

# 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

## New Triage

### DID YOU KNOW???

If you are needing an appointment for the same day or the day after, you are now put on the triage and a doctor will give you a call back to discuss your ailments with you before offering you advice/ appointment.

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

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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## Going abroad? Think you need some Vaccinations??

Are you planning on going abroad this year?

Think you may need some Vaccinations before you go?

Ask reception for some Holiday Vaccination Forms, fill the forms out and hand to reception. Ring back in a weeks time to see whether you need any vaccinations before you go on your holiday. If you do you will then be booked in for an appointment with the nurse.

Please make sure you leave at least 6-8 weeks before you leave for your holiday to have your vaccinations to ensure that they will be in your immune system.

## Its that time of year again . . . . .



Flu like symptoms include:

headache, sneezing, blocked nose,  
sore throat, aching bones, fever,  
dry cough, chills, loss of appetite,  
stomach upset.

### It's the Flu season again!!!

If you are over 65, suffer from COPD, Asthma, CKD or CHD then talk to the girls on reception to book in to the flu clinic which we running on:

**Thursday 14th October 2010**

## Christmas Time . . . . .

**Believe it or not, its coming up to that time of year again!!**

Please make sure that you order your repeat medication in plenty of time to ensure that you have enough medication to last you over the Christmas period.

The last day to order your repeat prescription for **Christmas** will be:

**Wednesday 22nd December**

The last day to order your prescription for **New Year** will be:

**Wednesday 29th December**



## Dukemedicalcentre.co.uk

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

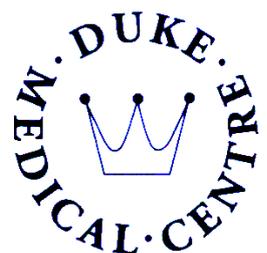
On the website you can find all of the opening hours, staff, information on how to order

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)



# Minor Ailments at the Pharmacy

## DID YOU KNOW??

Did you know that if you are entitled to free prescriptions or have a pre-paid prescription card 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 them themselves.



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

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Primary Business Address  
Your Address Line 2  
Your Address Line 3  
Your Address Line 4  
  
Phone: 555-555-5555  
Fax: 555-555-5555  
E-mail: someone@example.com

*This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.*

*It would also be useful to include a contact name for readers who want more information about the organization.*



Your business tag line here.



## Back Page Story Headline

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a good way to give your

newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity auction.

If space is available, this is a good place to insert a clip art image or some other graphic.



Caption describing picture or graphic.