

Duke Medical Centre

Newsletter

July - August 2021

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Bee prepared this Hayfever season!

What is Hayfever?

Hayfever: an allergic reaction to pollen that is usually seasonal and is marked by sneezing, nasal discharge and congestion, and itching and watering of the eyes.

Hay fever affects around 1 in 5 people in the UK. If you think you may have Hayfever, you don't necessarily have to see your GP. You can go to your local pharmacist and they will be able to offer you advice and suggestions of medications that are available over the counter.

Pharmacists' advice for coping with hayfever:

- Start taking the treatment before the season starts and continue to take it throughout.
- Wear wraparound sunglasses to stop pollen getting in your eyes when you're outdoors.
- Taking a shower and changing your clothes after being outdoors to remove the pollen on your body.
- Apply a small amount of Vaseline to the nasal openings to trap pollen grains.

Tips to help prevent hay fever:

Don't mow your lawn—Ideally if grass makes you sneeze ask someone else to mow your lawn when the pollen count is high.

Create a barrier—Smear a nasal barrier balm inside your nostrils, or use a drug-free nasal spray to prevent pollen sticking to the lining of your nose. Ask your pharmacist about nasal barrier balms and nasal sprays.

Time it right— If possible, avoid outside activity when the air is warming up and cooling down as pollen count is highest at these times.

Shut the windows—Don't drive with the windows open, as this will allow pollen to come in. Open bedroom windows at night, but close them when you get up in a morning.

Damp dust regularly—Dusting with a damp or microfiber cloth will collect dust and stop any pollen becoming airborne.

Wash your hair—Pollen is sticky and may be in your hair. It can then transfer to your pillow and affect you during the night. If you've been out in the evening, wash your hair and change your clothes before going into the bedroom.

National Hygiene Week!

5th of July—11th of July

Good personal hygiene habits include:

<ul style="list-style-type: none">• washing the body often.	<ul style="list-style-type: none">• changing into clean clothes.
<ul style="list-style-type: none">• washing the hair with soap or shampoo at least once a week	<ul style="list-style-type: none">• washing hands with soap after going to the toilet
<ul style="list-style-type: none">• washing hands with soap before preparing and/or eating food.	<ul style="list-style-type: none">• hanging clothes in the sun to dry. The sun's rays will kill some disease-causing germs and parasites
<ul style="list-style-type: none">• cleaning the teeth at least once a day. It is very important to clean teeth after breakfast and immediately before going to bed	<ul style="list-style-type: none">• turning away from other people and covering the nose and mouth with a tissue or the hand when coughing or sneezing.

COVID Hygiene!

Wear a mask

- Masks should be worn in addition to staying at least 6 feet apart, especially around people who don't live with you.
- Wear your mask over your nose and mouth and secure it under your chin.
- Fit the mask snugly against the sides of your face, slipping the loops over your ears or tying the strings behind your head.



Avoid crowds and poorly ventilated spaces

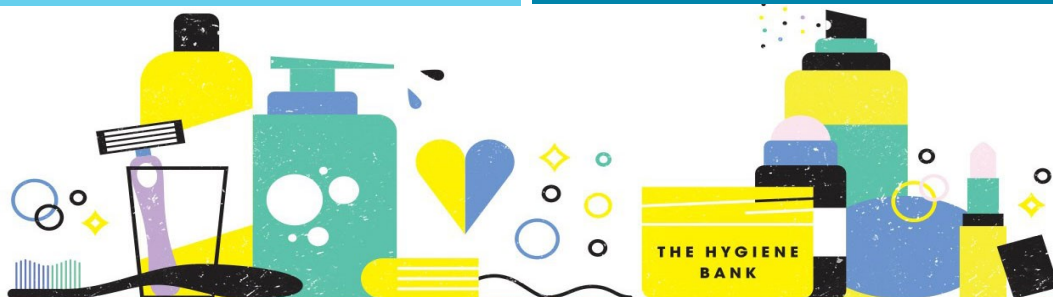
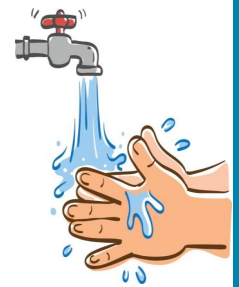
- Being in crowds like in restaurants, bars, fitness centres, or movie theatres puts you at higher risk for COVID-19.
- Avoid indoor spaces that do not offer fresh air from the outdoors as much as possible.
- If indoors, bring in fresh air by opening windows and doors, if possible.

