

March - May 2015

Duke Medical Centre Newsletter



Inside this issue:

What is the Electronic Prescription Service (EPS)?

EPS is an NHS-funded service in England. It gives you the chance to change how your GP sends your prescription to the healthcare professional you choose to get your medication or appliances from.

What does this mean for you?

If you currently collect your repeat prescription from your GP, you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving your time. You will have more choice about where to get your medication from because it can be collected from a pharmacy near where you live, work or shop. You may also not have to wait as long at the pharmacy as there will be more time for your repeat prescriptions to be prepared before you arrive.

Is this service right for you?

YES - if you have a stable condition and you:

- 1) Don't want to go to your GP practice every

Time to collect your repeat prescription

- 2) Collect your medicines from the same place most of the time
- 3) Already use a prescription collection service.

No - if you:

- 1) Don't get prescriptions very often
- 2) Pick up your medicines from different places
- 3) Travel or work away from home a lot.

Can I change my nomination or cancel it and get a paper prescription?

YES you can. Nomination is very flexible and can be changed or cancelled at any time. You can do this by either:

- 1) Asking a member of staff at any pharmacy or dispensing appliance contractor that offers the service.
- 2) Asking a member of staff at your GP practice.

Make sure you tell them before your prescription is due or your prescription might be sent to the wrong place.

Useful Telephone Numbers:

Appointment Line:
0114 2722100

Home Visit Line:
0114 2720689

Results:
(between 1-4pm)
0114 2720689

Out of Hours (between
6.00pm-
8.30am)01142720
689

NHS Direct:
0845 46 47

Darzi Centre Walk-in
Clinic
0114 2412700

It is important to remember that you don't have to use nomination on every occasion. If you don't wish to use nomination on a particular prescription, you should let your GP practice before the prescription is issued

How can you use EPS?

Your need to choose where you want your GP to send your electronic prescription . This is called 'nomination'.

You can choose:

- 1) A Pharmacy
- 2) A dispensing appliance contractor (if you use one)
- 3) Your dispensing GP practice (if you are eligible)

Once you have been given information about the service and provided consent, any of the healthcare professionals mentioned in this leaflet can register your nomination on

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Zero tolerance policy against NHS staff



The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way. The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused.

The staff understands that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted. In summary, we will not hesitate to remove patients from our list who:

- Are violent or abusive to any Practice member.
- Use or condone threatening or violent behaviour.
- Cause damage/steal from the Practice's premises/staff/patients.
- Obtain drugs and/or medical services fraudulently.

We ask you to treat your GPs and their staff courteously at all times.

Prescription online



As you may be aware we do not take prescription over the phone anymore, there are other way you can obtain you medication which you can find on the opposite page.

We have now launched our online ordering and where you can order your prescriptions and update you personal information. In order to use this secure site you will need to come to the surgery and give your name with proof of your identity to obtain your personal username and password.

Just go to dukemedicalcentre.co.uk and click on the link <http://emisaccess.co.uk> follow the online instruction on how to set up your account.

We have also introduced our Electronic Prescription Service (EPS) to find out how to get started you can ask a member of staff, read the first page of our newsletter or visit <http://systems.hscic.gov.uk/eps> for any more information.

PLEASE NOTE

You will still need to wait 48hrs after placing your order, before collection.

Monday: 7.00 - 18.00

Tuesday: 7.00 - 18.00

Wednesday: 7.00 - 18.00

Thursday: 7.30 - 12.00

Friday: 8.30 - 18.00

Saturday & Sunday: Closed



Although the surgery opens before 8.30 from Monday to Thursday, please note that the telephone system does not get transferred back from Out of Hours Service until 8.30am.



Access to Surgery

How to access a doctor

If you would like an appointment within 48hrs, we provide a telephone consultation service. You will be asked for your name, contact details and a brief description. You will be on the consultation list and a doctor will call you back.

If an appointment is still needed, the doctor will be able to book one for at your convenience.

Pre Bookable Appointment

You can book an appointment in advance with any doctor (if available) between 2 days and 3 weeks. The appointment line is usually busy between 08.30-09.30, so it would be advisable to ring later in the day if you require a pre-bookable appointment.

Home Visit

Please ring **0114 2720689 before 10.30am** if you require a home visit. Your details and contact number will be requested and a doctor will call you back.

How to Access a Nurse/ Health care assistant

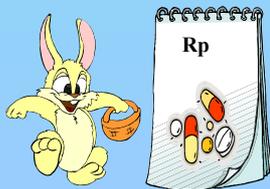
Access is by pre-booked appointment via the appointment line.

