

# 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

## Telephone Consultations by GP's

### DID YOU KNOW???

If you are needing an appointment for the same day or the day after, you are now put on the list for a telephone consultation 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-9.30am and ask to be put on the GP's call back list. The receptionist will put you on the 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 we cannot guarantee which of the doctors will call you back, but will do our best to accommodate your needs.

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*Appointment line:  
0114 2722100*

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## Christmas and New Year Opening times

Monday 20th December - Thursday 23rd December: **Normal opening times**

Christmas Eve: **08.30 - 14.00**

Monday 27th December: **CLOSED (Bank Holiday)**

Tuesday 28th December: **CLOSED (Bank Holiday)**

Wednesday 29th - Thursday 30th December: **Normal opening times**

New Years Eve: **08.30 - 14.00**

Monday 3rd January 2011: **CLOSED (Bank Holiday)**

Tuesday 4th January onwards: **Normal opening times**



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

### 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 receive your yearly flu immunization.



Flu like symptoms include:

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

## Christmas Prescription Orders

**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 2010**

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

**Wednesday 29th December 2010**



## 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.

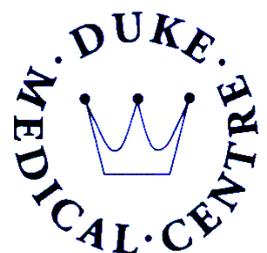
On the website you can find all of the opening hours, staff, information on how to order

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)

# Where do I go if I need to see a doctor when you are closed???

There are a number of places where you can either speak to or be seen by a doctor or a health care professional when the surgery is closed.

If you are wanting to speak to a doctor for advice or a home visit then all you have to do is ring the surgery on: 0114 2720689 and you will be automatically transferred to the Out of Hours Service and can speak to a qualified health advisor who can advise you on the appropriate course of action.

The Out of Hours service is available from 06.00pm - 08.30am Monday - Friday and all day Saturday & Sunday. The Out of Hours service is also available on Bank Holidays.

Should you want to be seen by a doctor then there are a number of Walk-In centres situated in Sheffield that you can attend for minor ailments. There is no appointment necessary, you can just walk in!!

## Sheffield City GP Health Centre

Rockingham House  
75 Broad Lane  
Sheffield  
S1 3BP  
Tel: 0114

Walk-in as an unregistered patient and see a GP or a nurse without an appointment

## Sheffield NHS Walk-In Centre

B Floor  
Royal Hallamshire Hospital  
Glossop Road  
Sheffield  
S10 2JF

The Walk-in Centre offers fast and convenient access to healthcare advice and treatment for minor illnesses.

## Sheffield Minor Injuries Unit

B Floor  
Royal Hallamshire Hospital  
Glossop Road  
Sheffield  
S10 2JF

The Minor Injuries Unit provides treatment for adults for less serious injuries, such as sprains, cuts and grazes.

To see a doctor for an urgent matter the you can attend the Accident and Emergency department at:

## Northern General Hospital

Herries Road  
Sheffield  
S5 7AU

Northern General Accident and Emergency is for adults over the age of 16.

## Sheffield Children's Hospital

Western Bank  
Sheffield  
S10 2TH

Sheffield Children's Accident and Emergency is for children under the age of 16.

For anything life threatening that requires urgent medical attention, then you should ring 999 and ask for an ambulance.

Forgot to hand your prescription in to the chemist to get your tablets dispensed??

No need to ring a doctor or the out of hours service, just take it to one of the out of hours chemist listed below:

## Lloyds Pharmacy

3-7 Alderson Road  
Sheffield,  
S2 4UA  
Tel: 0114 258 4116

## Wicker Pharmacy

55-57 Wicker  
Sheffield, S3 8HT  
Tel: 0114 272 7676  
[www.wicker.co.uk/pharmacy](http://www.wicker.co.uk/pharmacy)

Needing urgent dental attention and your regular dentist is closed??

Then ring the Emergency Dentist on:  
0844 736 8440

The Urgent Dental Care line is available day and night, 365 days a year, for both adults and children.



# 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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