Wash your hands often!

Wash your hands often with soap and water for at least **20 seconds**

It's especially important to wash:

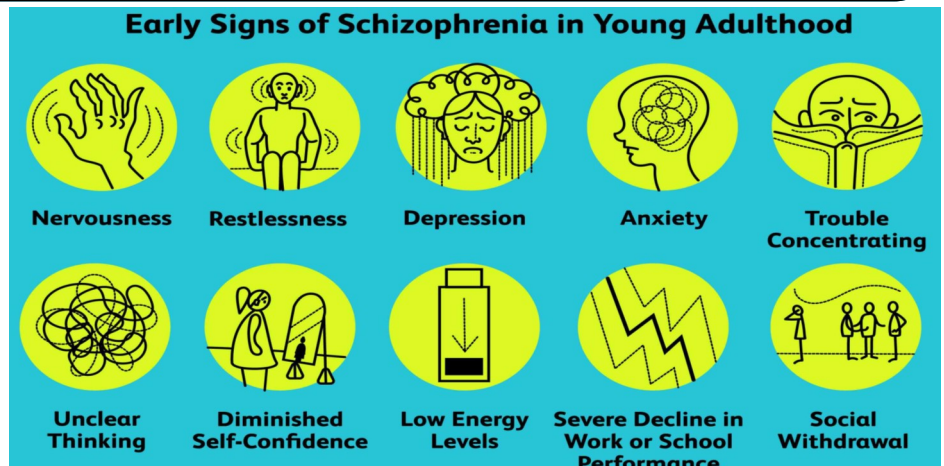
- Before touching your face
 - Before eating / preparing food
 - After using the restroom
 - After leaving a public place
 - After blowing your nose, coughing, or sneezing
 - After handling your mask
 - After changing a diaper
 - After caring for someone sick
 - After touching animals or pets
 - If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry
- Avoid touching your eyes, nose, and mouth** with unwashed hands.



National Schizophrenia Awareness Day

Sunday 25th Of July

Schizophrenia is a severe long-term mental health condition. It causes a range of different psychological symptoms. Doctors often describe **schizophrenia** as a type of psychosis. This means the person may not always be able to distinguish their own thoughts and ideas from reality. In the **UK** the lifetime **prevalence** of **schizophrenia** and **schizophrenia**-related disorders is approximately 14.5 per 1000 people.



When to See a Doctor

As schizophrenia usually develops gradually, it can be difficult to pinpoint when changes in behaviour start or know whether they are something to worry about. Identifying that you are experiencing a pattern of concerning behaviours can be a sign you should consult with a professional.

Symptoms may intensify in the run-up to an acute episode of psychosis in schizophrenia. The warning signs include:

- A worrying drop in grades or job performance
- New difficulty thinking clearly or concentrating
- Suspiciousness of or uneasiness with others
- Withdrawing socially, spending a lot more time alone than usual
- Unusual, overly intense new ideas, strange feelings, or having no feelings at all
- Decline in self-care or personal hygiene
- Difficulty telling reality from fantasy
- Confused speech or trouble communicating

While these changes might not be concerning by themselves, if you or a loved one are experiencing a number of these symptoms, you should contact a mental health professional. It can be difficult for those with schizophrenia to want to get help, especially if they are experiencing symptoms such as **paranoia**.



