

## Do I have to make an appointment?

You do not have to make an appointment with your GP or pharmacist and you do not even have to go to the surgery first. Instead you can go direct to the pharmacy and ask if you can be treated under the Pharmacy First Scheme.

If you do not pay for prescriptions, you will not pay for any medicines supplied through the scheme.

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## *Pharmacy First*

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Minor Ailment Scheme

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**NHS**  
**West Lancashire  
Clinical Commissioning Group**

*Are you suffering from...*

... one of the following minor ailments?

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Athlete's Foot  
Bacterial conjunctivitis  
Cold Sores  
Constipation  
Coughs, Colds, Fever  
Cystitis  
Dermatitis  
Diarrhoea  
Earache  
Hayfever  
Head Lice  
Headache  
Indigestion / Heartburn  
Insect Bites and Stings  
Mouth Ulcers  
Nappy Rash  
Scabies  
Sore Throat  
Teething  
Threadworm  
Thrush  
Verrucas / Warts

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Your surgery and pharmacy are working together in a scheme called Pharmacy First. If you are suffering from one of the ailments listed above, your surgery may suggest that you go to your local pharmacy for treatment instead of seeing your doctor.

### What happens when I go to the pharmacy to use the scheme?

1. The pharmacist will talk to you about your symptoms.
2. You will be required to demonstrate to the pharmacy that you are registered with a GP in West Lancashire. Pharmacists will only accept you into the scheme if you are registered with a participating GP practice. This can be established by:
  - a) Providing evidence of registration with a GP practice in the West Lancashire CCG area, e.g., repeat prescription tear-off slip or NHS card.
  - b) The pharmacy having record showing that a prescription has been dispensed in the last 6 months.
  - c) The pharmacist may also telephone the surgery to confirm registration.

3. The pharmacist will complete a consultation form that you must sign (just like signing the back of a prescription).
4. The pharmacist may give you advice and guidance on your ailment and supply you with an appropriate medicine(s).

**PLEASE NOTE: MEDICINES WILL NOT BE SUPPLIED ON DEMAND**

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### What if my symptoms cannot be treated by the pharmacist?

The pharmacist may refer you to the doctor if they are unable to offer treatment. This might be because your illness is not treatable through the scheme, or because the medicine available through the scheme is not appropriate for you.

Using the scheme does not prevent you from seeing your doctor