

Will the pharmacist always be able to help me?

Your pharmacist is a highly trained healthcare professional who can provide expert, confidential advice on common health problems and the best medicines to treat them.

As part of this Minor Ailments Scheme, the pharmacy will follow set guidelines to ensure you get the best possible care for your condition.



The pharmacist may recommend that you need to see your GP rather than receive treatment from them.

When you see your pharmacist for a minor ailment, they are providing treatment and advice for the symptoms you have described.

If your symptoms persist you should seek further advice from your GP.



Minor Ailments Scheme

Why wait to see a doctor? The Minor Ailments Scheme can save you time.

If your prescriptions are free of charge then your pharmacist can offer free advice and free treatment for a range of conditions included in this scheme.



This scheme is commissioned by NHS North East Lincolnshire CCG as part of their work supporting patient care.

If you have any queries about the scheme please contact:

Patient Advice and Liaison Service (PALS)

Email: nelccg.askus@nhs.net

Telephone: 0300 3000 500

www.northeastlincolnshireccg.nhs.uk



@NELincsCCG

If you need this information in a different language or format, or have any concerns after reading this, please feel free to contact us

Minor Ailments Scheme



Providing easy access to the care you need in North East Lincolnshire

What is the Minor Ailments Scheme?

Everyone can go to their pharmacist for free advice or to buy medicine for minor illnesses.

This scheme is a NHS service for anyone who does not pay for their prescriptions.

The pharmacist will be able to give advice and medicines free of charge without the need to see a doctor.

Who is the service for?

You can use the minor ailment scheme if you answer yes to all the points below.

- You are registered with a local GP.
- You don't pay for your prescriptions.
- You are suffering from one of the conditions listed in this leaflet.

What do I have to do next?

- Go to your local pharmacy.
- The pharmacist will need the name of your GP practice and confirmation that you don't pay for prescriptions.
- You will be asked to provide evidence of your identity and NHS number.

If you don't pay for your prescriptions you can get free advice and free treatment from your pharmacist for the following minor illnesses and ailments.

Acne
Athlete's Foot
Cold Sores
Conjunctivitis
Cough/Cold/Flu/ High temperature
Prevention of fever after vaccination
Constipation
Cystitis in adult females
Dandruff
Diarrhoea
Dry Eyes
Eczema, Dry or Itchy Skin
Ear Wax
Haemorrhoids (Piles)
Hay Fever
Head lice
Indigestion/Heartburn/Tummy upset/
Vomiting
Insect bites and stings
Mouth Ulcers
Mouth or Gum Swelling
Nasal Congestion
Nappy Rash
Pain
Sore Throat
Teething
Threadworms
Thrush
Warts & Verrucae

What will the Pharmacist ask?

You will be asked questions about your symptoms. These will include:

- details about other medication you are taking
- details about your illness
- if you have any allergies

This is to make sure that the medicines you are given are suitable for you.

All details given to the pharmacist are confidential.

What will the pharmacist give me?

- Advice on how best to deal with your symptoms. You may not need any medicines.
- If it is appropriate the pharmacist will provide the right medicine for you. This medicine is only for you, it may not be right for anybody else even if they have similar symptoms.
- The pharmacist will also give you advice on how to take the medicine and other ways to help manage your ailments and illness.
- The pharmacist may suggest that you see a GP and you need a medicine that is only available on a doctor's prescription.