National Schizophrenia Awareness Day

Sunday 25th Of July

Tips for helping a loved one with schizophrenia

- **Educate yourself.** Learning about schizophrenia and its treatment will allow you to make informed decisions about how best to cope with symptoms, encourage your loved one to pursue self-help strategies, handle setbacks, and work towards recovery.
- **Reduce stress.** Stress can cause schizophrenia symptoms to flare up, so it's important to create a structured and supportive environment for your loved one.
- **Set realistic expectations.** It's important to be realistic about the challenges of schizophrenia. Help your loved one set and achieve manageable goals, and be patient with the pace of recovery.
- **Empower your loved one.** Be careful that you're not taking over and doing things for your loved one that they are capable of doing. Support your loved one while still encouraging as much independence and self-help as possible.

Tips for supporting a loved one's schizophrenia treatment

- **Seek help right away.** Early intervention makes a difference in the course of schizophrenia, so help your loved one find a good doctor and start treatment.
- **Be collaborative.** When your loved one has a voice in their own treatment, they will be more motivated to work towards recovery.
- **Encourage self-help.** Since schizophrenia is often episodic, periods of remission from the severest symptoms can provide an opportunity for your loved one to employ self-help strategies that may limit the length and frequency of future episodes.

Watch for signs of relapse

Stopping medication is the most frequent cause of relapse in schizophrenia, so it's extremely important that your family member continues to take all medication as directed. While relapse can occur even if a person is taking medication as prescribed, you may be able to prevent a full-blown crisis by recognizing the warning signs and taking immediate steps. **Common warning signs of schizophrenia relapse:**

Insomnia	Social Withdrawal
Hostility	Increasing paranoia
Strange disappearances	Hallucinations
Deterioration of personal hygiene	Confusing or nonsensical speech

If you notice any warning signs of relapse or other indications that your family member's symptoms of schizophrenia are getting worse, call the doctor right away.

All About Prescriptions!

To order your repeat prescriptions you need to use one of the following methods:

Post

Fax

Email

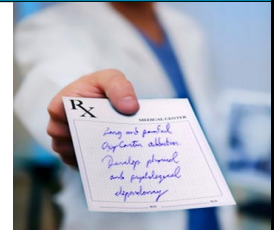
Polite Reminder - We do not take prescription requests over the phone

Alternatively, you can order them online (see below).

You can also drop your prescription off in surgery at reception, or in the red box situated on the wall just inside the door of reception.

You can also ask your 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.



Ordering Prescriptions Online

As you may be aware, we **no longer** take prescription requests over the phone.

We have now launched our **online** ordering system, where you can order your prescriptions, book appointments and update your personal information.

To sign up, just come into surgery with a form of photo ID and a Receptionist will print you a form to take away with your username and password and instructions to follow.

Just go to dukemedicalcentre.co.uk and click on the link:

<http://emisaccess.co.uk> and follow the online instructions to set up your account.

We have also introduced our Electronic Prescription Service. To find out how to get started you can ask a member of staff or read below

Please note that you will still need to wait 48hrs after placing your order, before collection



Electronic Prescription Service

Did you know that you can have your prescriptions sent electronically to a **pharmacy of your choice**? We call this **EPS**.

Just come to reception and let us know **which pharmacy** you would like to nominate, and we can set this up for you whilst you are here. You will also need to **fill a form** out at this pharmacy.

Nomination is very **flexible** and can be changed or cancelled at any time. You can do this by either asking a member of **staff at the pharmacy** or by asking a member of **staff at your GP practice**.

More information about the **Electronic Prescription Service**, including FAQs, can be accessed through the website :

<http://systems.hscic.gov.uk/eps>

Note: please be aware that certain medications such as Controlled Drugs and certain loose items will not be able to be sent electronic and have to be printed out at the GP practice.

