

## MINOR AILMENT SCHEME

### Minor Ailment Scheme

Your surgery and some local pharmacies are taking part in a scheme that offers an alternative way of getting treatment for some less-serious illnesses, at the pharmacy (Chemists).

#### Does this mean I can't have an appointment to see the doctor?

No it doesn't! You are still welcome to make an appointment if you wish. Taking part in this scheme is entirely voluntary.

#### How does the scheme work?

The first time you use the scheme you will need to either:

- Get a reference number over the phone. Your surgery will be able to tell you if your usual pharmacy is taking part in the scheme.

#### Is the pharmacist qualified for this scheme?

- Pharmacists have a long tradition of providing advice and selling medicines to treat less-serious illnesses, and have studied this as part of their training.
- All the pharmacists taking part in this scheme have extra training in these less-serious illnesses.
- Guidelines for pharmacists in this scheme have been written, and approved by local GPs (family doctors) and hospital specialists. Your pharmacist may seem to ask a lot of questions about your illness; this is for your protection and safety.
- If in any doubt, your pharmacist will give you a letter for an urgent GP appointment.

#### Will I be given any medicines?

- If the pharmacist feels that you need medicines then these will be provided.
- The pharmacist is authorised to provide medicines (from a limited range) free of charge if you are normally exempt from prescription charges.
- If you normally pay for prescriptions you will be advised to buy the medicines, or pay a prescription charge if this is cheaper.
- Your pharmacist may not feel that you need medicines and may provide advice instead, or give you a letter to take to your GP for an urgent appointment.

*Patients must not put pressure on pharmacists to provide medicines if this is not appropriate.*

Newham  
Primary Care Trust



#### Do I have to sign anything?

- You will need to sign the triplicate voucher once the pharmacist has completed it. Check that all the details are correct before signing.
- You will need to show proof if you are exempt from prescription charges and sign a declaration, the same as if you had a doctor's prescription.
- You will be given a copy of the triplicate voucher for your records.

#### Why does the pharmacist pass the information on to my doctor?

- This will make sure that your notes at the surgery are an accurate record of your health.
- It will also let your doctor know how many patients with less-serious illnesses are choosing to go to the pharmacy instead of booking an appointment.
- There are procedures in place to ensure this information remains confidential.

#### What if I need to use the scheme again at a later date?

- Once you have used the scheme once, you can return to the same pharmacy without collecting a voucher or getting a reference number.
- If you wish to use a different pharmacy, you will need to write to your GP and the first pharmacy explaining that you wish to change (you do not have to give a reason.)
- There will be regular checks to make sure that patients are not using the scheme at more than one pharmacy.

#### Is there anything else I need to know?

If you have any further questions about the scheme then ask at your GP surgery, your local pharmacy, or contact the Medicines and Prescribing Team on 020 8271 1403.

**We hope you feel better soon!**

## Minor Ailment Scheme

(Quick and convenient way to obtain treatment)

PHARMACIST WILL DISPENSE MEDICINE **FREE** IF YOU DO NOT PAY FOR PRESCRIPTIONS

Treatment can be obtained for a number of conditions without having to see the GP.

If you suffer from any of the conditions listed below, there are two easy steps to obtain treatment;

- Tick the box next to the condition you suffer (please note age restrictions)
- Go to your chemist for treatment

**NB. If you need to use the service again you can go directly to your chemist (you do not need to come to the surgery each time).**

If a member of the family needs to use the minor ailment scheme for the first time you can telephone the surgery for the computer number.

**This leaflet is available on the practice website ([www.woodgrangemedicalpractice.co.uk](http://www.woodgrangemedicalpractice.co.uk)); print the leaflet before ticking the box.**

In some cases the chemist may refer you to the GP following assessment of your condition.

Name: \_\_\_\_\_

D.O.B: \_\_\_\_\_

**Woodgrange Medical Practice Code: A28**

- |   |  |
|---|--|
| <input type="checkbox"/> Athletes foot (everyone)   | <input type="checkbox"/> Soft Tissue Injury (age 6+)               |
| <input type="checkbox"/> Back pain (everyone)   | <input type="checkbox"/> Indigestion (age 12+)                     |
| <input type="checkbox"/> Constipation (age 12+)   | <input type="checkbox"/> Insect Bites and Stings (age 3 weeks +)   |
| <input type="checkbox"/> Contact Dermatitis (age 12+)                                       | <input type="checkbox"/> Mouth Ulcers (age 3 weeks +)              |
| <input type="checkbox"/> Diarrhoea (age 3 months +)   | <input type="checkbox"/> Nasal Congestion (age 5 months +)         |
| <input type="checkbox"/> Fever – Post immunisation  | <input type="checkbox"/> Head lice (everyone)                      |
| <input type="checkbox"/> Hayfever & Allergic Rhinitis (age 6+)                              | <input type="checkbox"/> Teething (age 3 months +)                 |
| <input type="checkbox"/> Headache (age 12+)   | <input type="checkbox"/> Sore Throat (age 5+)                      |
| <input type="checkbox"/> Viral Upper Resp. Tract Infection – Colds & Flu's (age 5 months +) | <input type="checkbox"/> Vaginal Thrush (except diabetic patients) |