



Your local community pharmacist is providing advice and treatment under the **Pharmacy First** scheme in line with the symptoms you have described.

**Pharmacy First** is only for minor ailments. If your symptoms persist or are more severe you should seek advice from your doctor.

The pharmacist can give advice on all medicines, whether prescribed or purchased. Ask your pharmacist about the NHS Medicines Use Reviews and New Medicines Service if you are not sure about your prescribed medicines.



November 2012



Confidential advice and information is now available by dialling 111 on your mobile or landline.

If you urgently need medical help or advice, but it's not a life threatening situation, then the NHS 111 service is available to Croydon residents 24 hours a day.



Croydon Clinical Commissioning Group

Leon House, 233 High Street, Croydon CR0 9XT

To order leaflets or poster email:  
[cro-pct.pharmacyadmin@nhs.net](mailto:cro-pct.pharmacyadmin@nhs.net)

120673



Croydon Clinical Commissioning Group

**Feel better fast**  
**VISIT YOUR**  
**PHARMACY FIRST**

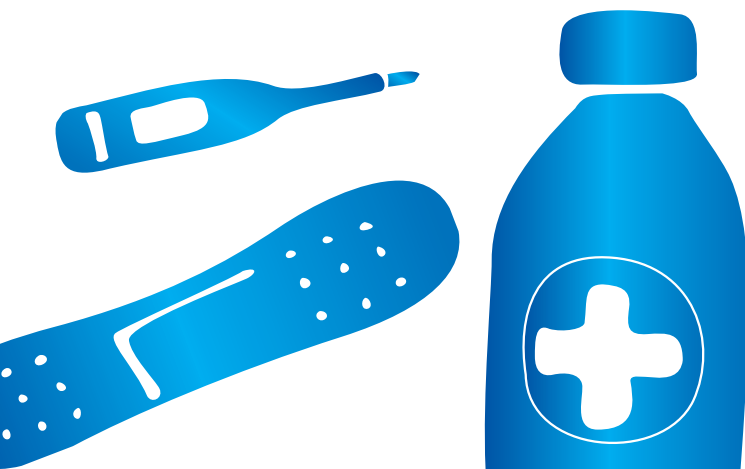


## What is Pharmacy First?

If you have a minor ailment it is the quickest and easiest way to get treatment and advice from a health professional.

If you are suffering from one of the ailments listed in this leaflet, you may not need to go to your GP for treatment. So, instead of waiting for a GP's appointment, visit your local community **pharmacy first**.

- No appointment is necessary.
- The pharmacist will always offer advice and if appropriate they will supply a medicine from the formulary.
- If the pharmacist considers supply of a medicine is appropriate then it will be free for patients who are eligible for free prescription (you will need to show proof of exemption).
- Patients who have to pay for prescriptions will pay the current prescription charge. If the medicine costs less than the prescription charge, then the patient would be informed of this so they can purchase it instead.



## Minor ailments

### Ailments included in the scheme:

Acne	Head lice
Athlete's foot	Headache
Back pain	Indigestion
Cold sores	Insect bites/stings
Conjunctivitis	Mouth ulcers
Constipation	Nappy rash
Contact dermatitis	Scabies
Coughs & colds	Sprains & strains
Cystitis	Teething
Diarrhoea	Threadworm
Earache	Toothache
Ear wax	Thrush
Fever	Sore throat
Haemorrhoids (piles)	Warts & verrucas
Hayfever & allergies	



## How does Pharmacy First work?

The scheme is available to everyone living or working in the borough of Croydon, including parents and carers.

For the pharmacist to carry out a full assessment of your condition you must go to the pharmacy in person. If a child is suffering from a minor ailment the pharmacist may be able to make the assessment with the carer. The pharmacist will decide if this is appropriate.

- On your first visit you will be asked to register onto the scheme.
- You should expect to have a consultation with the pharmacist or trained staff- this may take up to 10 minutes. This is to ensure that you get the appropriate treatment and/or advice. Most pharmacies have a private consultation room for this.
- You will be given advice and medication if necessary. Sometimes you may not need medicines. If that's the case the pharmacist will advise you on how to deal with your symptoms. If it is appropriate you will be given the right medicines.
- The medicines supplied are only for you and will be labelled with your name and directions for use.
- Do not share your medicines –they may not be right for anyone else, even if they have similar symptoms.

If the pharmacist considers it necessary, you might be referred to your GP for further investigation.