medications.

## Sun Burn

Regularly applying a factor 30 or higher suncream will give you protection from harmful UVA and UVB sunrays. However if you are sunburnt, there are a number of things you can do to help manage the condition at home, and advice includes:

- Take a cool bath or shower
- Leave any blisters alone - do not squeeze or try to pop them. If they pop on their own, clean the area with clean water to avoid infection
- Do not apply anything to the burn including ointment, cream, oil, butter, spray, or any other household remedy.
- If no blisters appear, use after-sun lotion to soothe the sunburn. Ask NHS Direct or a pharmacist for advice on applying after-sun on children under 5 years of age.

## Fainting

Fainting can be the result of being in a hot and stuffy environment for a long period, or because of dehydration, and advice includes:

- If you know or suspect that someone is going to faint, you should help the person lie down, preferably in a position where their head is low and their legs are raised.
- sit them down with their head between their knees. Gently, but firmly, push their head down, while they try to push their head upwards. This will encourage the blood to flow to their brain, reducing their symptoms and helping them to recover more quickly.
- If, when a person faints, they do not regain consciousness within 1-2 minutes, you should put them into the recovery position. Lie the person on their side, with their chin up slightly so that they can breathe easily. You should then alert the emergency services, and stay with the person until medical help arrives.