



# Duke Medical Centre Newsletter

September—November 2021



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## New Staff Alert!

Please welcome our 2 new staff members;

- Laura Ferreira -
  - Our new in house Pharmacist here to help with all medication enquires, such as reviews and alternative medications.
- Dr Hina Kanabar -
  - Our new female GP here to help every Monday, Tuesday and Wednesday.

## A Polite Reminder - Not Attending Appointments:

During August 2021 alone there were **43** GP appointments and **59** Nurse/HCA appointments that were not attended. This is the equivalent of more than **4** days of Doctors surgeries and **5** days of Nurses surgeries.

If you cannot make it to an appointment, it is important that you let us know with **good notice**. This allows us to offer your appointment slot to another person who may need it.



# **Sept - World Alzheimer's Month!**

## **What is Alzheimers?**

Alzheimer's disease is a brain disorder that slowly destroys memory and thinking skills, and, eventually, the ability to carry out the simplest tasks. In most people with Alzheimer's, symptoms first appear in their mid-60s. Alzheimer's is the most common cause of dementia among older adults. Dementia is the loss of cognitive functioning — thinking, remembering, and reasoning — and behavioural abilities to such an extent that it interferes with a person's daily life and activities. Dementia ranges in severity from the mildest stage, when it is just beginning to affect a person's functioning, to the most severe stage, when the person must depend completely on others for help with basic activities of daily living.

## **Stages of Alzheimer's disease**

### **Mild Alzheimer's disease**

As Alzheimer's worsens, people experience greater memory loss and other cognitive difficulties. Problems can include wandering and getting lost, trouble handling money and paying bills, repeating questions, taking longer to complete normal daily tasks, and personality and behaviour changes. People are often diagnosed in this stage.

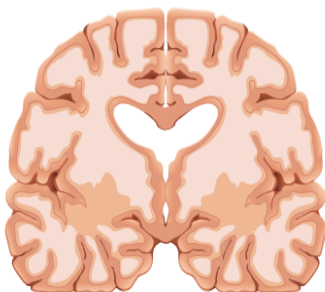
### **Moderate Alzheimer's disease**

In this stage, damage occurs in areas of the brain that control language, reasoning, conscious thought, and sensory processing, such as the ability to correctly detect sounds and smells. Memory loss and confusion grow worse, and people begin to have problems recognizing family and friends. They may be unable to learn new things, carry out multistep tasks such as getting dressed, or cope with new situations. In addition, people at this stage may have hallucinations, delusions, and paranoia and may behave impulsively.

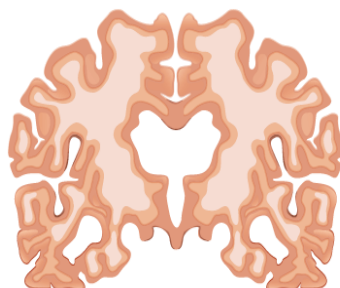
### **Severe Alzheimer's disease**

Ultimately, plaques and tangles spread throughout the brain, and brain tissue shrinks significantly. People with severe Alzheimer's cannot communicate and are completely dependent on others for their care. Near the end of life, the person may be in bed most or all of the time as the body shuts down.

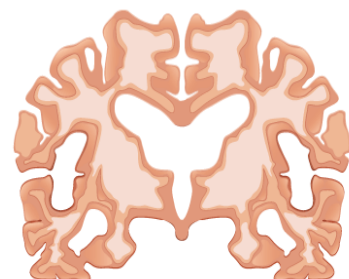
## **Progression of Alzheimer's Disease**



**Healthy Brain**



**Mild Alzheimer's Disease**



**Severe Alzheimer's Disease**

## **What causes Alzheimer's disease?**

Scientists don't yet fully understand what causes Alzheimer's disease in most people. In people with early-onset Alzheimer's, a genetic mutation may be the cause. Late-onset Alzheimer's arises from a complex series of brain changes that may occur over decades. The causes probably include a combination of genetic, environmental, and lifestyle factors. The importance of any one of these factors in increasing or decreasing the risk of developing Alzheimer's may differ from person to person.

# Sept - World Alzheimer's Month!

## How is Alzheimer's disease diagnosed?

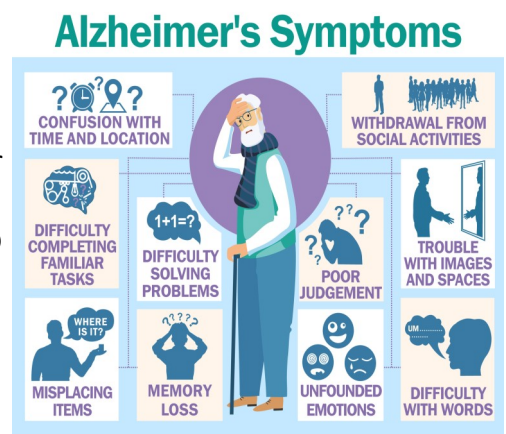
Doctors use several methods and tools to help determine whether a person who is having memory problems has Alzheimer's disease. To diagnose Alzheimer's, doctors may:

- Ask the person and a family member or friend questions about overall health, use of prescription and over-the-counter medicines, diet, past medical problems, ability to carry out daily activities, and changes in behaviour and personality.
- Conduct tests of memory, problem solving, attention, counting, and language.
- Carry out standard medical tests, such as blood and urine tests, to identify other possible causes of the problem.
- Perform brain scans, such as computed tomography (CT), magnetic resonance imaging (MRI), or positron emission tomography (PET), to support an Alzheimer's diagnosis or to rule out other possible causes for symptoms.