Repeat Prescription

In order to order your repeat prescriptions you need to use one of the following methods: Post, Fax, Email, or alternatively you can go to our website dukemedicalcentre.co.uk and click on the link <http://emisaccess.co.uk> for prescriptions.

You can find our address and number on the back of this leaflet. You can also drop your prescription off in surgery, in a red box situated on the wall just inside the door of reception. You can also ask you local pharmacy to drop off/collect your prescription. (Please see/check with your local pharmacy for more details)

Please give at least 48 hours before collection.



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 need a doctor when surgery is closed then all you have to do is ring the surgery on: 0114 2722100 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 (Darzi centre) 08:00—20:00

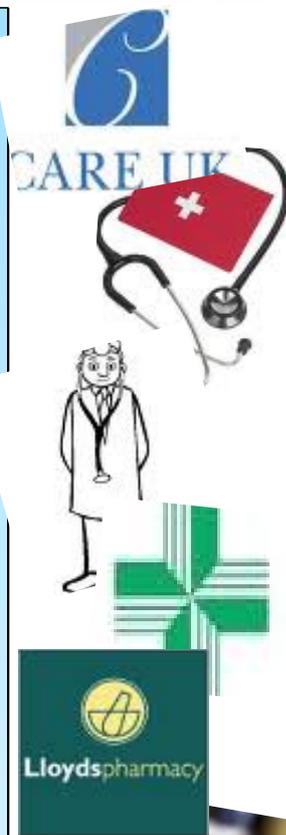
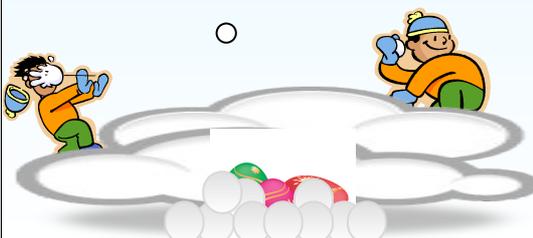
Rockingham House
75 Broad Lane
Sheffield
S1 3BP
Tel: 0114 2412700

Walk-in as an unregistered patient and see a GP or a nurse without an appointment
The Walk-in Centre offers fast and convenient access to healthcare advice and treatment for minor illnesses.

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

Then ring the Emergency Dentis. on: **0844 736 8440**

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



Duke Medical Centre
28 Talbot Road
Sheffield
S2 2TD

Your Address Line 4
Phone: 0114 2720689
Fax: 0114 2262804
E-mail:
dukemedicalcentre@nhs.net



Patient Participation Group

Would you like to become more involved in this practice?

If so we are setting up a patient participation group. This is a group of patient's who wish to become more involved in the practice decision making, supporting the practice and facilitating communication between you, the patient and the practice. If you would like to join us, please contact:

Rachel Green (practice manager) or leave your name at the reception.

Accident and emergency Information

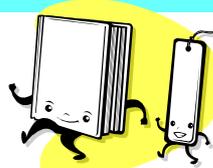
We are currently taking a survey of all our patients who have recently been seen in the Accident and Emergency department at Northern General Hospital.

The purpose of the survey is to find out why patients are using A&E, as this is for emergencies and urgent conditions only.

Other services exist which are more appropriate for less serious problems. Did you know that by attending A&E, it costs the NHS a minimum of £70 before treatment is even given?

We are currently trying to reduce the number of patient attending the A&E inappropriately, and encouraging people to use more appropriate and cost effective ways of accessing medical treatment and advice.

This will enable seriously ill people to receive the treatment they need faster and save money in the NHS which can be used to fund other patient services. The NHS is currently in a serious financial crisis.



Hi we're on facebook, why not join us and see all the latest information about our surgery.



HEALTHY LIVING

DIET-

Replace fatty foods with low fat alternatives. This will help to stop your arteries narrowing, lower cholesterol and also keep your weight at a healthy level.



Try to keep your weight in the middle range – neither too high nor too low.

DIET- your alcohol intake within the recommended weekly limits (or as recommended) and also keep your weight at a healthy level. **Replace fatty foods with** low fat alternatives. This will help to stop your arteries narrowing, lower cholesterol and also keep your weight at a healthy level. Watch out for hidden salt in processed food, even in bread and biscuits.

The eatwell plate on the left illustrates how you get the balanced diet right.

For further details on Eat well, be well – visit <http://www.eatwell.gov.uk/healthydiet/>



Foods flavored with herbs, spices & lemons
Try to keep your weight in the middle range – neither too high nor too low.

DIET- Eat fish in tinned water (Eggs (3-4 a week) & Lean meat) **Replace fatty foods with low fat alternatives.** This will help to stop your arteries narrowing, lower cholesterol and also keep your weight at a healthy level.

