

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This Information is recorded on computer and we are registered under the Data Protection Act. The Practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team

Zero Tolerance

The Practice supports the NHS policy of zero tolerance with regards to violence or abuse to the doctors, staff or others on the premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

Suggestions & Complaints

The Practice strives very hard to ensure that everyone receives quality care, and welcomes any suggestions or comments from you as to how to improve the service we offer. Should you feel that your needs are not being met, we welcome the opportunity to discuss this with you, and the Practice Manager would be happy to deal with your complaint.

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 patients who wish to become more involved in the practice decision making, supporting the Practice and facilitating communication between you, the patients and the practice.

If you would like to join us, please contact

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

How to Find Us

By Car

(from M1) Exit the M1 at junction 33 onto the Sheffield Parkway and follow the signs for the city centre., Keep in the left side lane. Take the 2nd exit off the roundabout signposted City Road Crematorium. At the traffic lights, (not the pelican crossing) go straight ahead for about 30 yards then turn right. The practice is the large building on the left and the car park is situated to the right of the practice.

By Bus

Bus numbers 07 every half an hour , 120 every 4mins in the day and 10/10a every hour all travel onto Duke Street.

Please note: the surgery is accessible by stairs and ramp for easier access.

Duke Medical Centre

28 Talbot Road
Sheffield
S2 2TD

Dr A. Afzal
Dr R. Ahmed
Dr P. Kuruvatti



Opening Times

Monday	07:00 - 18:00
Tuesday	07:00 - 18:00
Wednesday	07:00 - 18:00
Thursday	07:30 - 12:00
Friday	08:30 - 18:00

The reception and telephone system is open from 08:30 Monday to Friday

Appointments (0114)2722100
Home Visit (0114) 2720689
General Enquires (0114)2720689
8:30AM—6:00PM

Out of Hours (0114)2720689

How To Register

Call in at the surgery and hand over your medical card or ask the receptionist for a registration form.

The receptionist will hand you a New Patient Questionnaire to help us record your health and personal details. Hand the completed forms back to the receptionist.

If you have just arrived into this country, we will need your passport and a proof of entry document. All patients will also need to show identification and proof of address.

Before you can book an appointment you will have to have a New Patient Health check so we can establish any health problems or family history, this can be booked when you return your form.

You can also access these documents by going onto our website and printing them off.

Go to: www.dukemedicalcentre.com

How To Access A Doctor

If you would like an appointment within 48 hours, we provide a telephone consultation service. You will be asked for your name, contact details and a brief description. You will be put 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 you at your convenience.

Pre Bookable Appointments

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.

Cancelling appointments

For every appointment that you miss you will receive a DNA'd letter, if you already have three DNA'd letters the fourth one may ask you to join another practice. If you need to cancel an appointment please inform the surgery no later than half an hour before so we can offer this to other patients.

Clinics

Baby Immunisation Clinic	(Wed)
Health Visitors	(Wed)
Asthma Clinic	(Tues/Fri)
Diabetic Clinic:	(Wed)
Midwife	(Wed)
Minor Surgery	
Smoking Cessation	

Please Note: For travel vaccinations you will need to fill in a holiday form at reception and wait a week before booking an appointment with the PN.

How to access a nurse/health care assistant

Repeat prescriptions

Post:: 28 Talbot road, Sheffield S2 2TD
Drop prescription into surgery

Fax: 0114 2262804

Email: dukemedicalcentre@nhs.net - Just email your name, D.O.B, medication req.
Or alternatively

Register online: You will need to come into surgery with proof of identity and obtain a pin number and username and then follow the instructions online .

Home Visits

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.

The Sheffield walk - in centre, Rockingham Street

(Darzi centre) 08:00 - 10:00

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.

Out of Hours

Should you need a doctor when the surgery is closed please ring (0114) 2720689 and you will be diverted to our emergency provider.