These tests may be repeated to give doctors information about how the person's memory and other cognitive functions are changing over time.

People with memory and thinking concerns should talk to their doctor to find out whether their symptoms are due to Alzheimer's or another cause, such as stroke, tumor, Parkinson's disease, sleep disturbances, side effects of medication, an infection, or another type of dementia. Some of these conditions may be treatable and possibly reversible. **If the diagnosis is Alzheimer's**, beginning treatment as early as possible in the disease process could help preserve daily functioning for a while. An early diagnosis also helps families plan for the future. They can take care of financial and legal matters, address potential safety issues, learn about living arrangements, and develop support networks.

In addition, an early diagnosis provides people with more opportunities to participate in clinical trials or other research studies testing possible new treatments for Alzheimer's.



## Support for families and Alzheimer's disease caregivers

Caring for a person with Alzheimer's can have significant physical, emotional, and financial costs. The demands of day-to-day care, changes in family roles, and decisions about placement in a care facility can be difficult.

Becoming well-informed about the disease is one important long-term strategy. Programs that teach families about the various stages of Alzheimer's and about ways to deal with difficult behaviours and other caregiving challenges can help.

Good coping skills, a strong support network, and respite care are other things that may help caregivers handle the stress of caring for a loved one with Alzheimer's. For example, staying physically active provides physical and emotional benefits.

Some caregivers have found that joining a support group is a critical lifeline.

These support groups enable caregivers to find respite, express concerns, share experiences, get tips, and receive emotional comfort. Many organisations sponsor in-person and online support groups, including groups for people with early-stage Alzheimer's and their families.

You can visit [www.alzheimers.org.uk/find-support-near-you](http://www.alzheimers.org.uk/find-support-near-you) to find all different types of support systems and groups near you.

(Information from <https://www.nia.nih.gov/health/alzheimers-disease-fact-sheet#stages>)



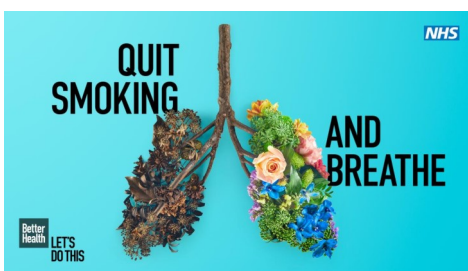
# STOPtober: the 28-day stop smoking challenge

Are you thinking of quitting smoking? Research shows that if you quit for 28 days, you're **5 times** more likely to quit for good! So, I challenge you to stop smoking throughout October!

Stopping smoking is the best thing you can do for your own health and the health of those around you! You'll start to see the benefits immediately, not just for your health but for your finances too!

## Getting Support to Stop Smoking.

There are a number of ways the NHS can support you to quit smoking in Stoptober. The Stoptober app (available on the App Store and Google Play) shows you how much money you're saving, and you can subscribe to get a daily email to boost your motivation. You can also join the **stop smoking community** or receive more personal support. Don't forget your local **NHS Stop Smoking Services** are free, friendly and can massively boost your chances of quitting for good.



## **5 Reasons Stoptober is a good time to quit smoking!**

**1. Plenty of quit smoking support**—A key part of the Stoptober campaign is to provide smokers the tools they need to quit. This means throughout the Stoptober campaign you'll find you have access to plenty of resources to help you in your quitting journey.

**2. You'll be quitting smoking with others**- This can be a great way to give you that extra bit of support when the cravings hit. You might choose to ask a friend to join you in quitting this Stoptober, or you can take advantage of the Stoptober online community through the Stoptober website. Another advantage is telling people about your quit attempt will make you more likely to stick to it.

**3. Easier to avoid smoking triggers**- One of the hardest parts of quitting smoking can be going to events activities in which you would normally smoke with others. During Stoptober, **16-18% of smokers** in the UK are making a quit attempt, so there are less people smoking and as a result less temptation.

**4. Quit for 28 days, quit for good**—The Stoptober challenge is based on research that shows if you stop-smoking for 28 days then you are five times more likely to quit smoking for good. The challenge works by breaking down the quitting process into 28 days to make it more manageable.

**5. Stoptober works**—Each year thousands of people quit with Stoptober. The public awareness, community support, and advice on what tools and products can help you quit smoking means Stoptober works. Since starting in 2012, Stoptober has encouraged over 1 million quit attempts. And, in the first Stoptober campaign alone, over eight thousand people stopped smoking permanently.

**So join in this October and become one of the thousands who have quit through Stoptober.**

(Information from <https://www.blf.org.uk/take-action/campaign-with-us/stoptober>  
And <https://www.niquitin.co.uk/reasons-stop-smoking-stoptober/> )



# DUKE MEDICAL CENTRE NEWSLETTER— Sept-Nov 2021

## All About Prescriptions!

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

### Post

### Email

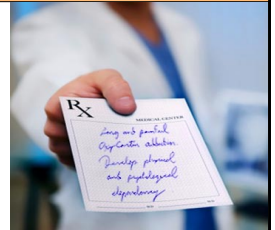
**Polite Reminder - We do not take prescription requests over the phone**

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](http://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.

### 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 contact **Karla Levy** (practice manager) or leave your name at the reception.

