



## Pharmacy First - getting the most from your pharmacist

### What is Pharmacy First?

The new Pharmacy First service which includes providing advice and NHS-funded treatment for seven common conditions launched on 31 January 2024.

Under the new NHS Pharmacy First scheme, you can visit a pharmacist to receive advice and treatment for some simple illnesses, instead of going to see your doctor.

### What conditions can you see your pharmacist about?

Under Pharmacy First, pharmacists can treat and prescribe medication for seven conditions. These are the conditions, and at what age, you can see the pharmacist about:

Condition	Age range
Acute Otitis Media - Earache	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

**Anyone not within these age ranges should see their GP**

There are many existing conditions which you have already been able to see your pharmacist about. These include:

- Aches and pains - such as, back pain, headache and period pain
- Accidents - such as, sprains, minor cuts, and grazes
- Colds, flu and other infections - such as, cough, congestion, fevers and/or temperature
- Ear care - such as, ear wax
- Eye care - such as, conjunctivitis, styes
- Hay fever - which is not controlled by standard over-the-counter treatments
- Rashes
- Skin problems - such as, athlete's foot, cold sores, or mild eczema or psoriasis
- Stomach aches - such as, constipation, diarrhoea, or indigestion

### How to see your pharmacist

More than **10,000 pharmacies** across the UK are part of the scheme - that's more than **9 out of every 10**. Generally, you can just walk in to your closest or preferred one and ask for an appointment - or they will see you straightaway if there is availability.

Alternatively, you can be referred for an appointment by:

- Your GP
- NHS 111 - online, telephone and the NHS App
- A&E
- 999





NHS services  
available here



## What will happen at your appointment?

Your consultation with the pharmacist will always be **confidential** and in a **private place**.

The pharmacist will ask you questions about your health - they may need to know about your previous medical history, any allergies, any medicines you are taking, and the symptoms you are experiencing.

They will ask you before checking any medical records.

For some conditions, the pharmacist may ask to have a look at what is wrong - for instance, if you have an earache, they may use an otoscope to look into your ear. The pharmacist will not use diagnostic tests to check for specific conditions - such as checking a urine sample for a UTI or swabbing your sore throat.

The pharmacist will recommend the best course of action to treat your condition - this could be that your illness is best to run its course, they may prescribe medication such as antibiotics, or if your condition is more severe, they may refer you to another health service or professional. The notes of your consultation will be added to your medical records.

## What else can you see a pharmacist about?

As well as the new conditions covered under Pharmacy First and other minor illnesses, there are many other issues and topics your pharmacist will be able to help you with, these include:

- Advice on using and disposing of medicines
- Contraception
- Blood pressure checks
- Chlamydia screening and treatment
- Quitting smoking
- Cholesterol and blood sugar testing
- Drug use - including needle and syringe exchange schemes
- Help on how to manage your weight
- Some vaccinations



We have an active Patient Participation Group which meets regularly to discuss what has been happening in the practice. We want to understand how we can improve our service to you and how you feel about our surgery, staff and quality of care.

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is extremely valuable.

We need people of all ages and backgrounds to join the team so that we can truly represent the diversity of our patients.

Interested?

Please contact

**Michelle Greene 07941 077350**

## NEW...On-line registration

If you have had a new baby or know someone who would like to join the Practice, scan the QR code which will take you to the GP registration site on the NHS website.





## Maternity at BARTS Health NHS Trust

We recognise that expectant mothers require very special attention. Dedicated teams are available to help you through your pregnancy and birth and provide you with the best care to suit your individual needs.

You can choose to have your baby at one of our birthing units, in the comfort of your own home cared for by experienced midwives, or in one of our labour wards with doctors close at hand. For some women, giving birth in hospital will be the safest option.

You can find lots of useful information, contact numbers and self-referral forms here...

[www.bartshealth.nhs.uk/maternity](http://www.bartshealth.nhs.uk/maternity)

Another great source of information regarding trying for a baby, pregnancy, labour and birth, is the NHS Pregnancy website

[www.nhs.uk/pregnancy](http://www.nhs.uk/pregnancy)



**Barts Health**  
NHS Trust

## Help us to help you...

Please ensure we have the most up to date information for you. Have you changed address, got a new contact number or email address? Have you nominated a next of kin?

## Did not attend Appointment

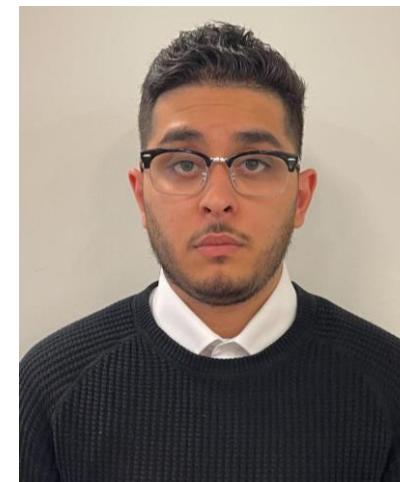
Between 1 January and 31 January, we booked **3190** appointments.

**76** patients did not attend (DNA)

Each missed GP appointment costs the NHS an average of **£30** per person (Source: [NHS](#)).

**If you are unable to keep your appointment, please make every effort to cancel it so that it may be offered to someone else.**

## Who's who!



### Rohail Shahid - Clinical Pharmacist

Mr Shahid graduated from the University of Central Lancashire in 2021.

He trained at the Salford Royal Foundation Trust Hospital before joining General Practice. Special interests include Hypertension, Asthma and High-Risk Drugs.