REDUCE



Salt, fish tinned in brine
Butter and oils
Hard cheese
Chips, pastries and cakes
Sweetened cereal
Ready meals
Packet soups

Try to keep your weight in the middle range – neither too high nor too low.



DIET-

Replace fatty foods with low fat alternatives.

This will help to stop your arteries narrowing, lower cholesterol and also keep your weight at a healthy level. The most effective ways to tackle cravings are a combination of stop-smoking medicines and behavioural changes.

Going cold turkey may be appealing, and works for some, but research suggests that willpower alone isn't the best method to stop smoking.

In fact, only three in every hundred quitters manage to stop smoking permanently this way.

Using nicotine replacement therapy (NRT) and other stop-smoking medicines can double your chances of quitting successfully compared to willpower alone. This is because untreated cravings often result in lapses.

Read more about [stop smoking treatments](#) available on the NHS and privately.

Citrus Chicken

According to clinical psychologist and stop-smoking adviser Gay Sutherland, cravings are without doubt the most important withdrawal symptom to tackle and one of the best predictors of success in quitting smoking is craving control.

1 tsp sunflower oil
 1 onion, finely chopped
 1 chicken breast
 1 dessert spoon plain flour
 1/2 red pepper, sliced
 juice of 1 orange, or 75ml orange juice plus 25ml water
 1 carrot, peeled and sliced
 1-2 medium potatoes, cubed
 130g brown rice, raw

Method

1. Heat the oil in a pan and brown the onions over a low heat for two to three minutes. 2. Cut the chicken breast into large pieces and coat each piece in the flour. Then add the chicken to the pan and brown for two minutes, stirring all the time to make sure it doesn't stick. 3. Once the chicken is cooked, add the other ingredients. Then bring it to the boil, turn the heat down and simmer over a low heat for about 20 minutes, until the vegetables are soft and the chicken is thoroughly cooked. 4. While the chicken is cooking, cook rice according to packet instructions.

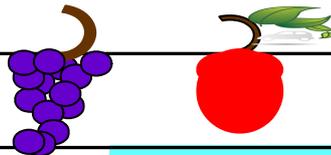
DIET- Types of cravings

Replace fatty foods with low fat alternatives because your body misses its regular hit of cholesterol and also keep your weight at a healthy level. There are two types of craving:

The steady and constant background craving for a cigarette. This type of craving decreases in intensity over several weeks after quitting.

Sudden bursts of intense desire or urge to smoke. These cravings are often triggered by a cue such as having a few drinks, feeling very happy or sad, having an argument, feeling stressed or even having a cup of coffee. These urges to smoke are higher and more frequent over time, but their intensity can remain strong even after many months of quitting.

Try to keep your weight in the middle range – neither too high nor too low.



DIET- Tackling cravings

Replace fatty foods with low fat alternatives. This will help to stop your arteries narrowing; lower cholesterol and also keep your weight at a healthy level. nicotine replacement therapy prescription stop smoking medicines behaviour changes

Stay strong:

expect your cravings to be at their worst in the first few weeks after quitting.

The good news is that they will pass. If you take a step back and start smoking again, don't despair, as it can take a few attempts to quit for good.

Try to keep your weight in the middle range – neither too high nor too low.

Tomato Pasta Sauce

1 tsp oil
 1 onion, finely chopped
 1 garlic clove, finely chopped
 1 tin of chopped tomatoes
 2 tbsp tomato purée
 a pinch of mixed dried herbs
 pepper to taste
 210g uncooked pasta

Method

1. Heat the oil in a saucepan or frying pan. Cook the onion on a medium heat until it's soft. 2. Add the garlic and cook for another minute. Make sure the pan is not too hot when you add the garlic, as it burns easily. Burnt garlic will make the sauce taste bitter. 3. Add the tin of chopped tomatoes, tomato purée and mixed herbs. 4. Simmer gently for 15 minutes until the sauce is thick and rich. 5. Add pepper to taste. 6. Cook the pasta according to packet instructions and serve topped with fresh herbs.

Every year counts after 35

Going cold turkey may be appealing, and works for some, but research shows it's not the best way to quit. Fact: if you quit smoking before the age of 35 you're likely to have a full life expectancy. For every year you continue to smoke can take an average of three months off your life.

In fact, only three in every hundred quitters manage to stop smoking permanently.

Using nicotine replacement therapy (NRT) and other stop-smoking medications can help, but they work best when used alongside behavioral support. This is because untreated cravings often result in lapses.

Read more about [stop smoking treatments](#) available on the NHS and private.

According to clinical psychologist and stop-smoking adviser Gay Sutherland, one of the best ways to tackle and one of the best predictors of success in quitting smoking is craving management.