

Pharmacy First (Minor Ailments Scheme) Frequency Asked Questions

What is the Minor Ailments Scheme?

The pharmacy will provide advice to people on the management of minor ailments and where patients are exempt from prescription charges, they will be able to receive over the counter medication free of charge.

What illnesses will be covered under the scheme?

The Scheme will cover the following conditions:

- Allergies
- Athletes foot
- Chicken Pox
- Cold sores
- Conjunctivitis
- Constipation
- Coughs & Colds
- Diarrhoea
- Earwax
- Fever
- Hay Fever
- Head lice
- Headache
- Indigestion
- Insect bites and stings
- Minor Burns and scalds
- Mouth Ulcers
- Nappy rash
- Piles
- Sore throat
- Sprains and Strains
- Teething
- Threadworm
- Vaginal Thrush

Who is eligible?

The service is accessible for patients registered with a Southwark GP. Non-registered Southwark residents may also be treated under the scheme at the discretion of the pharmacist. The pharmacist will encourage non registered patients to register with a local GP.

How do patients access the scheme?

Southwark registered patients can self-refer by presenting at a pharmacy or can be sign-posted by their GP surgery.

When is the scheme being launched?

The scheme will be available from 1st April 2015.

Are all pharmacists participating?

The CCG would like all pharmacies in Southwark to provide a universal service to patients. Currently 56 out of 62 pharmacies in Southwark have formally expressed an interest in providing the service. The CCG will be working with the LPC to encourage all pharmacies to provide the service throughout the first year.

Will patients need to provide ID to show that they are eligible for free prescriptions?

Pharmacies will be asked to have a standard operating procedure in place for checking a patient's eligibility for their exemption from prescription charges. This is a function that pharmacies routinely carry out when dealing with NHS prescriptions.

Will the pharmacist report back to GP on patients seen?

Pharmacists will record all consultations using PharmOutcomes and data will be sent to the CCG. As the conditions and treatment provided under this scheme are normally provided in a pharmacy, this information will not be routinely shared with GP practices. However, it will be expected that the community pharmacist follows their usual clinical protocols of when to refer, share information with the registered GP or signpost to another service.