Access to a GP

In Hours

How to access a doctor

If you need an appointment with your doctor you will need to call in the morning at 8:30, you will be asked for your details and a brief description of the problem. You will then be put on a 'Consultation List', the doctor will then call you. If the doctor wants to see you face to face, they will make the appointment for you to come into surgery at your convenience .



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.

Opening Hours

Our opening hours are:

Monday: 7.00 - 18.00

Tuesday: 7.00 - 18.00

Wednesday: 7.00 - 18.00

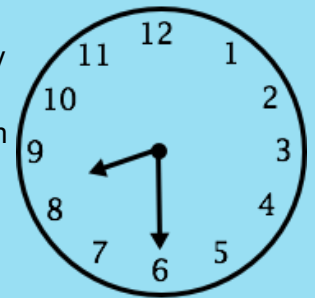
Thursday: 7.30 - 16.00

(Phone Lines are off from 12:00)

Friday: 8.30 - 18.00

Saturday & Sunday: **Closed**

Although the surgery doors open early Monday - Thursday, please note that the telephone system **does not** get transferred back from Out of Hours Service until **8.30am**.



Zero Tolerance Policy



The Practice takes it very seriously if a member of staff 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 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 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.

Minor Ailments

What is the NHS Minor Ailment Service?

- The Minor Ailment Service is an NHS service for children under 16 , people aged 60 or over, people who hold a medical exemption certificate and people on certain benefits.

- When you are registered for the Minor Ailment Service, your pharmacist can give you medicine for a minor illness or complaint, if they think you need it. You will not have to pay for this.

How does the service work?

You will be able to get advice and free treatment (if you need it) from your pharmacist for minor illnesses and complaints, such as:

Ache	Athletes foot	Back ache
Cold sores	Constipation	Diarrhoea
Earache	Eczema / allergies	Haemorrhoids
Hay fever	Headache	Head lice
Indigestion	Mouth Ulcers	Nasal congestion
Period pain	Thrush	Sore throat
Threadworms	Warts & Verrucae	

Out Of Hours Services:

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!

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.

Sheffield City GP Health Centre

(Darzi centre) 08:00—20:00

Sheffield City GP Health Centre,

75 Broad Lane,

Sheffield City Centre,

Sheffield S1 3PB

Tel: 0114 2412700



A & E Information

An **A&E department** (also known as emergency department or casualty) deals with genuine life-threatening emergencies, such as:

• acute confused state and fits that are not stopping	• persistent, severe chest pain
• breathing difficulties	• severe bleeding that cannot be stopped
• severe allergic reactions	• severe burns or scalds
• loss of consciousness	

Other services exist which are more appropriate for less serious problems.

We are currently trying to reduce the number of patients attending the A&E inappropriately, and encouraging people to use other more appropriate and cost effective ways of accessing medical treatment and advice, such as the Walk-In Centre.

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.

How to get in touch

Which of our numbers should you call?

Appointment Line: 0114 2722100 from 08:30 in a morning to receive a call from a doctor.

Enquiry Line: 0114 2720689

If you are calling to request a home visit from a doctor (ring before 10:30)

If you are calling to enquire about any results please call between 1-4pm.

If you want to make a prescription related query.

Please Note: we do not take prescription requests over the phone

Prescription Order Line: 0114 3723333 To order any prescriptions



We are on Facebook!

Type Duke Medical Centre into the search bar and Like us to view our posts and updates.

Other Useful Telephone Numbers:

- **Out of Hours:** (between 6.00pm-8.30am) 01142720689
- **NHS Direct:** 111
- **Walk-in Centre:** 0114 2412700



Would you like to become more involved in this practice?

If so, we have set up a patient participation group.

This is a group of patients who wish to become more involved in the practice's decision making; supporting the practice and facilitating communication between you, the patient and the practice.

If you would like to join us, please email dukemedicalcentre@nhs.net (practice manager) or leave your name at the reception.

